

- The City completed construction of the **Webb Road satellite booster station**. This project allowed the creation of an additional pressure zone for east Wichita in the area south and east of 21st and Rock Road, improving water pressures in that area. Another project installed an additional 5 million gallons per day variable speed pump to improve service to the Webb Pressure zone, which included the area north and east of 21st and Rock Road.
- Nearly \$2 million have been allocated to **upgrading playground equipment** in existing parks throughout the community. Ongoing funding is included in the Capital Improvement Program.
- Public Works Street Maintenance Staff received the **2001 Kansas American Public Works Association (APWA) Excellence in Field Supervision** for an innovative street maintenance concept that assigns maintenance staff to specific districts. This "neighborhood concept" develops a sense of ownership among staff and increases efficiency through enhanced knowledge of the area.
- The **Bayley Street Railroad Corridor Improvement**, at a cost of \$1.8 million, won recognition from APWA at state and national levels for its successful integration of aesthetic improvements aimed at improving safety and livability in a neighborhood.
- A method of **pavement resurfacing known as "white topping"** is a new application that was recently demonstrated in Wichita. Public Works received the American Concrete Institute's 1999 Municipal Paving Award for its successful application of this concept on Central, between Maize Road and 199th Street West.
- An **Airport Terminal Area Planning Study**, to be completed June 2004, is underway to evaluate whether to remodel the existing Mid-Continent Airport terminal building or building a new terminal.
- The **Intelligent Transportation System (ITS) Traffic Signal Surface Control Upgrade Project** will enhance arterials as alternate routes to the freeway. ITS entails upgrading communication links and signal control equipment to improve traffic flow coordination community-wide. It will also include traffic signal timing plans for freeway diversion and providing signal preemption control for emergency access. To date, \$6.25 million has been programmed by KDOT, the City of Wichita, and Sedgwick County to initiate the ITS.

NEIGHBORHOOD INITIATIVE

- Between 1995 and 1997, WPD hired **149 new Police officers** to focus on Community Policing. This is more than a 20% increase in the number of uniformed officers and a move to create four Police substations certainly contributed to the steady reductions in crimes the community has experienced.
- **Neighborhood City Halls** are open in four Council districts. These facilities serve not only as a place to access many important City services but also as a community-gathering place. Currently, OCI has two Neighborhood Inspectors assigned to each NCH to work with and be readily accessible to Neighborhood Associations, area citizens/property owners, Community Police Officers, Neighborhood Assistants and Health Officers.

- **National Night Out** is a yearly event sponsored by the Community Affairs section of WPD. They have sponsored this activity for the past 20 years and have received national recognition for citywide participation for most of those years. The National Night Out event continued successfully through 2002 and 2003 with the Wichita Police Department finishing in the top fifteen cities Nationwide for citizen participation. The Wichita Police Department received an award for the 2003 event.
- **Neighborhood Associations** have increased from about 20 at the beginning of the City's effort to increase citizen participation to more than 80 active groups today. These groups work regularly with Neighborhood Assistants and Community Education staff to strengthen the link between citizens and City Hall.
- The **Citizen Police Academy** continues to be one of the most successful community partnerships ever developed by the Wichita Police Department. Originally implemented in the fall of 1991 – and merged with the Sedgwick County Sheriff's program in 1996 – it is are now the 30th session.
- **Citizen Participation** is the foundation of the City's Neighborhood Initiative. Through all the Advisory Boards, Commissions, and public meetings, hundreds of citizens regularly provide input to City elected officials and staff on how to deliver services and plan for the community's future.
- **Citizen-based neighborhood development plans** have been created for the Center City, Orchard Breeze, Hilltop, and Delano areas. Neighborhood development plans for Mid-Town, McAdams and South Wichita/Haysville have all been completed since 2001.
- **Fire personnel are often present at block parties** to create a stronger relationship between the department and the neighborhoods they serve. This program consistently receives positive responses from citizens who appreciate the opportunity to learn about what services are offered by the Fire Department.
- The results of the City's commitment to neighborhoods were evident in 1999 when Wichita was selected for the highly prestigious **All-America City Award**. Three times during the 1990's Wichita was either selected or was a finalist for this honor given to communities that work collaboratively to tackle challenges and achieve results. Only 27 cities have been recognized with this award three times or more, of which Wichita is one.
- Since the mid 1990's, significant enhancements to Office of Central Inspection **neighborhood code inspection and enforcement** have been implemented, including re-organization of staff and staff duties/job descriptions, implementation of **Neighbor-to-Nighbor programs** with neighborhood associations, implementation of neighborhood court liaison programs with neighborhood associations, administration and oversight of the very successful and popular neighborhood cleanup program (75-85 cleanups annually), and 60%-80% increases in the numbers of neighborhood code enforcement cases initiated and resolved annually.

- In 2001, the Office of Central Inspection developed a totally rewritten **Minimum Housing Code** with input from neighborhoods, DABs and the property maintenance and rental housing industry. The Council-adopted rewrite of this Code has improved neighborhood code enforcement efforts.
- In 2001, the Office of Central Inspection developed a new “**Existing Building Rehabilitation and Change of Occupancy Code**” with input from numerous stakeholders, that is designed to make rehabilitation and adaptive reuse of older buildings simpler, with more practical and consistently-applied code requirements. The City Council adopted the new Code in mid-2001.

PARKS, RECREATION, CULTURE AND LEISURE

- The **Wichita Art Museum** expansion was completed and the museum reopened to the public in June 2003. The cost of the expansion totaled \$10.5 million, \$6 million of which were City funds. The existing facility was renovated and expanded by 34,000 square feet to allow for more exhibit space. Site improvements include new parking, a sculpture deck, and landscaping. The museum features its primary venue of new sculpture and a new elevated bridge filled with a *Seaform Persian Glass* art collection constructed of glass designed and manufactured by world-renowned artist Dale Chuhuly.
- **College Hill Swimming Pool renovation** received the 2001 Kansas APWA Project of the Year Award. This project rehabilitated a 60-year-old facility into a significant modern aquatic amenity in the one of the City's most historic and prestigious neighborhoods.
- The **Greening of Wichita** initiative involves planting 100,000 trees over the next decade. The purpose of this effort is to ensure a full urban forest that creates economic and environmental benefits for the community. The City has also been recognized annually by the National Arbor Foundation as a *Tree City USA*. On average, each year forestry crews, prune 15,000 trees; remove 2,600 dead ones; and plant more than 2,200 replacements. The City's initial \$500,000 commitment to the Wichita Tree Trust has been met with grants and private donations.
- The **Lionel Alford Regional Library** replaced the former Aley and Seneca neighborhood Branch libraries with a single, larger full service branch. The project is in keeping with the library's strategic plan for branch development that has prioritized plans to consolidate smaller branches into fewer large branches located at quadrant points in the City. (2003)
- The **Maya Angelou Northeast Neighborhood branch library** was established near the corner of 21st and Hillside. The City-owned facility replaced a former leased store-front space that had fallen into serious disrepair. Author Angelou attended the building opening and helped to dedicate the facility to benefit the citizens of Wichita. (1996)
- The **Evergreen District branch library**, created through the consolidation of the former Marina Lakes and Minisa neighborhood branches, was established in the City's former City Arts facility at the 25th St North and Arkansas. The Library leases space within the building to the Child Care Association for use by the Plaza de los Ninos Head Start Center. Wichita A.C.T.S. on Truancy also uses office space within the facility. The co-location of these agencies helps to leverage service to families from within the

neighborhood and has been a factor in helping the library to obtain two competitive national grants for intergenerational programs. (2002)

- The **Central Library Children's Center** was remodeled to create an expanded programming space, a technology pod and to provide height appropriate furniture for children. The project was accomplished completely through private funding. (1996)
- The **Strategic Plan for Branch Library Development** was adopted by the Library Board of Directors as the outline to guide development of facility planning to enhance the effectiveness of library service for the entire Wichita community. (1999)
- **Museum Drive** (Central to Cowtown) was completed in 2003 at a cost of \$2.8 million. The previous road was an asphalt two-lane roadway. The Museum Drive effort creates a four-lane divided boulevard with a wider roadway, improved drainage, and aesthetic treatments that highlight the cultural institutions in the area (Art Museum, Cow Town, Botanica, Indian Center).
- Construction of \$5.4 million in improvements to the **Riverside Park system** will be completed in 2004. The project includes removal of a street through the middle of the park, and adding an interactive fountain, fishing lake, gazebo, art elements, a walking path and restrooms, as well as parking and traffic roundabouts at the new entrances. Design of these elements included strong neighborhood involvement in refining the plans and fulfilling elements of the park's strategic master plan. This project will renovate what many consider to be the crown jewel of the Wichita Park system.
- **Northeast Sports Complex** consists of the development of soccer fields and baseball diamonds through collaboration between City and private funding. Funds for the 12 soccer fields and other improvements were donated to the City of Wichita by a private entity. The City spent \$1.2 million on the soccer field, grandstand (bleachers) and lights. The City has also spent \$106,000 for a master plan for 10 fields, and design/construction documents for one field. The plan calls for additional investments of \$1 million from private donations to match the City's contribution for a total of \$2 million.
- **Wichita Skate Park** is under design. It is planned to be located under the Kellogg flyover between St. Francis and Emporia.
- **City Arts**, which provides classes and gallery space for the public, will be relocated from a building that is to be demolished for the Water Walk development. The new facility is under construction in Old Town and will be opened October 1, 2004.
- **South Lakes Park** was opened in 1998, providing 17 soccer fields and four high quality softball fields that are frequently used for tournament play.
- The **Wichita's Ice Sports Center** opened in 1996. This \$8 million project attracts visitors to the City and creates a new amenity for ice sports not previously available. It is a state-of-the-art facility with two ice rinks: the only Olympic-sized rink in the Midwest and one NHL-sized rink.

- **Auburn Hills**, the City's newest public golf course, opened in March 2001. The \$10.5 million project includes a 7,400-yard championship flight course and spacious clubhouse. The creation of renowned golf course designer, Perry Dye, is recognized as one of the finest public courses in the region.
- **Parks and Recreation staff and management have consolidated and reorganized** to provide more efficient and effective maintenance services while increasing coordination with recreational programs. Park electrical, plumbing and machinery were transferred to Public Works in 2003.

PUBLIC SAFETY

- **The Heartland Preparedness Center** project for 35% design was completed in 2003. The City and County are providing \$3.7 Million for infrastructure for this federally-funded facility. The project is a joint venture with the City, County, National Guard and Marine Reserves. The \$30 Million project (total) is currently on hold pending the federal funding which is in the 2009 Fiscal Year Defense Program.
- In August 1994 the \$700,000 **Police substation** located on east 21st Street opened its doors. It serves as a prime example of how the City is striving to improve public safety services to the public and revitalize aging corridors.
- In 2003 the Wichita Police Department implemented the **Critical Accident Response Team (CAT)** as an investigative tool for fatal traffic accidents. This team utilizes skilled Officers, many with extensive accident investigation backgrounds, to respond on scene to fatal accidents. This allows for a thorough investigation by a seasoned team.
- The Wichita Police Department is the only law enforcement agency in the world to have received the **Webber Seavey Award** twice and been a finalist once. This award is law enforcement's most prestigious international recognition, for innovative community-based law enforcement programs. The most recent award, received in 2003, honored the Department for its Planeview project that improved the quality of life and decreased juvenile crime by 32 percent. In 2000, the Department was a finalist with the Integration of Community Policing into the Investigations Division. Homicide clearance rates improved from 81 percent to 107 percent in one year, and the robbery clearances improved from 39 percent to 48 percent. In 1996 the Department was a Webber Seavey award winner for its South Broadway project that addressed prostitution and drug-related crime in the area.
- Patrol South has moved its **Community Policing/SCAT** section to a new satellite location in Old Town, 321 N. Mead. There are also workstations at the downtown library and the public transportation facility.
- Under the Department's **Traffic Safety initiative**, the intersections at exit ramps at the Zoo Boulevard and I-235 interchange were identified as one of the highest traffic crash locations in the city for 3 consecutive years.
- The **Juvenile Underage Drinking Education/Enforcement Group (JUDGE)** is a long-term project, that is a combination of education and enforcement phases to reduce the number of kids and young adults who consume alcohol. Recently, the police department received a \$20,000 KDOT grant.

- **Crime Free Multi-Housing and Crime Free Mobile Housing** are two programs launched by Community Policing officers that have had a major impact on reducing crime. Crime has dropped by as much as 60 percent at multi-housing communities where the program has been implemented.
- The **Professional Standards Bureau** of the Wichita Police Dept was completely restructured in 2001. The name changed from Internal Affairs to Professional Standards and so did the Bureau's entire approach. The two primary goals of the Bureau became to 1) educate the public on how to access services and 2) to gain public trust.
- The Department's efforts to deal with the issue of **Racial Profiling** began in 2000, have been successful and continue to this date.
- In 2003 the Wichita Police Department acquired the new **MD500E helicopter**. This new helicopter is far superior to the helicopter we previously used. Also, in 2004 the Air Section moved to its new location at Jabarra airport.
- **Beat Restructuring.** In August 2003 the Department added two new beats – one in the East Bureau and one in West Bureau. The addition of the two new beats allowed for the restructuring of existing beats that addressed an imbalance in the call load.
- In February of 2003 the Department brought its **new records management system “E-Justice”** online replacing a 20 plus year old PRC system.
- Before September 11, the **Heroes Wanted Campaign** was launched to increase the number of minority and female applicants for firefighter positions. The total number of applicants increased over years past by more than 25%. In the month of the campaign launch, the number of applications increased from 250 to 525 applications – more than a 100% increase. This campaign was selected First Runner (second to Wichita's Heart of Wichita campaign) by the City-County Communications and Marketing Association (3CMA) for excellence in marketing.
- The City Council approved implementation of the \$63-million **fire station relocation** plan, which includes capital and operating costs, over the next several years to ensure fire protection is the best it can be. Five new stations were completed in 2003 to replace/relocate existing stations. In 2004, a new Station 10 will be built in near northeast Wichita (21st & Chautauqua), and Station 15 will be replaced in 2005. Another new station is planned for 2007, with one additional relocation in 2009.
- Since 2001, the City has aggressively pursued the **modernization of the fire apparatus fleet**. Ten pieces of apparatus (out of a total of 37) have been replaced since 2001, with four more trucks planned for 2005.
- **Fire Station Number 1** was remodeled for advanced operations training. Other fire stations were remodeled to accommodate co-ed firefighters. The **Fire Department's HAZMAT** trailer was furnished with decontamination equipment to protect personnel and improve the ability to respond to incidents.

- A **Municipal Court remodel project** provides more efficient entry to the 2nd and 3rd floors of City Hall for the more than 1,100 customers who conduct business with this department daily. The implementation of a \$1.75-million coordinated public safety software system between Police, Law, and Municipal Court will create additional operational efficiency to improve service delivery.
- **Municipal Court Amnesty Program** was held from October 20 through October 25, 2003. The Court was open between the hours of 7 a.m. to 7 p.m. Monday through Friday and from 9:00 a.m. to 5:00 p.m. on Saturday to provide maximum access for the public. This program was a forgiveness of the warrant fee and eliminated the threat of arrest for defendants who voluntarily appeared and paid their fines and costs for citations. During the program, 2,113 individuals were assisted and \$115,980 was collected.
- **Moving Ticket Form Packet** with "Court Information," Fine Schedule and Return Envelope was designed for added customer service when receiving a moving ticket. The new design allowed for the customer to ascertain the fine amount due and to be able to make payment with the return envelop.
- Offices on the second floor of the terminal building were remodeled to provide 8,626 sq. ft. of space to house the **Transportation Security Administration**.
- **Expansion of the Airport Public Safety building and CCTV camera upgrade** will be completed in June 2004, and will incorporate state-of-the art equipment to monitor secured and non-secured areas on the airport.
- For the second consecutive year, Mid-Continent Airport had **zero discrepancies in the annual airport certification inspection** conducted by the Federal Aviation Administration

TECHNOLOGY

- Investment in **upgrades and expansion to the organization's computer network** and operating systems total more than \$1 million. These upgrades allow the City to utilize emerging technology, improve use of existing systems, and increase connectivity to other facilities and entities.
- The integration of City services through Internet and other technologies, called **e-government**, is generating impressive results. The e-procurement system allows the City's bid process to be offered online to increase efficiency and to enhance services provided to vendors.
- The **Web Shelter** received the Kansas City/County Management Association's 2001 Innovation Award for the use of animal adoption services through the City's web site. Through August 2001, the City's web site registered 6.7 million visits to the hundreds of pages worth of material available 24-hours a day, seven days a week.

- A major investment has been made in **geographic information systems** (GIS) to better coordinate the tracking of services, display of information, and department work processes. Volumes of information are now available at employees' workstations, through GeoMap, that would have required vast amounts of storage space and time to collect in the past. The development of computerized zoning maps has now been completed, making them available to the general public via the Internet.
- **A Performance Contracting** agreement between the City and TAC Americas, Inc. is achieving cost savings through energy efficiency improvements to City facilities. Phase I, initiated in 2000 at a cost of \$415,000, resulted in savings of about \$55,000 annually. Phase II, initiated in 2001 at a cost of \$1.8 million, resulted in annual savings of about \$250,000. Technology from this contract has been included in all new City facilities constructed since 2000 to maximize operational efficiencies.
- The Water & Sewer Department currently has about 5,000 meters installed in several new subdivisions in the City's service area that are equipped with **radio-read technology**. The system, which uses a combination of digital output registers and battery operated radio transmitters (ERTs), has been piloted for the last four years and has proven to be effective both locally and nationwide. Meters are read with a portable device called a Datapak that plugs into a vehicle's standard power supply.
- **Advanced TV technology** allowed the Water and Sewer Department to allocate more resources toward cleaning sewers and increased the mileage cleaned by 20%. Cleaning increased 14% in the last five years. Televising increased 31% during the same period. The change also reduced by several months the average time to review sewer condition and make rehabilitation recommendations.
- **Mobile Computer Terminals** (MCT's) were installed in most marked Police units so that patrol officers have information at their fingertips. In addition to dispatch calls, the MCT also has information on laws and ordinances, resources, city maps, floor plans of schools and other large buildings.
- After being the first public library in Kansas to create a public access website, the Wichita Public Library expanded service by providing free public **Internet access** in all library locations. (1997)
- With assistance from the Bill and Melinda Gates Foundation, **public access computer workstations** were upgraded in several library branches and a **Technology Training Center** was created at the Central Library. The Center helps to bridge the digital divide by providing Wichitans the opportunity to gain basic computer, Internet and office application skills as well as to receive training on the many electronic resources available to Library customers. (2000)
- The **Wichita Photo Archive**, created through a partnership of the Wichita Public Library, the Wichita-Sedgwick County Historical Museum and the Wichita State University Libraries' Department of Special Collections, now provides indexed access to images of Wichita from its early beginnings through present-day. The archive also offers three levels of related curriculum developed to correspond to state social studies standards. (2003)

- The Wichita Public Library Foundation completed a **successful challenge grant from the National Endowment for the Humanities**. The result is a \$2,000,000 endowment to provide for extra support for humanities-related services, programs and materials. (2003)
- To meet the increasing demand for **Internet access**, Mid-Continent Airport terminal building improvements were made during the latter part of 2003 to accommodate travelers. A wireless network was established in the terminal building. In addition, two work areas were set up which included four workstations each on both the east and west concourses to provide an area for travelers to work on their laptop or mobile computers.
- A **Wireless Master Plan** and associated zoning amendments were created to deal more systematically with requests to build new telecommunication towers.
- Installation of the fourth **Instrument Landing System (ILS)** to be located on Runway 19L of Mid-Continent Airport.
- Installation of Jabara Airport's first **Instrument Landing System** will allow increased operational availability and has the potential of attracting more training and corporate activity.
- The Office of Central Inspection has expanded its **automated real estate development, construction and code enforcement permitting and tracking (Tidemark/Accela Permit*Plan)** to include not only development departments such as MAPD, OCI, Fire Dept., Water & Sewer and Public Works Engineering, but also other code enforcement entities such as Environmental Health, Wichita Community Police and Police Dispatch, and Neighborhood Assistants.
- **Web-based permit and case tracking (e-connect)**. The "public" pages for citizens to review detailed information on construction permits, contractor licenses, neighborhood code enforcement cases, and planning department cases went live in early February 2004. These public web pages also give citizens an opportunity to review all cases that are open for public comment/review, and to submit these comments electronically to City staff. Electronic construction permit application, payment and approval; inspection scheduling; and permit review/analysis for licensed construction contractors is nearly complete and should be available by late summer of 2004.
- **Web-based electronic construction permit application, payment and approval; inspection scheduling; and permit review/analysis** for licensed construction contractors is nearly complete and should be available in the summer of 2004 (target is 8/15/04).
- The Office Of Central Inspection is currently purchasing and implementing **wireless computer and MCT technology** for Neighborhood Inspectors, and is preparing to expand such technology to all building construction permit inspectors in 2005/2006. This wireless technology will enhance inspection and code enforcement efficiencies by allowing inspectors to create cases and perform all subsequent paperwork from their vehicles, and by allowing inspectors to obtain current parcel and case information and update that information in "real time".