# 2012

# Annual Report

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The City of Eudora is committed to providing services in an effective and efficient manner to enhance the quality of life of those we serve.

Every department is obligated to fulfill this mission and it is the focal point of all of our goals, objectives and the services we offer.

This annual report was prepared in the spirit of accountability and in an effort to share with our residents, the services offered by each department, demonstrating the value that each department creates for the community.

## Parks and Recreation Department

The mission: *To create recreational opportunities to enhance the quality of life for citizens of all ages so they pursue lifelong leisure interests.*

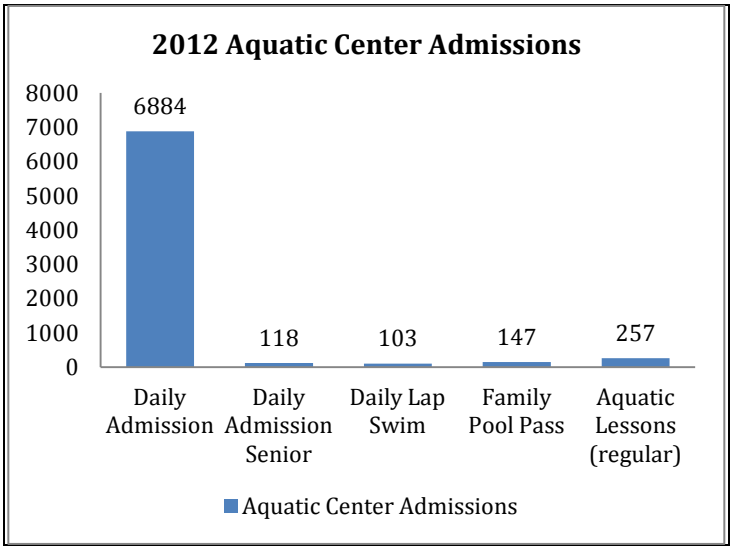
The services provided by the Parks &Recreation Department include:

- Parks
- Aquatic
- Childcare programming
- Wellness center
- Adult and youth leisure activities and special events

**<u>Aquatic Center</u>**

The parks and recreation aquatic center is generally open from May to September, the warmer months that the aquatic (pool) center is usually open for the public. It's here that people come to cool off, play, swim, relax and enjoy the atmosphere with family, friends and neighbors.

The graph below shows how many admissions the aquatic center had in 2012.



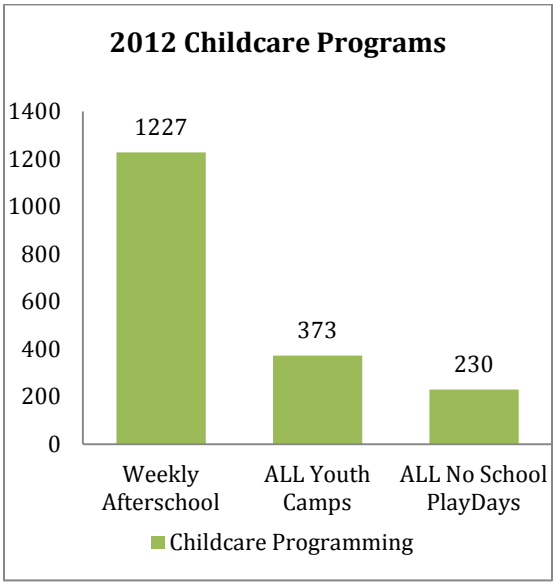
## Wellness Center

Residents and visitors in our community enjoy various wellness opportunities that are provided by the department. EP&R offers affordable membership rates for anyone to use the wellness center.

The graph below shows the number of people who bought wellness membership in 2012.

## Childcare Programming

For many years the EP&R childcare program has opened its doors to parents and guardians as an alternate childcare site. The program offers afterschool programs, youth camps and other activities for children of ages 5-14yrs. The graph below indicates that the programs have been well attended by many families in our community.



## Other Programs and Activities

Additional programs that are organized or sponsored by Parks and Rec. Department include:

- Youth and adult; volleyball, basketball, soccer and kickball. These sports bring numerous members of our communities together. Last year the department had an estimated 972 people participating in these events.

- In 2012 the department organized: Winter Hayrides, Picnic in the Park, Family Fun Night, Geo-caching, Zumba classes, and Art Exploration Class for Kids among others that promote healthy living and the spirit of camaraderie in our community.

- The department has also continued to maintain the park facilities around our community. These parks include: Bluejacket, CPA Park, Eastside Park, Paschal Fish Park, Lucy Kaegi Park, Pilla Park, and South Park.

## Fire Department

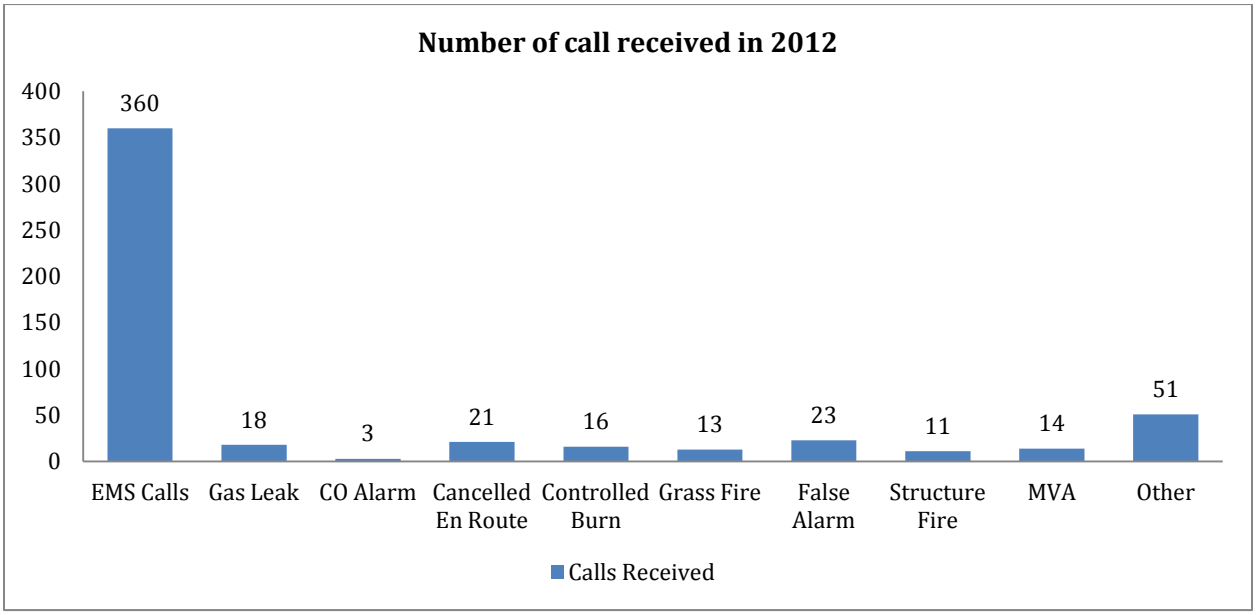
Mission: *To protect life and property by providing prompt professional fire, rescue and emergency services.*

The services provided by the Eudora Fire Department include:

- Fire, Emergency Medical Services (EMS) and Rescue
- Fire and Life Inspection
- Public Education

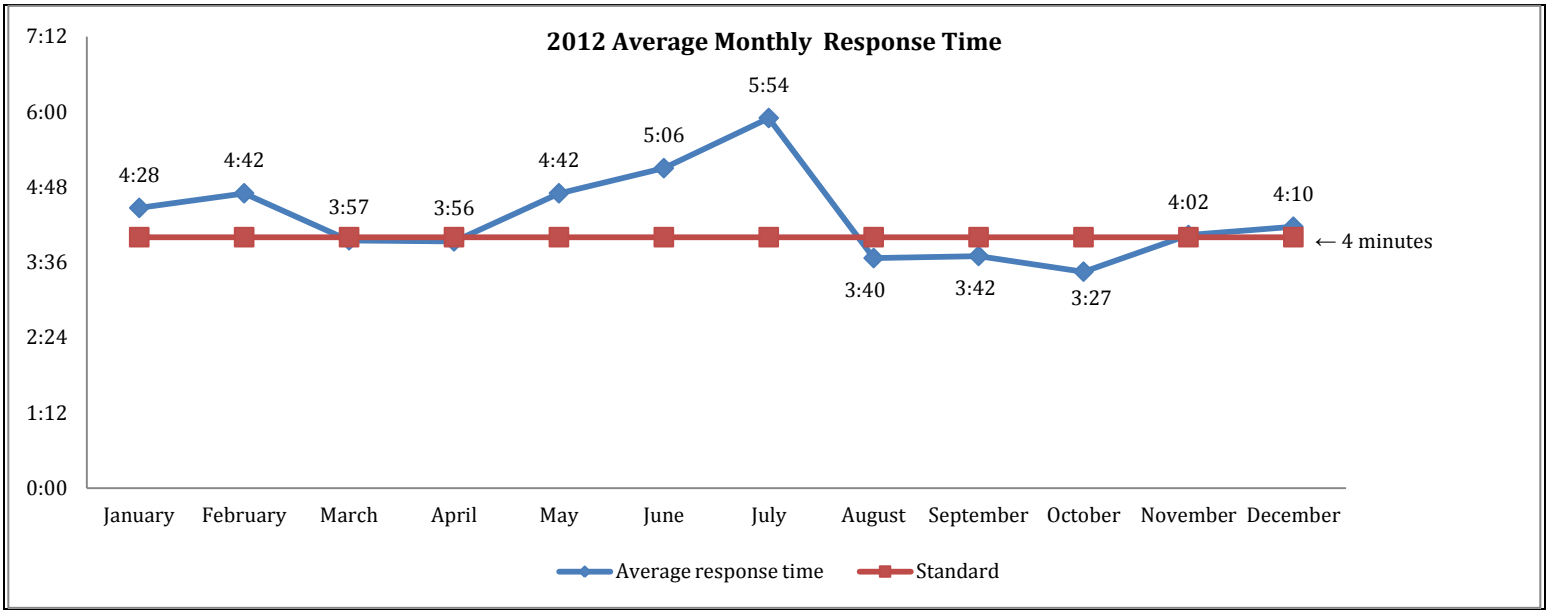
The Fire Department's primary goal is to protect the lives and property of the citizens of Eudora and to mitigate incidents whenever they occur. In 2012 the department received and responded to a variety of calls within the city.

The graph below shows the calls received.



The standard response time (how long it takes fire responders to get to the location of a call after getting the call from dispatch) is between 4-8 minutes. In 2012, the Eudora Fire Department had an average response time of **4mins and 23secs**.

The table below shows the monthly average response time for 2012.



***Life and Life Safety Inspections***

To maintain and ensure safety, the department conducts annual inspections of businesses and daycares that are within the city of Eudora. Fire inspections provide an opportunity to identify hazards and to educate business owners about fire and life safety issues. The department also conducts pre-occupancy inspections to ensure that new and existing buildings comply with the adopted fire and life safety codes.

| **2012 City Inspections** | **Total** |
|---|---|
| Total No. of businesses & daycares in Eudora | 114 |
| Total no. of inspections, including follow-up inspections, completed on businesses & daycares | 176 |

***Public Education***

Educating the public is a significant goal and service of the EFD. Each year, firefighters organize and attend events to inform the public about fire safety and precautions they need to take to keep themselves and their loved ones safe.

| 2012 Public Education Program | Total |
|---|---|
| No. of standby's and public education events | 17 |

The EFD continues to strive to implement the Fire Department's strategic goal.

## City Clerk's Department

The City Clerk's office has several responsibilities, both internally and externally. The office plays a significant role to ensure the public receive high quality customer service and that services are provided in an efficient way. Some of the services provided by the department include:

- Customer service
- Utility billing
- Record management
- Human resources
- City finance
- Inter-departmental support

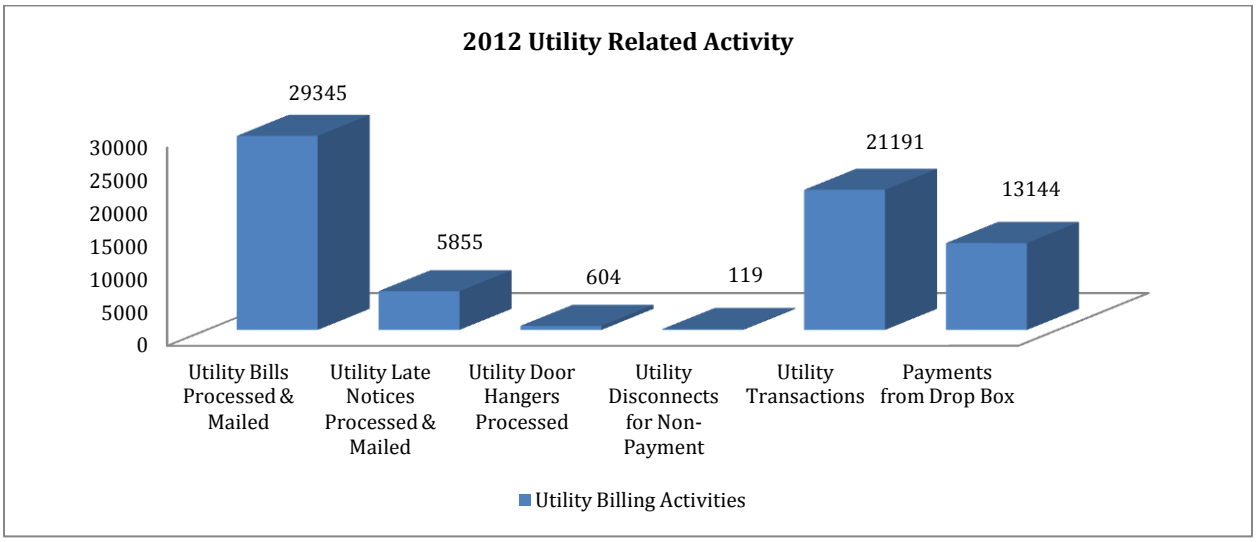
***Customer Service***

The Clerk's Department is committed to efficiently and courteously providing quality services to the citizens of Eudora. How well we do this is measured by the number of complaints we receive. In 2012, the department received 15 complaints that were channeled to the appropriate departments. As a city, it is our goal to satisfy all customers and to have no serious complaints.

***Utility Billing***

This division's goal is to accurately provide tracking and billing services to the public and offer the best possible customer service. It has been the duty of the department to provide accurate bills to residents and to carefully process their payment. The department always makes it a priority to work with residents before interrupting or disconnecting a utility service.

The graph below indicates the utility-related transactions/processes or activities that occurred in 2012.




***Record Management***

Whenever the public or anyone seeks public information or documents, the appropriate place to go to or call is the clerk's office. It is the duty of the staff to efficiently retain and maintain city records and documents for easy access to the public.

These documents include minutes, agendas, ordinances, legal notices, codes, and publications, among others. Some of these documents can be accessed online from the city's website while others have to be requested in person by filling out an open records request form. In 2012, the clerk's office received seven open records requests.

***Inter-departmental Support***

Internally, the clerk's office assists other departments in every capacity, from receiving and submitting work orders to the Public Works Department to mailing out legal notices from departments to staffing commission meetings. They also receive most customer calls and forward them to the appropriate department, as well as write reports for city court, the parks and recreation department and building, planning and zoning department.

***Human Resources***

The clerk's office is tasked with the responsibility of ensuring the employees work in a safe and productive working environment. This includes the maintenance and security of all employee records, as well as providing direction and support to employees regarding their benefits.

***City Finances***

The city operates on a fiscal year calendar from January 1 to December 31. Developing the city budget involves the coordination between the governing body and management staff. This is done to develop a budget that best addresses the needs and priorities of the citizens of Eudora, while maintaining transparent fiscal accountability. All financial transactions of the City are performed by this office.

Check out the city's 2012 budget at: http://cityofeudoraks.gov/DocumentCenter/Home/View/7

## Police Department

The vision of the Eudora Police Department is to provide quality law enforcement service to citizens of the City of Eudora, recognizing that public safety begins with a strong bond within the community it serves.

Mission: To safeguard the lives and property of the citizens of Eudora with honor and integrity.

The Police Department provides an array of services to residents in our community but can be categorized into two primary functions:

- ***Operations*** (administrative, patrol and traffic enforcement, investigations etc)
- ***Community engagement*** (information requests, policing public events, school resource officers, etc)

Last year, 2012, saw some changes in the department. Chief Grady Walker retired and interim Chief David Burger was appointed to temporarily lead the department and to help find a new chief that would eventually replace him.

Before the year ended, Chief Bill Edwards was selected to lead the department as the new police chief.

His tenure began in January 2013.

The Eudora police department receives a wide variety of calls through the County dispatch system. These calls vary in terms of their urgency and priority.

The calls are prioritized from priority 1 (P1) to priority 7(P7) where P1 calls are of most urgent and P7 calls are of a lower urgency.

The tables below show what type of police activities and calls make up each priority call that are frequently received by the department.

| Priority 1 |
| --- |
| 911 Hang Up Emergency - Indication of Violence |
| Battery/Fights |
| Bomb/Explosives Found |
| Disturbance, Weapons Present |
| Domestic Disturbance |
| Medical Emergency |
| Robbery, Armed |
| Sex Crimes Complaint |
| Shooting |
| Unknown Emergency |

| Priority 2 |
| --- |
| Accident with Injuries |
| Alarm- Robbery/Panic |
| Animal- Vicious |
| Burglary |
| Missing person |
| Prowler |
| Road rage Complaint |
| Suicide Attempts |
| Suspicious Activity |

| Priority 3 |
| --- |
| Check Welfare |
| CINC/Runaway |
| Criminal Damage |
| DUI/ Liquor Violations |
| Fire Calls |
| Forgery |
| Indecent Exposure |
| Power Lines Down |
| Sound of Gunshot/Explosion |
| Theft |
| Threats |
| Trespassing |
| Wanted Person/Warrant Arrest |

| Priority 4 |
| --- |
| Accidents without Injuries |
| Building/Residence Checks |
| Car Stops |
| Civil Standby |
| Deliver Message |
| Escort |
| Harassment |
| Littering |
| Narcotics |
| Pedestrian Checks |
| Roadway Obstruction |

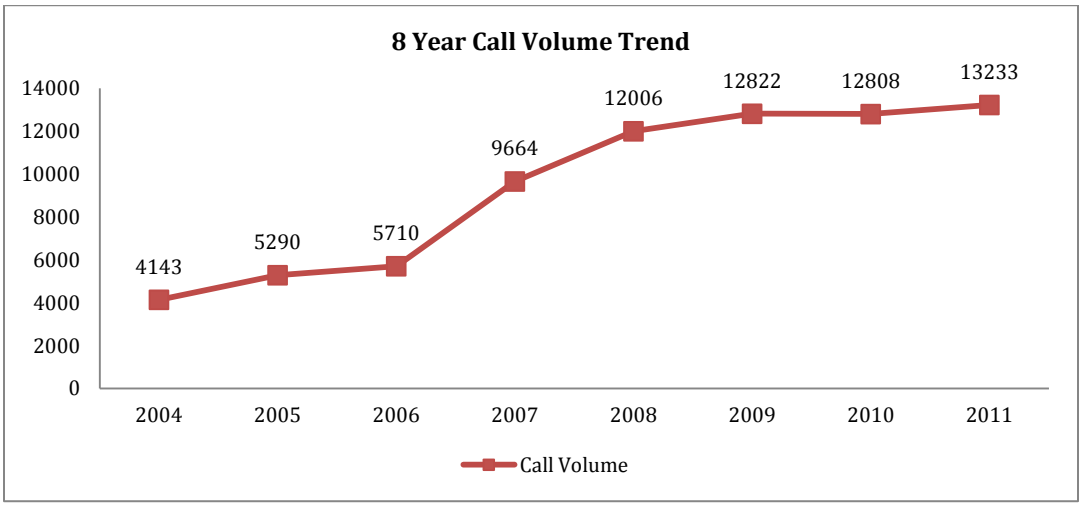
| Priority 5 |
| --- |
| Fish & Game |
| Noise Complaint |
| Nuisance Complaint |
| Solicitors |

| Priority 6 |
| --- |
| Bar Check |
| Civil Process |
| Directing Traffic/Traffic Enforcement |
| Fireworks |
| Follow up |
| Found Property |
| Motorist Assist |
| Parking Violations |
| Request to speak to Officer |
| CMV Inspection |

| Priority 7 |
| --- |
| Administrative Activity |
| Attempt to Elude Officer |
| Attempt to Locate Subject |
| Private Tow |
| Repossessions |
| Special Assignment |

Since 2004, the police department has had significant increase in activity and the number of emergency calls they receive. There has been a **219%** increase in call volume from 2004 to 2011.

The graph below displays the eight year call trend.




As the overall call volume has risen over the eight year period, one call category has remained constant. The percentage of **priority four (p4)** calls and services has consistently been between **64-70%** of the police call volume recorded each year.

The table shows a four year snapshot of calls.

| **Priority Calls** | **Year Total** | | | |
|---|---|---|---|---|
| | **2008** | **2009** | **2010** | **2011** |
| P1 | 751 | 712 | 434 | 482 |
| P2 | 610 | 600 | 484 | 434 |
| P3 | 891 | 897 | 570 | 569 |
| P4 | 8047 | 8239 | 8804 | 9440 |
| P5 | 154 | 134 | 111 | 73 |
| P6 | 1267 | 1709 | 1379 | 1438 |
| P7 | 286 | 531 | 1026 | 797 |
| **Total** | **12006** | **12822** | **12808** | **13233** |

## Public Works Department

This department is tasked with a wide variety of functions and responsibilities. They offer the most varied services of any City department. The Public Works Department has six divisions;

- Electric
- Streets
- Water
- Storm water
- Fleet management
- Wastewater

Each division has goals that guide them as they provide services to the public.

### *Electric Division*

Goal: To maintain and provide a reliable electric distribution service to the citizens of Eudora.

The electric division monitors, maintains and repairs electric equipment and receives calls whenever there is a service disruption or blackout. The division also ensures that electric lines and poles in our community are safe and hazard free.

The table below shows how much electricity the city bought from Westar Energy and how much was sold to customers in 2012.

| **2012 Electric Division** | |
|---|---|
| **Total electricity bought from supplier (Westar Energy)** | **47,792 Mwh** |
| Total electricity sold to customers (residential and commercial | 41,942 Mwh |
| Excess electricity billed from Westar Energy | 3,867 Mwh |
| Total electricity consumed by city's facilities | 1,331Mwh |
| Total electric energy losses | 652Mwh |

In March, 2013, the city and Kansas City Power and Light Company (KCP&L) signed a supply contract that will go in effect in June, 2013.

### *Street Division*

Goal: To ensure the roadways of Eudora are well maintained, repaired and accessible to motorists and pedestrians.

The street division in 2012 had substantial success in repairing and making our streets better. 20th street was overlaid and is now a much safer and easier road to navigate.

The divisions did **16,923 feet chip seal** of road and **7,436 feet overlay**

### *Water Division*

Goal: To treat and deliver quality water to the citizens and businesses of Eudora.

Since improvements were made to the city's water plant in recent years, the quality of water in the city improved tremendously. The division is committed to maintain this quality and making improvements as needed.

Below is a table that shows the city of Eudora's water hardness levels compared to other surrounding cities.

| Water Company/City | Avg. Hardness | Avg. alkalinity | Avg. T.D.S. | Avg. pH |
|---|---|---|---|---|
| ***City of Eudora*** | *108* | *64* | *156* | *8.6* |
| City of Lawrence (Baldwin, Wellsville, Edgerton, Douglas Co. RWD's) | 125 | 90 | 315 | 8.7 |
| Water One (Lenexa, Shawnee, Overland Park, Leawood, Prairie Village, etc…) | 127 | 62 | 257 | 9.5 |
| City of De Soto | 140 | 74 | 240 | 9 |
| City of Topeka | 184 | 93 | 310 | 9.5 |
| City of Olathe | 200 | 140 | 370 | 8.5 |
| BPU (Kansas City, Bonner Springs, Tonganoxie, etc) | 297 | 214 | 461 | 7.4 |
| ***City of Eudora (before softening)*** | ***370*** | ***282*** | ***430*** | ***7.7*** |

***Wastewater Division***

The wastewater division ensures that the city's wastewater plant is operating efficiently and in compliance with all the state and Environmental Protection Agency (EPA) regulations. In 2012, the plant was reviewed and certified as being in compliance.

***Stormwater Division***

This division ensures that the water from precipitation and snowmelt is properly channeled through neighborhoods. They ensure there are appropriate pathways for excess water to go and drain to. Last year the division made significant upgrades to the distribution channels that would assist effective water runoff.

***Fleet Management***

This division ensures that the city fleet is well maintained and that manufacturers' maintenance plans are followed to avoid unnecessary wear and tear on the City's vehicles. The city mechanic and public works management staff in 2012 looked into ways of developing an ongoing replacement vehicle plan that would save the city money by reducing overall maintenance costs and ensuring fleet safety for employees.