

WINTER 2014

GRANDVIEW

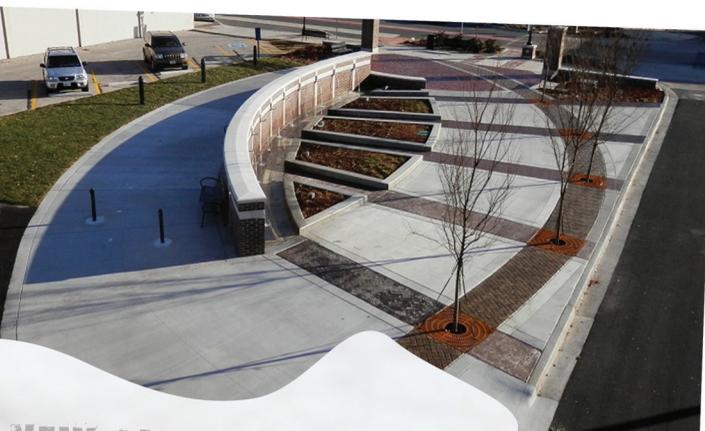
A Newsletter about the City of Grandview, Missouri

REPORT

GEARING UP FOR SNOW



CITIZENS ACADEMY GRADUATES



NEW CIVIC PLAZA



LITTLE CORNER PARK
(UNDER CONSTRUCTION)

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SNOW REMOVAL IN GRANDVIEW

Frequently Asked Questions

With two snowfalls already this season, it's a good time to remind everyone about how we remove snow from our streets. When the snow flies, City crews, residents and businesses need to work together to manage challenging winter weather conditions.

The Public Works Department is responsible for clearing snow and ice on more than 100 miles of City-maintained roads, and responding to a snow and ice storm is made even more difficult as a result of variable conditions encountered during each storm. Based on the questions we get the most, here are the responses:

“Why doesn't the City clear our streets faster?”

The Public Works Department's goal is to clean all City streets within 24 hours of the end of snowfall. This does not mean we wait to start working when the snow stops falling – we “hit the streets” as soon as snow starts to accumulate, but we start on designated “Snow Routes” and heavier travelled streets, get into subdivisions later, then take care of cul-de-sacs and dead-ends last.

“Why don't you use more salt to make our streets safer?”

City crews use a number of techniques and chemicals during snow and ice events. We use salt (sodium chloride), “beet juice”, calcium chloride, sand, and combinations of those, depending on weather conditions. Each snow storm is different and we tailor our attack depending on the storm. We also pre-treat our streets before expected events, and this helps prevent ice build-up. One important note is that both research and experience have shown that you

can apply too much salt, and when you do, the number of crashes tends to go up. We try our best to balance passable street conditions with safety, and this doesn't always mean adding more salt.

“Why don't you slow down or go another way so that you don't plow snow into our freshly cleaned driveway?”

The City's first objective and responsibility is to clear City streets and make them as safe as possible for all our citizens and visitors. To meet the 24-hour target, our drivers must move continuously, at a speed between 15 and 30 miles an hour. If they were to slow down or back up to try to keep snow from being plowed into driveways, this 24-hour timeframe might get as long as 3 or 4 days. And it would not benefit the vast majority.

We can't schedule exactly when we will be by any particular house or address, so we cannot let you know when to clear your driveways. However, we try to vary where we start and stop on our routes, so everyone can get the fairest service possible.

“Why do you always miss my street?”

Snow plow drivers have one of the most difficult jobs in our business. They are expected to be out in conditions when everyone else is told to stay home. Many times, they are even expected to clear the way for police and fire vehicles to reach emergencies. Sometimes they “miss” streets because it's dark or they're called away to deal with emergencies. If you think we have missed your street, please call us at 316-4856.

“Why don't you clean the snow off our sidewalk?”

City Ordinance Sec. 26-6. Removal of ice and snow from sidewalks provides the following guidance: “It shall be the duty of all persons owning or occupying any real property fronting upon any street, boulevard or highway to remove from the sidewalks in front and alongside of such property all ice and snow within a reasonable time after the cessation of a storm depositing such ice or snow.” Like most cities, it is the responsibility of the property owners. If you are unable to do it, that's when friends, neighbors, or volunteers come in handy.

“I think it's okay to plow “your” snow back into the street after you have put it in my driveway. What do you think of that?!”

City Ordinance Sec. 26-7. Placing obstructions in streets says “No person shall place any obstruction in or upon a street without proper authority.” If you push snow into a public street, we will ask you to remove it, and if necessary, crews will push it off into the right-of-way, off the public street. We cannot avoid pushing snow in driveways. Even going slow does not keep snow out of driveways, and it just means many will have to wait longer to have their streets cleared. Finally, when snow is expected to accumulate beyond four inches, citizens need to move cars from the roadways to the extent possible so that plows won't “plow them in”. When streets (some very narrow) are lined with parked cars, it not only slows down the snow removal, but it limits the amount of snow that can be removed from streets and can drastically hamper public safety vehicles from reaching emergency calls.

What You Should Know About Ambulance Service and the Associated Charges

The City of Grandview charges for both ambulance transports and first-aid/non-transport calls. The Grandview Fire Department's skilled paramedics provide emergency medical services, including

EMERGENCY
DIAL 911 ambulance transportation, more than 2,700 times per year. People needing these services within the City of Grandview are served immediately, regardless of income, when they call 911. Every year, the number of calls increases; and it has more than doubled in the past eight years.

The City has been charging for ambulance service for the past 25 years or more. The service charge saves Grandview taxpayers money by enabling the City to shift much of the cost of providing these emergency medical services to the user or their medical insurance.

Well, I just received my ambulance bill.

What should I do now?

If you are covered by medical insurance, Medicare, Medicaid or are a member of an HMO, please provide information about your coverage on the back of the ambulance bill, sign the bill, and return it to the address provided (PO Box 55 Watsontown, PA 17777). Like other cities, the City of Grandview uses a third party for its ambulance billing services. Billing 911 will bill your insurance carrier. If there is a balance still due after your insurance carrier responds, Billing 911, on behalf of the City, will send you a revised bill. You can also contact their customer service line at (866) 570-4488.

What are the fees for ambulance service?

Ambulance transport:

\$700 plus mileage cost @ \$9.00/mile

First-aid/non-transport:

\$200 (note: not covered by health insurance)

Our paramedics usually transport patients to the nearest hospital (usually 3-4 miles) or nearest trauma center (may exceed 2-3 miles) if necessary.

If there is a balance still due after your insurance carrier responds, Grandview residents will be eligible for a discount, up to \$150 dollars. The discount also applies for those with no insurance coverage.



What if I did not receive an ambulance bill?

You should call 1-866-570-4488 and provide your date of service to a Billing 911 staff member about the status of your claim.

What if I think my bill may be incorrect?

You should have a copy of your invoice ready with the invoice number (see the top left side of the bill for the number). Then call 1-866-570-4488 and speak with an agent who will research your bill both internally and with the records section in the Fire Department.

Have You Registered Your Mobile Phone with the City's Emergency Notification System?

The Code Red system provides the City with the ability to quickly deliver emergency, as well as general messages, to all residents, mostly via phone, but also email. Here is some important information you should know:

Caller ID - When you see the following displayed, you'll know the call is from the City. To hear the last message delivered to your phone, simply dial the number back.

Emergency Notifications - 1-866-419-5000 or Emergency Comm

General Notifications - 1-855-969-4636 or ECN Community

Most landlines will be automatically added to the database, but we highly encourage you to register all your mobile telephone numbers. Visit our website, grandview.org, and click under "What's New". Your contact information remains private and will only be used for community notifications.

LOOKING BACK, 2013

INCLUDING ART, MUSIC, PLANNING, PLAYGROUNDS, NEW CON

- The City staff developed the Grandview Citizens Academy to provide citizens with information and demonstrations by all city departments in an effort to create a greater awareness and understanding of the City's numerous operations.



- The Public Information Office coordinated the implementation of an emergency citizen information system to alert Grandview residents within minutes about public safety concerns, snow emergencies, impending severe weather, or other important community activities or events that may occur on a sporadic basis.



- The City supported the creation of the Grandview Arts Council to encourage citizens and others interested in art, music, dance, theater, photography, and other art forms to develop a forum for displays, concerts, plays, or other events that promote the arts, creativity and culture. Local artists are now on display at City Hall and The View. To learn more about the Council, visit grandviewartscouncil.org



- The Board of Aldermen approved an agreement with RED Legacy and terms for the acquisition and redevelopment of the Truman Corners Shopping Center in 2014 as a public/private partnership to provide new retail in Grandview.



- The City selected and contracted with the Zimmer Companies as the City's new economic development team to promote development on Main Street, the Highway 150 Corridor, the I-49 Corridor, and the industrial areas adjacent to the new Honeywell/NSA development.

- The City initiated a legal challenge to the location of an asphalt plant in Kansas City near Grandview's southwestern border and adjacent to both the Missouri Hwy 150 and I-49 corridors. Based on expert review of the plant emissions as violating EPA standards for health and safety, Grandview is attempting to stop the Missouri Department of Natural Resources' issuance of a permanent permit for this plant.



- The City's economic development team developed a cooperative relationship with property owners in the downtown area to promote further development, small business growth, entrepreneurship, and other possibilities.

- The Court Administrator streamlined Municipal Court operations, purged outdated files, and held an Amnesty Day to clean up old cases and outstanding warrants, collecting more court revenue in 2013 than in previous years.

- The Police Department continued its Volunteer in Police Service (VIPS) program, which now features seven regular and eight

reserve volunteers for special events who provided over 1,000 man hours of support at an estimated savings of \$15,500 in personnel expense.



- As a Police Department, Grandview took part in over 22 community events including tours, health fairs, day camps, crime prevention classes, child safety seat inspections, K-9 demos, and other presentations; and they attended numerous recruitment fairs at various locations.



- Using school resource officers from the Police Department, officers were instrumental in holding a "mock crash scene" for students, implementing a "text a tip" program for the Grandview School District, and facilitating K-9 searches in the schools upon request.



- The Police Department graduated one of Grandview's Police Captains from the prestigious FBI Academy in Quantico, Virginia this past year.

- The PD also received recognition by international police professionals over the past two years, hosting law enforcement visitors from all over the world. As the only agency in the metro area to host such other international agencies, Grandview also partnered with the University of Paris to provide cooperative training courses.



WAS A GREAT YEAR

CONSTRUCTION & CITIZEN PARTICIPATION, JUST TO NAME A FEW

- The department used the intelligence-based policing model for deployment of resources in targeted areas. After implementation, a six-month review revealed that burglaries were down 33%, larcenies were down 22%, and total incidents were down 16% in the target area.

- Grandview received over a half million dollars in grant funding, shared county sales taxes, and reimbursements for police services. About half of that comes from Jackson County COMBAT sales tax funds. The Traffic Unit has now secured \$64,000 in traffic safety funding for 2014, 73% more than the amount received in 2013.

- A new electronic accident report program and database allows for more streamlined entry of accident reports and a website for insurance companies or citizens to obtain accident reports.

- The department purchased six more new Ford Interceptors as the second year of the phase-out of discontinued Crown Victoria police vehicles.



The new cars are rated at 18/26 mpg (about 5 mpg better than the previous police model), but have 38 more horsepower and a 5-year/100,000 warranty.

- Through the efforts of the Community Development Department, the Board of Aldermen adopted the Highway 150 Sustainable Development Corridor Plan. This offers



a range of development examples, opportunities and preferences for future corridor development for that two-mile stretch of highway through Grandview.



- The Community Development Department initiated the I-49 Sustainable Redevelopment Corridor study, using a federal grant to pay for around 67% of the cost of developing a plan, which has now also been adopted by the Board to promote redevelopment along the new interstate.

- The Planning Commission reviewed several development related cases, updated the Future Land Use Map for the Highway 150 Corridor, and rezoned land along Highway 150 to prepare for future development.

- The Building Services Division issued 334 permits for residential dwelling units and 54 permits for commercial/industrial building construction.

- Building Services also completed 2,726 inspections in FY 2013 (19% increase over 2012), including 517 for minimum building preservation code (MBPC) cases.

- Neighborhood Services handled nearly 5,000 nuisance cases in FY 2013 for everything from tall grass and weeds to inoperable vehicles and zoning violations. Approximately 90% of the cases were voluntarily resolved by the property owners, and 511 contractor abatements were completed. They also handled 589 animals with Wayside Waifs.

- Neighborhood Services also planned and coordinated the 11th annual Pets Helping People event last April, providing 498 rabies vaccinations and raising over \$6,000 and 1,280 pounds of food for the Grandview Assistance Program (GAP).



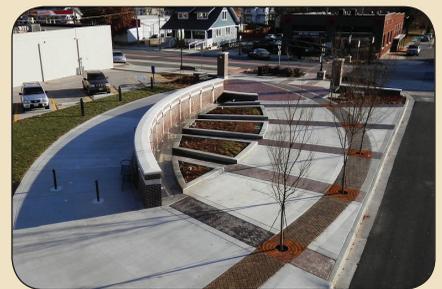
- Public Works completed the Main Street Phase III project, which extends the corridor improvements to 15th Street. Phase IV improvements will begin this spring, and further



corridor improvements, which will extend to the east side of

Main Street/Highgrove are currently in the planning process.

- Public Works also coordinated the Civic Plaza area improvements at 8th and Main Street, featuring a fountain, archway, shade trees, plantings and park benches – just across the street from the parking lot currently used for the Farmers Market, which will start up again this spring.



- In an effort to reduce or eliminate inflow and infiltration problems in City sanitary sewers, which cost the City substantially for excessive treatment by the Little Blue Valley Sewer District, Public Works has completed about half of the study and evaluation of key problem areas in the City.

CONTINUED FROM PAGE 5

- Public Works also completed the City's annual street and sidewalk improvement projects on time and under budget.
- The City co-sponsored the Grandview Chamber's 10th annual "Music on Main" this past September, which attracted the largest crowd ever to watch five terrific bands and enjoy food, drink, and a great sense of community spirit, despite the unseasonably hot weather.

- Parks and Recreation successfully hosted a concert series in the parks last summer, culminating with the well-attended (about 3,000 people) Party in the Park in August.



- Parks and Recreation completed Bobcat Park improvements, another of the no-tax-increase projects funded by the 2008 park improvement bond issue approved by voters that year.

- The City initiated a new youth football league through the Parks and Recreation Department, which resulted in 77 participants in the first year. The program is expected to grow in 2014.



- Grandview's John Anderson Splash Park was named the No. 1 splash park in the in the KC metro area, and Brumble's Forest playground in Meadowmere Park was recognized as the No. 1 (best) playground in the South KC metro area.

- The annual "Boo at The View" event hosted 2,500 participants this past fall, an increase of 1,000 more than the previous year.

- Parks and Recreation is currently overseeing six park playground and improvement projects scheduled to open in 2014 that include several features that will be unique in North America.



- The Fire Department purchased two new ambulances (one yet to be delivered) in an effort to provide the most reliable EMS service possible to Grandview citizens.

- The Fire Department also purchased and installed the first hydraulic ambulance cots and lift systems in the metro area to provide the most expeditious and reliable cots for patients, while protecting paramedics and firefighters from back and other injuries attributed to lifting and transporting patients in the past.



- Fire Department employees saved the City the cost of a new fire truck by working with the manufacturer to replace and install a new frame for our existing fire truck.

- Paramedics worked with the Finance Department and the contract billing company to increase ambulance billing collections significantly by collecting more patient information and writing more descriptive reports now required for billing purposes.

- The Fire Department replaced and upgraded computer equipment for the fire stations and fire trucks, while upgrading its data collection software, allowing them to more effectively meet current reporting requirements from various state and local agencies.

- The Finance Department successfully transitioned from third party payroll processing to in-house payroll as the second phase of the upgrade of the City's financial management system.



- While the Finance Department has redistributed duties in order to streamline and update procedures and assignments, it continues to use cross-training between the property tax collections counter (for county collections) and the license office (for state vehicle and driver's license issuance) so that customers can get any questions answered at either station.

- The Board of Aldermen adopted a new capital asset policy in 2012, which requires an annual physical asset inventory of all capital assets of the City, which was completed by all departments this past summer.

Popular Grandview Citizens Academy Going Strong & Starting Second Year



The Grandview Citizens Academy, started last February to educate and involve community members, has been so popular that the City will continue it in 2014. On January 14, 2014, graduates from the fall program were honored at the Board of Aldermen Meeting, and once again they all agreed it was a truly enlightening and beneficial experience. “I loved it! I learned tons,” said one graduate. “I enjoyed meeting different leaders and hearing from them about what they do,” he concluded. Another wrote, “I also enjoyed meeting many other Grandview residents”, and one other stated, “The more citizens know about what the City is doing, the more pride and commitment they’ll feel for their community.”

“Citizens Academy alumni are our best cheerleaders for attracting new class members. They have already helped peak the public’s interest in the academy. We envision that graduates will continue to gain a much better understanding of the operations of the City. We hope they will also develop an appreciation for the various tasks, challenges, and decisions faced every day by our elected officials, management team, and outstanding employees – and possibly even get involved. This can help build a stronger, more participative and caring community,” said City Administrator Cory Smith.

SPRING 2014 CITIZEN ACADEMY DATES	
February 27	City Government Overview/Administration
March 13	Police Department
March 27	Public Works
April 10	Fire Department
April 24	Community Development
May 8	Parks and Recreation
May 22	Budget and Finance – Managing Resources
June 5	Economic Development/Placemaking

The 2014 Spring Citizens Academy will again consist of eight interactive sessions covering all the departments. The Academy can accommodate about 30 students per session.

The Spring 2014 Academy will start the

The goal of the Citizens Academy is to inform and educate participants about City government, its operations and programs, and the variety of ways it carries out its mission. The City also hopes to foster a better relationship with the community, increase awareness of everything going on, and encourage residents to get involved in community events, activities, and advisory boards and commissions in a number of ways.

end of February, meet every two weeks, and graduate in June. Classes are held every other Thursday night from 7:00-9:00 p.m. Location may vary by department, but of course they are all located in Grandview. Best of all, there is no charge for attending the Academy.

Just complete and submit a Citizens Academy application if you would like to participate in our upcoming spring program. Applications are available on our website, grandview.org, under the *What’s New* tab. They can also be obtained at City Hall’s Information Desk, or for more information, please call (816) 316-4801.

2013 Fall 2013 Citizens Academy Graduates (From top left): Charles & Linda Hammond; Todd Snyder, Barbara Brendage-Hill & Andy Hill, Porsche & David Elkins, Grace and Kum Wong, Rebecca Poindexter, Charles Chancellor, Dale Lingle, Brian Pendleton, Rosalyn Sykes, Mary Miller, Douglas King, Cheryl Seperek & Shelby Seperek (Not pictured: Janet and Rachel Hoffman).



Upcoming Events

FATHER/DAUGHTER VALENTINE DANCE

Saturday, February 15
The View - 13500 Byars Rd.
6:30 p.m. to 8:30 p.m.
Advanced Tickets (by 2/9): \$20

CITIZENS ACADEMY

Starts February 27
Register through our website, grandview.org
Registration forms also available at City Hall
Space is limited - Free of charge

FIT N FUN FAIR

Saturday, April 5
The View - 13500 Byars Rd.
9:30 a.m. to 12:30 p.m.
Over 30 booths providing health, wellness,
fitness and recreation.
FREE

SPRING CLEAN-UP PROGRAM

Saturday, April 5, 12, 19 and 26
Grandview Ball Park - 13200 Arrington Rd.
Fee: \$12 per vehicle, per load
Visit our website, grandview.org for more info

PETS HELPING PEOPLE

Saturday, April 26
Conn-West Elementary Gym - Main St., East of
10th Street
8:00 a.m. to 1:00 p.m.
Rabies shot for \$7, plus 3 non-perishable food
items. Microchips for \$10
Benefits the Grandview Assistance Program

City of Grandview
1200 Main Street
Grandview, MO

PRSRT STD
ECRWSS
U.S. POSTAGE
PAID
Grandview, MO 64030
Permit No. 19

**CARRIER ROUTE PRESORT
POSTAL CUSTOMER**

CITY OF GRANDVIEW Directory of City Officials

Leonard D. Jones, Mayor
Brent Steeno, Ward I Alderman
Brian Hochstein, Ward II Alderman
Annette Turnbaugh, Ward II Alderman
James N. Crain, Ward III Alderman
John Maloney, Ward III Alderman
Donald Crow, Municipal Judge

CITY STAFF

Cory Smith, City Administrator
Kirk Decker, Assistant City Administrator
Becky Schimmel, City Clerk
Deb Angell, Manager of Human Resources
Charles Iseman, Police Chief
Chuck Thacker, Fire Chief
Dennis Randolph, Director of Public Works
Chris Chiodini, Director of Community
Development
Eric Lucas, Director of Parks and
Recreation
Phil Smith, Acting Director of Finance

SCHEDULE OF PUBLIC MEETINGS

All meetings are open to the public and take place at
Grandview City Hall, 1200 Main Street
(except Parks and Recreation Commission
meetings)

Board of Aldermen regular meetings are held the
second and fourth Tuesdays of each month at 7 p.m.

Board of Aldermen work sessions are on the first and
third Tuesdays at 7 p.m.

Parks and Recreation Commission meetings are the
first Thursday of each month at 7 p.m. at the
community center.

CITY HALL INFORMATION

City of Grandview
1200 Main Street
Grandview, MO 64030
(816) - 316 - 4800
FAX (816) 763-3902
www.grandview.org