



CITY OF WICHITA:  
2015 YEAR IN REVIEW  
AND A LOOK AHEAD



CITY OF  
**WICHITA**  
wichita.gov

*Serving You,  
In Many Ways,  
Every Day*



*Mayor Jeff Longwell*

# CITY LEADERSHIP



*Council Member  
District 1  
Lavonta Williams*



*Council Member  
District 2  
Pete Meitzner*



*Council Member  
District 3  
James Clendenin*



*Council Member  
District 4  
Jeff Blubaugh*



*Council Member  
District 5  
Bryan Frye*



*Council Member  
District 6  
Janet Miller*



*Wichita City Manager  
Robert Layton*

The Wichita City Council set several strategic priorities which serve as the guiding principles for City government.

They include:

- **Ensure Physical Safety**
- **Protect Property**
- **Protect Public Infrastructure**
- **Create a Growing Community**

This report highlights the City of Wichita's 2015 accomplishments in each of those areas and provides a look ahead at the City's 2016 goals. The City of Wichita is proud to serve the community in many ways, every day.

WICHITA DWIGHT D. EISENHOWER  
NATIONAL AIRPORT

# 2015 AWARDS

## AIRPORT

- Airport Safety Enhancement Award from the Federal Aviation Administration for achieving a zero-discrepancy certification and safety inspection for Eisenhower Airport.
- Excellence Award for Airport Training from the American Association of Airport Executives.

## FINANCE

- Distinguished Budget Award (27th consecutive year) from the Government Finance Officers Association (GFOA), with "special recognition" for work with capital project financing.
- Certificate of Distinction from the International City and County Manager's Association (ICMA) for work with performance measurement.
- GFOA Certificate of Achievement for Excellence in Financial Reporting for its Comprehensive Annual Financial Report (42nd consecutive year).
- GFOA Certificate of Achievement for Excellence in Financial Reporting for the Wichita Retirement System's Comprehensive Annual Financial Report (16th consecutive year).
- GFOA Award for Outstanding Achievement for the Popular Annual Financial Report (6th consecutive year).

## LIBRARY

- 8th consecutive Big Read grant from the National Endowment for the Arts, making the Big Read Wichita one of the longest running annual Big Read programs in the nation.



BIG READ 2015 ANNOUNCEMENT

## PARK & RECREATION

- Six awards from the Kansas Recreation and Park Association related to public service, innovation, best practices and professionalism.

## PUBLIC WORKS & UTILITIES

- 2015 Concrete Construction Award, Market Street Parking Garage – Kansas Chapter of the American Concrete Institute.



# ENSURE PHYSICAL SAFETY



## 2015 ACCOMPLISHMENTS

### FIRE

- Continued containing fires to the room of origin 75.9% of the time, which exceeds the national benchmark set at 51.9%.
- Developed a pilot program to increase effectiveness in medical and fire calls (includes further research in 2016).

### METROPOLITAN AREA BUILDING & CONSTRUCTION DEPARTMENT

- Adopted new residential building codes with the building and construction industry to ensure the highest level of safety practices.

### MUNICIPAL COURT

- Offered a one-month amnesty program to drivers with suspended licenses. Results: 945 drivers participated, 1,552 cases processed, 554 warrants cleared.
- Implemented electronic case disposition reports to the Kansas Bureau of Investigations (KBI). Results: more timely/accurate information sharing between agencies, enhanced enforcement.

### PARK & RECREATION

- Enhanced security at Woodard and Evergreen Recreation centers.

## PLANNING

- Constructed the Redbud Path from I-135 to Woodlawn, a 3.65 mile long project that celebrates local history by repurposing a former railroad corridor, constructing a shared-use path for walking and bicycling. The project connects the I-135 Path and the Armour Street Bicycle Boulevard, enhancing transportation options for thousands of Wichita residents and providing improved active transportation access to WSU, Wesley Hospital campus, and multiple neighborhoods.

## POLICE

- Approximately 469 officers out of 628 officers completed mental health first-aid training (75% of the force).
- 97 officers completed Crisis Intervention training (15% of the force).
- Developed and implemented key recommendations from the WPD Organizational Assessment, in partnership with the Center for Project Management. Results: 20 active projects focused on increasing transparency and community trust.
- Developed and implemented plan to purchase body cameras for all patrol officers. Police worked with other departments and an outside agency to support the purchase, installation and use of 429 body worn cameras.
- Established the Animal Control Advisory Board to support programs and initiatives at the modern Murfin Animal Care Campus, including responsible pet ownership, spay and neutering services and efforts to combat animal cruelty.

## PUBLIC WORKS & UTILITIES

- Doubled emergency stockpile of snow treatment road salt by using an existing facility, eliminating the need to purchase a new site. Increased number of plow trucks by 20%.
- Restriped street segments to create additional bike lanes.

# 2016 GOALS

## LAW

- Establish policy/procedures for use of Police body camera videos as part of court proceedings.
- Support Wichita State University assessment of domestic violence programs to determine if victims' needs are being met by the current program.

## METROPOLITAN AREA BUILDING & CONSTRUCTION DEPARTMENT

- Initiate review of the 2015 trade and building code cycles (start of 12-18 month public process).
- Complete sign code review and updates for City of Wichita and Sedgwick County sign codes.

## MUNICIPAL COURT

- Review Probation Office structure and service delivery model. These efforts will be designed to reduce recidivism and better meet the needs of probationers, while providing flexibility and support to probation officers.

## PARK & RECREATION

- Make security enhancements to more recreation centers and add security cameras at swimming pools.
- Develop stronger curriculum for football coaches to better serve young football players.

## POLICE

- Continue \$3 million renovation of the Property and Evidence Lab.
- Complete mental health, first-aid and crisis intervention training (CIT) for officers.
- Continue implementing recommendations from the WPD Organizational Assessment, including: promotion process and implementation of a traffic unit.





# PROTECT PROPERTY



## 2015 ACCOMPLISHMENTS

### FIRE

- Participated in more than 1,200 community risk reduction programs. Completed +7,000 code inspections. Responded to 55,000 calls for help. Processed 199 fire scenes, 109 of which were arson cases resulting in 30 arrests.

### PUBLIC WORKS & UTILITIES

- Provided support to Wichita property owners affected by new FEMA floodplain maps.
- Initiated \$2 million in joint City/County funding to rehab and replace flood control structures and toe drains in the floodway, part of a long-term plan to maintain levee certification.

## 2016 GOALS

### CITY MANAGER'S OFFICE

- Manage several projects to continue cleaning up contaminated ground water as well as recover costs from responsible parties.

### LIBRARY

- Complete inventory of furnishings and equipment in all eight library locations.

### METROPOLITAN AREA BUILDING & CONSTRUCTION DEPARTMENT

- Hire one employee to implement the Court Liaison program to help low income, elderly, and disabled homeowners obtain assistance to resolve housing and nuisance cases without going through criminal procedures.



### PARK & RECREATION

- Manage several upgrade projects for the Wichita Ice Center, Lawrence-Dumont Stadium, and other park amenities, as well as additional improvements at McAdams Park. The project includes two additional ball fields, a new concession/restroom facility, and parking (2016-2018).

### PUBLIC WORKS & UTILITIES

- Identify critical storm water infrastructure improvements and a financial plan to address them.



ADVANCED LEARNING LIBRARY

# PROTECT PUBLIC INFRASTRUCTURE



## 2015 ACCOMPLISHMENTS

### AIRPORT

- Completed repairs to Jabara Airport runway, damaged by a Dreamliner aircraft (Nov. 20, 2013).

### FINANCE

- Achieved favorable property and liability insurance rates for 2016, including lower deductibles and increases in coverage.

### LIBRARY

- Remodeled former Head Start space and developed new meeting rooms at Evergreen branch.
- Oversaw completion of construction documents for the Advanced Learning Library.

### PARK & RECREATION

- Completed two miles of 10-foot wide concrete path and other improvements at Chisholm Creek Park. Removed/replaced K-96 bike path between Oliver and Woodlawn and extended it into the Great Plains Nature Center.
- Opened two new basketball courts at Fairmount and Friendship parks.

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- Developed a playground at Elm Neighborhood Park.
- Added new equipment, concrete border and rubberized play surface at newly named Dr. Glen Dey Park (formerly Grove Park).

#### **PUBLIC WORKS & UTILITIES**

- Implemented a contract to investigate how to improve the delivery of water and sewer services. The final negotiated contract was \$1 million less than the original proposal.
- Implemented new pavement preservation approach. Results: completed a two-year program to repair all thermal cracks in the city.
- Distributed \$1 million in water rebate program funds. Results: rebates provided for more than 1,000 water saving devices and appliances through August.
- Managed the Facilities Condition Assessment to optimize the City's maintenance, repair, and replacement approach to hundreds of building assets.
- Took over operation of the Construction & Demolition Landfill at Brooks on December 1st. The analysis will be completed in 2016 to ensure adequate service levels and funding.

- Began implementing a new utility billing system, which will automate manual processes, create processing efficiencies, and enhance customer service. The system will provide greater staff efficiencies and new customer tools including online payment signups, one sign-on for electronic billing, payments and account review, and better account management.
- Began construction on the Kellogg/Webb/KTA interchange project, which will extend the Kellogg freeway to west of Greenwich. Estimated completion is in 2019.
- Constructed a new partial interchange at K-96 & Hoover to provide an eastbound on-ramp to K-96 and a westbound off-ramp to Hoover.
- Completed remaining construction and landscaping for improvements to 13th Street, from Hydraulic to Oliver. Planning for the \$17 million project began in 2008 for widening the road to five lanes and providing drainage and pedestrian improvements.
- Opened bids and begin construction for Kellogg improvements from Greenwich to K-96. The project will expand Kellogg to a 6-lane freeway and include ramp connections in three directions between Kellogg and the KTA, near K-96.

#### **TRANSIT**

- Purchased 10 new buses and retired more than a dozen aging buses. Results: improved service dependability, reduced maintenance expenses.

- Increased technician training, and reduced outside vendor repairs. Results: saving \$250,000+ in maintenance expense.

## **2016 GOALS**

#### **AIRPORT**

- Begin rehab of central campus streets, tenant parking lots, and construct additional sidewalks at Wichita Eisenhower National Airport.
- Conduct pavement condition inventory analysis of runways and taxiways.

#### **LIBRARY**

- Update the master plan for branch facilities.

#### **PARK & RECREATION**

- Renovate south playground at Dr. Glen Dey Park by spring of 2016.

#### **PUBLIC WORKS & UTILITIES**

- Continue developing a comprehensive Incident Command System model to improve protocols during emergencies.

#### **TRANSIT**

- Continue fleet modernization efforts, identify funds to purchase new buses and update the plan to extend the life of the current fleet.



# CREATE A GROWING COMMUNITY



## 2015 ACCOMPLISHMENTS

### AIRPORT

- Opened the Wichita Dwight D. Eisenhower National Airport terminal, rental car facilities, parking garage, and surface parking lots June 3rd, completing a more than 10-year planning and construction effort.
- Developed and implemented the new Eisenhower Airport name, and associated branding campaigns, and rolled out new website.
- Held several public events and community events for the grand opening of the new terminal.
- Completed construction of a new airfield snow removal and ice control equipment facility at Wichita Eisenhower National Airport.
- Began demolition of the closed terminal to clear space for airline use of ramp areas and the last three gates of the new terminal.

### CITY MANAGER'S OFFICE

- Led the effort to create the Information Technology (IT) Strategic Plan for 2016. The plan will leverage technology, which positions the City to provide transparency and operational excellence.
- Improved the average call time in the Call Center, reduced the abandoned call rate and used technology to serve a growing non-English speaking population.

- Restructured the Office of Community Engagement and the City Council Office staff. This effort included the addition of two staff members who will be responsible for additional community outreach.

### ECONOMIC DEVELOPMENT

- Approved a Community Improvement District for redevelopment of Kellogg and Ridge Road. Project will demolish a vacant and blighted hotel to be replaced with a new hotel and surrounding retail and restaurants.
- Approved a Community Improvement District for redevelopment of Kellogg and West Street. Project will redevelop the blighted intersection with new and rehabilitated buildings and provide an improved view of the City for those coming from the airport and west Wichita.
- Completed interchange improvements to K-96 and Greenwich to support nearby development including the Wichita Sports Forum, a 140,000-square-foot, multi-purpose facility that opened in December 2015.

### FINANCE

- Coordinated sale of 12 debt issues totaling \$325.7 million, retaining bond ratings of Aa- and Aa1 from Standard & Poor's and Moody's investor services, respectively.
- Organized the refinancing of previously issued bonds to achieve savings totaling \$9.5 million over the remaining life of the bonds.

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## CREATE A GROWING COMMUNITY CONTINUED



- Continued and expanded integration of community feedback into the budget process which included social media town hall meetings.
- Coordinated implementation efforts for the Tourism Business Improvement.

### FIRE

- Partnered with the Metropolitan Area Planning Commission in both development review and subdivision planning to ensure appropriate emergency access to fire hydrants.
- Created a framework for adoption of the 2012 International Fire Code in partnership with MABCD, architects, engineers, developers and builders. The changes are critical to a safe and secure community.

### HOUSING

- Improved customer service by adding wireless service and implementing a new portal for landlords to access records and data.
- Provided affordable housing to more than 535 families.
- Provided after school recreation and enrichment programs for 4,502 middle school students.

### HUMAN RESOURCES

- Assisted with selection of several key department director positions.

- Employed 150 Youth through the Summer Youth Employment Program, in partnership with Housing.

### LIBRARY

- Launched new website with a responsive design allowing for easier use on mobile devices. Website domain updated to [wichitalibrary.org](http://wichitalibrary.org).
- Implemented mobile printing enabling customers to initiate print jobs from their home, school, office or portable device in advance of their visit to a library location.
- Offered a new account type (Minor E-Cards) to allow students to access online research materials (preventing potential fees for overdue materials).
- Reached 12,780 youth through the Summer Reading Programs.

### METROPOLITAN AREA BUILDING & CONSTRUCTION DEPARTMENT

- Created a new policy manual to help ensure consistent & excellent customer service.

### PARK & RECREATION

- Developed a new 41-acre wetland park in West Wichita near Cadillac Lake. The project will include walking paths, boardwalks and interpretive signing.

- Partnered with League 42 to add two baseball fields, a concession area, restroom facility and parking improvements.
- Opened a new interactive water feature at Buffalo Park.
- Hosted the Special Olympics national tournament at Orchard Recreation Center, with 32 participating teams traveling from as far north as Canada. Results: ~500 athletes, ~200 volunteers and vendors.
- Created the Frontier League in response to the YMCA dropping its football program. Results: The league featured 10 teams across three different age groups, and gave 175 kids a place to play.

## PUBLIC WORKS & UTILITIES

- Finalized an agreement with Spirit Aerosystems that allows the City to sell Spirit partially treated wastewater. This is treated wastewater that the City would normally dispose of in the river. This partnership results in revenue for the City, cost savings for Spirit, and a reduction in the use of potable water.
- Increased the budget for the H2O Customer Assistance program.
- Constructed key infrastructure upgrades to serve the new WSU Innovation Campus.
- Repaired and rehabilitated the Market Street garage. Results: reopened closed portions of Market, provided +500 new parking spaces to support downtown development.

## TRANSIT

- Achieved ridership growth for the first time since 2011. 2015 ridership is 3% higher than 2014.
- Completed a Transit System Performance Analysis and Fare Study leading to the development of a system redesign plan and new fare structure to improve service quality and efficiency.
- Conducted customer surveys to measure satisfaction with various aspects of Transit service and developed programs to target high priority areas.

## URBAN DEVELOPMENT

- Approved redevelopment project for the Union Station. The project will revitalize the vacant Union Station complex as a catalyst for Downtown revitalization.
- Approved IRB financing for Exchange Place redevelopment project. The Exchange Place project will renovate two vacant downtown buildings into approximately 230 residential apartments and a parking garage with up to 273 spaces.
- Approved the Mosley Avenue project plan to reconstruct Mosley and Rock Island in Old Town to a design consistent with Old Town design standards.
- Broke ground for the River Vista project on the West Bank of the Arkansas River. The project will include improvements to the riverbank, improvements to the park and river access as well as development of up to 204 apartments.



## 2016 GOALS

### AIRPORT

- Initiate and complete construction of TSA statewide office facilities in the new terminal.
- Install a Distributed Antenna System in the new terminal to improve cell phone coverage.

### CITY MANAGER'S OFFICE

- Deliver an organizational customer service initiative.
- Launch WebChat via [Wichita.gov](http://Wichita.gov).
- Improve neighborhoods through the Office of Community Services. This effort will include partnerships with other agencies and is expected to result in a minimum of 12 community collaborations.
- Administrate and coordinate a minimum of 35 neighborhood clean ups in low to moderate income neighborhoods to help address blight.

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# CREATE A GROWING COMMUNITY CONTINUED

## FINANCE

- Provide customer service enhancements which will allow online licensing transactions (dog license renewal, certain business license renewals and garage sale permits).

## LIBRARY

- Present the 30th Academy Award Shorts Film Program Series.
- Complete an updated impact study of public computing service use and outcomes.
- Create an online digital repository strategy for library collections.
- Expand the existing partnership with the Workforce Alliance of South Central Kansas.

## HOUSING

- Maintain 100% voucher utilization for the Section 8 program.

- Improve occupancy in public housing units to at least 98%.

## METROPOLITAN AREA BUILDING & CONSTRUCTION DEPARTMENT

- Move the department to a new location on Third Street. This joint venture represents another step in making Wichita/Sedgwick County an efficient and friendly place to develop businesses and build homes. The new location is being designed with customer service and up-to-date technology.
- Transition all department software from the City of Wichita to Sedgwick County. This move will allow for greater efficiency.

## PARK & RECREATION

- Create new leagues such as the Adult Men's Basketball league at Evergreen, 'Miracle League' at Orchard, and offer additional Learn to Swim programs in partnership with the Wichita Swim Club.

## PUBLIC WORKS & UTILITIES

- Complete updates to the Water and Sewer Utility Master Plans to guide future infrastructure improvements.

## TRANSIT

- Identify a sustainable funding source to maintain and expand the Transit system.
- Implement service and fare changes developed through the system redesign process.
- Implement staff training programs to improve customer service.



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