

*City of* ★

**INDEPENDENCE**

2017 Annual Report



# AIRPORT



Reconstructed North Taxilane



- ★ 172,329 gallons of fuel sold, generating \$430,767.28.
- ★ AWOS Replacement – Upgraded from AWOS II to AWOS III/PT (KDOT Grant)
- ★ Awarded KDOT grant for Jet A Fuel Card Reader
- ★ KDOT Grant submitted for terminal upgrade.
- ★ Contract signed to design, bid and prepare FAA Grant to rehab Runway 4/22 and Taxiway C
- ★ AV Gas Tank Cleaning
- ★ Reconstructed T-Hangar Taxilanes (FAA/KDOT Grant)

# AWOL

## DOGS

- ★ 146 adopted
- ★ 132 reclaimed

## CATS

- ★ 153 adopted
- ★ 16 reclaimed



Total animals sheltered: **569**

Dog spays/neuters: 189

Cat spays/neuters: 185

# BUILDING



★ In 2017 a major update of the Building and other related codes was implemented which improved the ISO rating.

**32** residential building permits issued, representing **\$780,845** in construction

**35** commercial building permits issued, representing **\$3,525,687** in construction

**\$25,308** collected in permit fees

**\$4,306,532** total building valuation

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**15** condemned structures removed by the City

**13** rental inspections for the Independence Housing Authority

**25** inspections from rental housing complaints



# FINANCE

| City Licenses Issued | No.          | Revenue            |
|----------------------|--------------|--------------------|
| Business             | 1,134        | \$33,200.50        |
| Electrician          | 57           | \$2,470.00         |
| Plumber              | 44           | \$1,510.00         |
| CMB/Alcohol          | 30           | \$5,775.00         |
| Pet Licenses         | 326          | \$1,394.00         |
| Rummage Sales        | 375          | \$937.50           |
| <b>TOTALS</b>        | <b>1,966</b> | <b>\$45,287.00</b> |

| Other Fees         |  |                       |
|--------------------|--|-----------------------|
| Water Payments     |  | \$1,478,649.31        |
| Sewer Service Fees |  | \$1,988,538.12        |
| Sanitation Fees    |  | \$1,118,026.05        |
| <b>TOTALS</b>      |  | <b>\$4,585,213.48</b> |

*Total revenue collected  
through all City sources*

**\$17,378,485.76**



***Welcomed  
Mike Borovetz  
to the role of  
City Clerk***

Received **41**  
requests  
for a total of **98**  
Open Records  
items

# MEMORIAL HALL



*Total Rental  
Fees Collected  
= \$32,329.75*

*Facility Usage Detail –  
Number of times used:*

- ★ **Civic Center – 101**
- ★ **Kitchen – 79**
- ★ **Gallery – 159**
- ★ **Veterans Room – 87**
- ★ **Am. Legion Room – 49**
- ★ **VFW Room – 14**
- ★ **Spanish Room – 30**
- ★ **Patriot Room – 9**
- ★ **Lobby – 37**
- ★ **Auditorium – 39**
- ★ **Green Room – 3**
- ★ **Dressing Rooms - 31**



*Photos from  
Neewollah  
queen  
coronation  
and musical  
at historic  
Memorial  
Hall*



# MUNICIPAL COURT



642 Cases Filed  
30 Trials  
431 Found Guilty  
44 Diversions  
205 Cases Dismissed

**\$113,951.30**

collected in court fines

# PARK & ZOO



## PARK

- ★ Purchased and replaced Miniature Train wheels.
- ★ Added security cameras at the 4H Building and Tennis Clubhouse.
- ★ Updated Lone Chief Cabin (tables, painting, etc.).
- ★ 101,832 ride tickets sold, generating \$18,525.49.
- ★ 444 park facility rentals generated \$17,825.50/ Concession stand \$1,785.28.
- ★ Hosted more than 30 school outings.

## *Replaced Train Canopy!*



## ZOO

- ★ Painted Stevens Building, replaced over 20 fence posts, and replaced hoof stock bison wall.
- ★ New babies: Bison, elk, capuchin, white tail deer and wood ducks.
- ★ Zoolloween: 1,400 guests/\$2,662 raised.
- ★ 7th year to assist ICC Vet Tech program.
- ★ 28 volunteers contributed 326.75 hours of service.

## CEMETERY

- ★ Sold 25 cemetery spaces, with 92 burials, 36 cremations and 47 new stones placed.

# FIRE/EMS



## 2,656 Medical Calls

2,226 Emergency

430 Non-Emergency

1,438 Patients Transported

4:31 Average Response Time

(National Average is 7 Minutes)

\$841,897.41 Revenue Generated

80,905 Mileage on EMS units

*Welcomed*

**Shawn**

**Wallis**

*Fire/EMS Chief*



## Fire Calls

19 Residential

29 Gas Leaks

13 Grass Fires

8 Car Fires

21 Trash Fires

5 Mutual Aid Requests

50 False Alarms

18 Alarm Malfunctions

11 Unintentional Fires

8 Power Lines Down

11 Aircraft Standbys

10 Haz Mat Spills

\$450,000 estimated damages



# FIRE/EMS



Independence Fire/EMS responded to 17 cardiac arrests with a 29.4% successful resuscitation. The National Average is 11%. This success is attributed to the following factors:

- IPD Dispatch performing Emergency Medical Dispatch and instructing callers to start CPR.
- Auto Pulse, a device that provides nearly perfect CPR on a patient.
- Fire/EMS Personnel Training, continuous training to ensure excellence in patient care.

## Projects

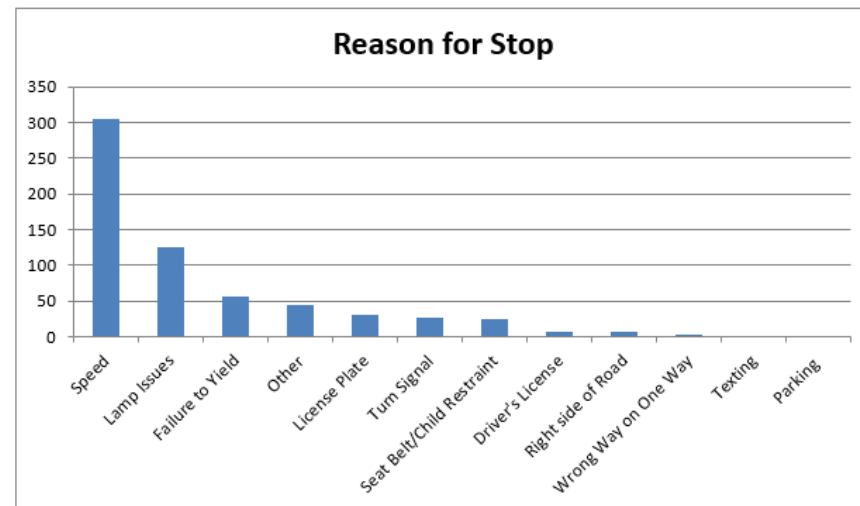
- Completed pre-plan inspections for all schools and industries.
- Pressure tested 5,800 feet of fire hose.
- Took possession of a 2017 remount ambulance.
- Performed 40 fire prevention inspections.
- Installed 48 smoke detectors in 21 homes.



# POLICE



- ★ Police Chief Jerry Harrison completed the CPM (Certified Public Management) course.
- ★ Hired 1 new dispatcher, 4 full-time officers and 1 part-time officer.
- ★ Dispatchers handled 16,041 calls for service. Of those, 12,462 were handled by the PD and the remainder by Independence and Cherryvale Fire and EMS.
- ★ A total of 2,243 incident and crime reports were taken. Patrolmen investigated 148 vehicle accidents; executed 284 felony and misdemeanor arrests; and conducted 638 traffic stops.
- ★ School Resource Officer spent an estimated 1,250 hours in the schools. He also attended the Kansas SRO conference for additional training.
- ★ Performed numerous house watches and extra patrols, as well as public speaking engagements about crime prevention at various clubs and organizations.
- ★ Two lifesaving awards were presented to Police employees - Dispatcher Stephani Groff and Officer Charlie Benedict.

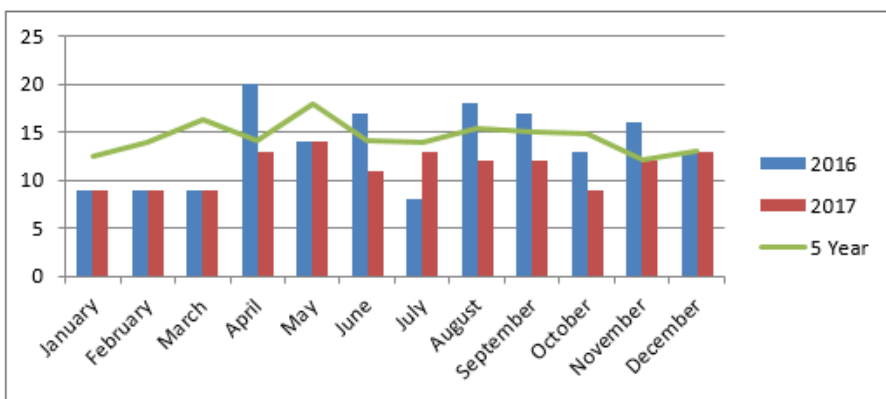


# POLICE

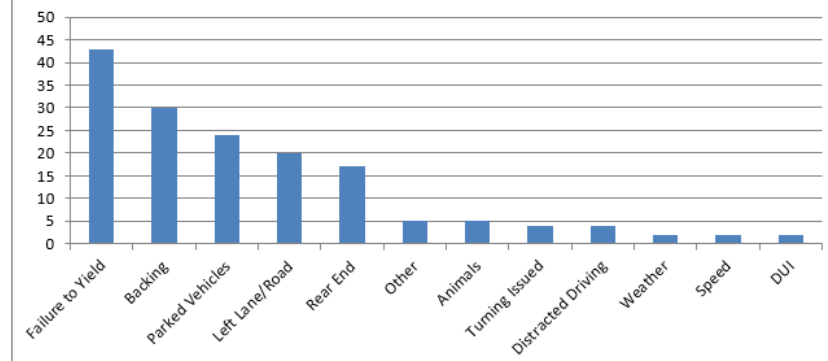


- ★ Conducted multiple seat-belt enforcement checkpoints, utilizing a statewide program initiated by KHP.
- ★ Purchased one Ford Explorer to add to the fleet of 12 vehicles for the department.
- ★ Officer Charlie Benedict conducted 4 Women's Self-Defense courses, attended by approximately 50 women. Officer Benedict has conducted 23 Women's Self Defense classes since initiating this program.
- ★ Dispatchers all certified in Emergency Medical, Fire and Police Dispatch through Priority Dispatch and use these protocols daily to help save lives.
- ★ In November, "Text to 911" was added to the NexGen 911 telephone system, which was installed September 2016.
- ★ Dispatchers answered 11,448 calls to 911 and 37,229 incoming admin lines. Overall with inbound, outbound and 911 calls, dispatchers handled 72,539 phone calls.

**Accidents by Month**



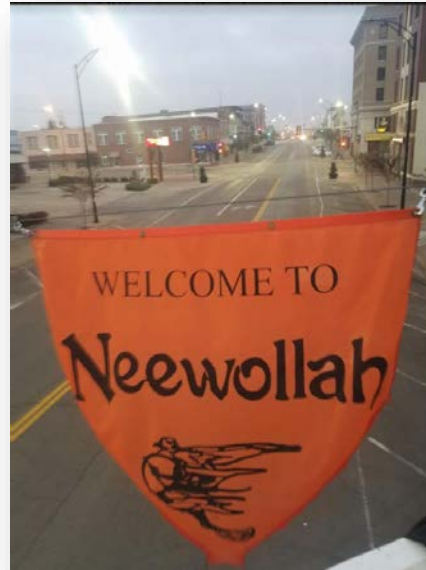
**Cause of Crash**



# STREET DEPARTMENT



*Completed all routine tasks... hanging downtown banners, setting barricades for events, etc.*



**Repaired 4 storm drain lids.**

**Mowed 321 nuisance lots full of tall grass**



Picked up **1,450** piles of brush and performed **250** linear feet of ditch cleaning.

Removed **10** dead trees from the Rights-of-Way.

Applied **400** tons of road rock to gravel streets and alleys.



# SANITATION



Picked up **19** appliances and  
**260** miscellaneous  
piles of trash

Picked up **6,106** tons of trash



*Supported annual City-wide and  
Downtown Cleanup events.*



# RECYCLING

**102,490  
lbs.  
COLLECTED!**

**188 Volunteer Hours**  
for the year

Average **224 Monthly**  
Drop-offs

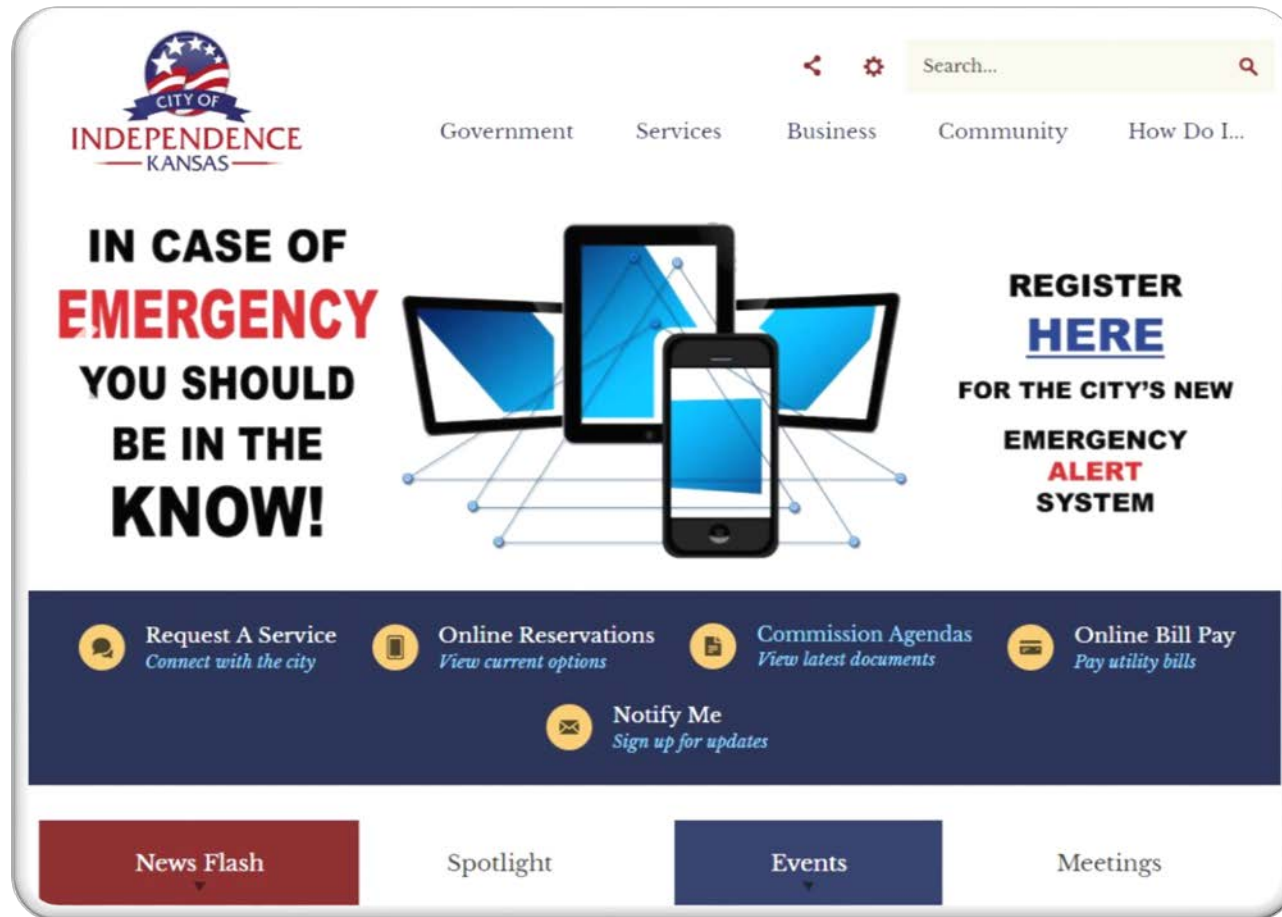
Average **4.3 Tons**  
monthly collections



Recycling Participants  
(Number of Vehicles)



# WEBSITE



80,047

TOTAL VISITS

171,405

TOTAL PAGE VIEWS

2:42

AVERAGE TIME  
SPENT ON PAGE

13,338

PARK & ZOO  
PAGE VISITS

7,537

ONLINE PAYMENT  
PAGE VISITS

48%

VISITORS USE  
MOBILE DEVICES

# PLANNING & ZONING



## 2017 Planning Commission Board of Appeals Approvals

| ACTION                    | DESCRIPTION  |
|---------------------------|--|
| 4 Conditional Use Permits | 511 S. 4 <sup>th</sup> (Daycare); 401-419 N. 8th/209 W. Locust (Drive-In restaurant); 306 Crestview Drive (Daycare); and 1201 N. 10 <sup>th</sup> /515 W. Oak (Pre-primary School) |
| 2 Rezoning                | 401-419 N. 8th/209 W. Locust (C-3 and R-4 to C-2), and 2207 N. 10 <sup>th</sup> (R-4 to O&P)   |
| 2 Text Amendments         | Article IV, Section 403 and Article VIII, Section 803.4, relating to Banners; and Article VIII, relating to Attention Attracting Devices and Electronic Signs                      |
| 5 Variances               | 510 and 584 N. Penn [X2] (number and size of signs); 741 Hackney Ave (setbacks); 410 Pearl (setbacks); and 501 S. 20 <sup>th</sup> (construction in floodplain)                    |



# WATER/SEWER

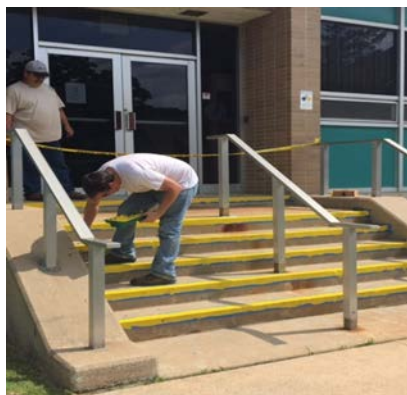


Repaired **239**  
water main leaks.

Cleaned  
**68,477** feet of  
sewer main pipe



Installed **160** feet of 2"  
and **20** feet of 12"  
water main lines.



Performed Annual  
Hydrant Flushing

Repainted all **SAFETY**  
**YELLOW** striping  
around plant.

Produced approximately  
**521,773,000**  
gallons of drinking water for customers



Overhauled east air  
compressor, and  
repainted

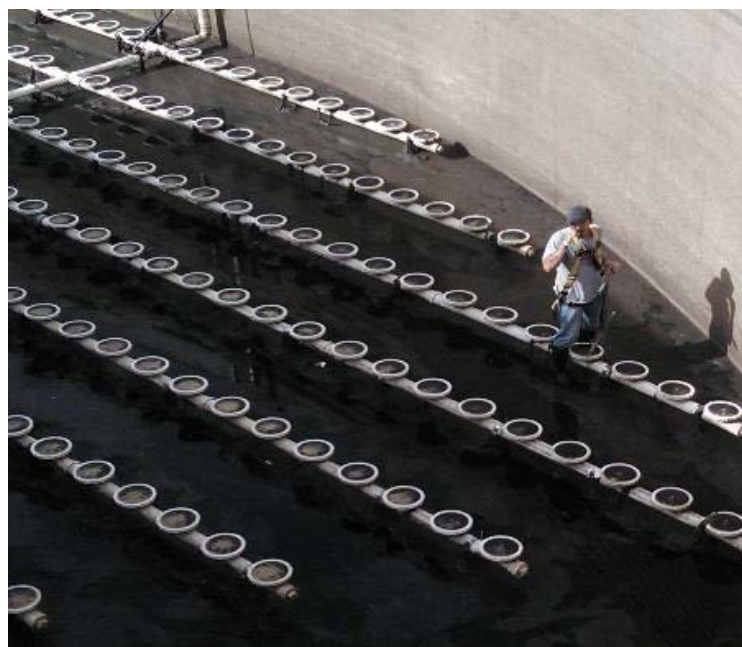


Replaced surface wash  
line on #2 filter



Filter Upgrade Completed

# WASTEWATER



Annual draining of the two 1.04 million gallon aeration basins for cleaning and service. While drained, the 2,000 individual aeration diffusers mounted on the basin's deck were cleaned.

Applied **100** dry tons of bio-solids.

Treated

# 565,820,000

gallons of waste water

In 2017, there were major pieces of equipment that required overhaul and replacement:

- The Channel Monster grinder which operates continually 24/7;
- The Auger Monster, debris removing auger;
- Three out of four aeration basin mixers (two mixers run continually, 24/7).

# ADMINISTRATION



## INFRASTRUCTURE

- ★ Completed Peter Pan & Main Street intersection improvement.
- ★ Mill and overlay of Penn Avenue from Chestnut to Oak.
- ★ Major improvements to airport AWOS and T-Hangar taxilanes.
- ★ Economic Development grant for improvements to North Peter Pan Road to be completed in 2018.
- ★ Public hearings and loan application process started for sanitary sewer and water plant improvements.
- ★ PEC contracted to begin design on water treatment plant upgrades.
- ★ Steering Committee provided a recommendation to rehabilitate the 1916 City Hall and construct a new Public Safety facility across the street, north of City Hall.

## BUSINESS DEVELOPMENT

- ★ Worked with MCAC to support economic development proposals.

## ADA

- ★ Curb ramp improvements on Penn Avenue from Chestnut to Oak as part of mill and overlay project.

## HUMAN RESOURCES

- ★ Commission hired new City Manager.
- ★ Hired new City Clerk.
- ★ Received "Gold Star" rating from KMIT resulting in 10% insurance discount.
- ★ Performed City wide evaluations.

## COMMUNICATIONS

- ★ Continued enhancing web site.
- ★ Continued quarterly newsletter.
- ★ Continued video recording of City Commission meetings available on website, City Facebook and City YouTube Channel (closed captioned).
- ★ Modified online agenda packets to an html format that is easier to navigate on mobile devices.
- ★ Continued to co-sponsor "First Friday" community updates with Chamber of Commerce.
- ★ Assistant City Manager completed Public Information Officer Training.
- ★ Continued Montgomery County Collaboration Partnership Meetings with City and County officials (started in November of 2016).

# PIVOTAL EVENTS



*Commission Hired New City Manager  
Craig Whitehead  
June 2017*

# PIVOTAL EVENTS



*Steering Committee Recommendation  
June 2017*

# PLANNING RETREAT



**INFRASTRUCTURE**  
**INCREASE FUNDS TO ALLOCATED TO INFRASTRUCTURE**  
 CP - INCREASE FUNDING  
 - Develop FUNDING RESOURCES  
 - PRIORITIZE BASED ON LOCATION, STREETS/CURBS  
 - EXPLORE GRANT OPPORTUNITIES  
 - DEDICATE BUDGET AMOUNTS  
 - EXPLORE ALTERNATIVE FUNDING SOURCES  
 - DEVELOP P.M. PROGRAM  
 SIDE WALKS  
 - Dedicate Budget Amounts  
 - Develop "Needs-Based" Cost share Program w/ Residents  
 - DEVELOP

**INFRASTRUCTURE #2**  
**STORM SEWERS**  
 - CREATE STORM SEWER UTILITY  
 DEDICATE BUDGETED AMOUNTS  
 DEVELOP P.M. PROGRAM  
 EXPLORE GRANT OPPORTUNITIES  
 STORM SEWER LINES  
 INCREASE FUNDING  
 INCREASE USER RATES

**Modernize Water Treatment Facility**  
 CP INCREASE FUNDING  
 - INCREASE USER RATES  
 - Research Low Interest Loans  
 - Research Grant Funding availability  
 - Consider Phasing  
 - Electrical  
 - BASINS  
 - Also Building Upgrades  
 - Develop Sustainable Rates  
 - Establish Reserve for Replacement Funds  
 - Develop Sustainable Rates

**ANALYZE LEVELS OF SERVICE**  
 CREATIVE PATHWAYS -  
 COST/BENEFIT ANALYSIS  
 1. INTERNAL IDENTIFICATION OF SERVICES  
 2. EVALUATE OTHER COMMUNITIES  
 3. USE VOLUNTEERS  
 4. NEW FEES  
 5. GUIDING PRINCIPLES -  
 GENERAL FUND OR ENTERPRISE FUND  
 CUSTOMER SERVICE  
 COMMUNITY PAID  
 FREE VS FEE

**Customer Service**  
 - Improve Customer Service  
 CREATIVE Pathways  
 1. Provide Customer Serv. Training for all employees  
 a. Basic for All  
 b. Specific Groups (Supervisor, First Line)  
 2. Improve morale in Organization to improve Employee job satisfaction, productivity, & Retention  
 a. Culture of sincere appreciation of employees  
 3. Leadership Team TRAINING in Culture Chg  
 4. Provide ongoing inservice, job Training  
 5. Develop Customer Survey  
 Guiding Principle  
 1. Leadership Commitment  
 Increase job Retention  
 Public Perception

**City Hall**  
 we Rec. presented by Steering Comm.  
 Always  
 o Educating on Findings  
 1. Town Hall  
 2. Website  
 3. Facebook  
 4. Newspaper  
 5. Newsletter  
 o Financial Study  
 1. REP - Debt Study  
 2. High. Tax Credit  
 3. FEMA  
 4. General Grants  
 o Review Public Safety Bldg  
 1. Traffic Flows  
 2. Site Restrictions  
 3. Property Sec Equip size & need

# PIVOTAL EVENTS



*Robert  
Augustus  
Wesley Park  
Dedication  
September  
2017*



# PIVOTAL EVENTS

## Water We Going To Do?

| AVERAGE MONTHLY UTILITY BILL COMPARISON<br>4,000 GALLONS PER MONTH |         |          |               |              |
|--|---------|----------|---------------|--------------|
|  | CURRENT | PROPOSED | DIFFERENCE \$ | DIFFERENCE % |
| <b>WATER</b>   |         |          |               |              |
| BASE RATE (INC 1K GAL)   | 7.18    | 14.36    | 7.18          |              |
| CONSUMPTION RATE   | 9.99    | 19.98    | 9.99          |              |
| TOTAL WATER  | 17.17   | 34.34    | 17.17         | 100.00%      |
| <b>SEWER</b>   |         |          |               |              |
| BASE RATE  | 20.42   | 23.79    | 3.37          |              |
| CONTRIBUTION RATE  | 15.40   | 17.94    | 2.54          |              |
| TOTAL SEWER  | 35.82   | 41.73    | 5.91          | 16.50%       |
| <b>TRASH</b>   |         |          |               |              |
| STANDARD RESIDENTIAL   | 18.52   | 19.45    | 0.93          | 5.00%        |
| TOTAL UTILITY BILL   | 71.51   | 95.52    | 24.01         | 33.57%       |

Water Rate Comparison - with Rate Increase  
4,000 Gallons per month



*Water Rate Increase Presentation  
October 2017*

# PIVOTAL EVENTS



*3 Public Forums Regarding Steering Committee  
Recommendation for City Hall & Public Safety  
October - November 2017*

# VETERANS CELEBRATION



*November 11, 2017*

# COMMISSIONER-ELECT ORIENTATION TOURS



*December 2017*

# DISASTER DRILL



2017 Annual Report



*Conducted a Disaster Drill with various agencies and community groups December 2017*

# EMPLOYEE ACCOMPLISHMENTS



## Mike Passauer and Jerry Harrison

Graduated the Certified Public Manager Program from KU. The CPM provides a foundation of knowledge and skills in management practices for managers, offering opportunities for professional and personal growth while fostering effective management practices in government.



# SERVICE AWARDS



35 YEARS  
**GARY MACY**  
PSW III, Street



30 YEARS  
**DAVID COWAN**  
Safety Director &  
Code Enforcement



25 YEARS  
**TAMMY FREEMAN**  
Administrative Aid/  
Dispatch Supervisor



20 YEARS  
**JUDITH NELSON**  
Dispatcher/  
Records Clerk

# SERVICE AWARDS



15 YEARS  
**CYNTHIA A. NUTT**  
Executive Housing  
Director



15 YEARS  
**KENNETH FARMER**  
Chief Wastewater  
Plant Operator



15 YEARS  
**REBECCA HAMILTON**  
Municipal Court Clerk



15 YEARS  
**LARRY MOORE**  
Water Plant Operator

# SERVICE AWARDS



10 YEARS  
**BARNEY RYN0**  
PSW II, Water/Sewer



10 YEARS  
**RANDALL JACK**  
PSW III, Sanitation



10 YEARS  
**MICHAEL BREWER**  
PSW I, Sanitation



10 YEARS  
**CHARLES  
BENEDICT**  
Animal Control/  
Police Officer

# SERVICE AWARDS



5 YEARS  
**STEPHEN MELTON**  
PSW II, Sanitation



5 YEARS  
**CODY SHAMBLIN**  
PSW III, Airport



5 YEARS  
**JERRY TUCHSCHERER**  
Maintenance III, Housing



5 YEARS  
**JONATHAN BOOE**  
Firefighter/EMT



*Thank You...*