



2012

City of Raymore

ANNUAL REPORT

A look back at what each City department accomplished during 2012 including an overview of each department and highlights from the year produced by the staff members that made it happen.



Inside

City Council	2	Parks and Recreation.....	12
City Management/Administration	5	Community Outreach	14
Finance	7	Police Department.....	15
Human Resources	9	Municipal Court	21
Community Development.....	10	Public Works.....	23
		Information Technology	28
		Economic Development	29
		City Clerk	31

The City of Raymore is dedicated to being a quality community in which to live, work and play.

City Council



The 2012 Raymore City Council was comprised of (from left) Ryan Wescoat, Jeffrey Adams, Jonathan Seeley, Mayor Peter Kerckhoff, Jeffrey Stevens, Jeff Cox, Kevin Kellogg, Richard Hall, and Sonja Abdelgawad. (After Cox was elected Presiding Commissioner of Cass County in November, Derek Moorhead was selected to fill the vacancy.)

The Raymore City Council takes literally hundreds of actions each year that have beneficial effects for the entire community, including approvals of many contracts for services and construction projects. The items below represent just a small fraction of the work performed by the Council in 2012:

January:

- Council repeals the Motor Vehicle License Tax, a \$5.00 per vehicle tax that had been in place in some form since 1961.

February:

- Council approves a resolution opposing proposed changes to the operation of the Raymore Post Office being proposed by the U.S. Postal Service.

- In the FY 2012 budget, Council included a project to convert the Community Room to expanded Police Department space and renovate other areas of the Police Department. In February, Council approves a design contract for renovations to City Hall. (A construction project was awarded later in the year and the renovation was well in progress by the end of the year.)

- Council approves settlement of a lawsuit filed by Community Bank of Raymore (CBR) against the City. The lawsuit involved what types of uses could be allowed according to an agreement between the City and CBR at the time City Hall and Municipal Circle

were constructed at the turn of the century.

March:

- Council repeals the non-residential license tax in part. The license tax is a tax charged to new development in the City. In February, Council considered a proposal by Councilmember Adams to repeal the tax for non-residential development, but the measure failed to garner sufficient Council support. In March, Council approved a more limited measure to repeal the non-residential license tax only in areas that do not receive economic development incentives from the City.

- Council approves a contract for curb reconstruction in

City Council

various areas of the City. This continues a program that began in 2008.

April:

- Council approves changes to the City's property maintenance code. Most of the changes are administrative, but one change made is to reduce the amount of time a person has to correct a violation if he/she commits a repeat violation in the same year.
- Council awards a \$362,000 contract to patch, mill and overlay or microsurface streets throughout the City as part of the City's annual street preservation effort.
- The Council approved a two-year extension of the City's contract for solid waste collection with Town & Country Disposal. The extension is at the same monthly amount for residents as in 2012, includes provision to all customers of wheeled carts for trash and recycling, and includes a new service, regular yard waste collection.
- Council approves a contract to reconstruct the tennis courts at Recreation Park.
- Council approves a Tree Management Strategic Plan to guide City officials in the management and improvement of the City's urban

forest and the education of citizens regarding tree-related issues.

May:

- Council conducts a work session with the Park Board to discuss and reach consensus as to the basic scope of a future community center. Funding for a feasibility study to further refine the proposal is in the FY 2013 City budget.
 - Council awards a \$387,000 contract for the annual sidewalk construction program. This is a long-running program to construct sidewalks on streets in the City which currently do not have any.
- ## **June:**
- Council approves a \$98,000 contract to perform two playground construction projects: one at the east shelter in Recreation Park and one in three locations along the Eagle Glen Linear Park.

- Council approves a \$74,000 contract to modify the 58 Highway/Johnston Parkway intersection and traffic signal to eliminate split-phasing of the traffic signal for northbound and southbound traffic. The improvement will shorten traffic time for motorists on both roadways.

- Council approves a resolu-

tion to increase the City's water rate by 67 cents per thousand gallons of usage, and to decrease the City's sewer rate by 10 cents per thousand gallons of usage, for a net increase of 57 cents. The City reviews rates each year to ensure that receipts are sufficient to fund operations and reserve funds for capital maintenance.

- Council approves a contract with a facilitator to guide the public input process for the city's growth management plan (GMP) update. The GMP is a land use document that guides how the City will develop over the next five to 10 years. (Work on this project proceeds over the course of the summer and fall with the assistance of numerous interested citizens. At this writing the Community Development Director is composing the first draft of the document based on input received.)
- The Council approves changes to the city code regarding when sidewalk gaps in a neighborhood must be filled. The change extends the period before which property owners must construct sidewalk on a lot in a partially developed subdivision.

July:

- Council approves economic

City Council

development incentives – tax increment financing and the formation of a community improvement district – for the developer of the Raymore galleria, located at 58 Highway and Dean Avenue. The incentives will facilitate the construction of a Sam’s Club store (planned to open in late 2013), two restaurants and approximately 83,500 s.f. of additional commercial space.

- Council approves entering into an agreement with Kansas City Water Services, the City’s water supplier, giving Raymore rights to an additional one million gallons per day from the Cass County transmission main. The council approves a payment of \$744,000 for these rights. This will give the city the supply it needs to allow for continued growth for the next ten years.

August:

- The Council approves the property tax levy for 2012, rolling back the rate from the constitutional limit of \$1.3173 to \$1.3068.
- Council approves contracts for the rehabilitation of Kurzweil Road; Prairie Lane; and Lucy Webb Road, between J Highway

and Prairie Lane.

- Council meets with members of the Raymore Chamber of Commerce to discuss City/Council relations and how the organizations can work together for the benefit of the business community and the City as a whole.

October:

- Council gives final approval for Raymore Senior Village, a 104-unit apartment community located behind the Price Chopper grocery store, which will be geared to residents 55 year of age and over.
- Council had previously determined that action should be taken to improve the intersection of Dean Avenue and Lucy Webb Road. In October, Council considers whether to construct a roundabout at this location or construct a standard traffic signal, and directs staff to proceed with a roundabout.
- Council approves the FY 2013 City Budget and the FY 2013 – 2017 Capital Improvement Plan for the City.
- Council approves a change to the city code prohibiting

the parking of a vehicle on an undeveloped lot with certain exceptions, and limiting the parking of a vehicle in a side yard unless parked upon a hard surface.

November:

- Council approves a contract to upsize water lines on N. Madison street and Gore road. Work on this project began in January, 2013.

December:

- Council approves an ordinance prohibiting funeral protests within 300 feet of a location where a funeral is being held.
- In order to take advantage of historically low interest rates, Council approves the refunding of bonds issued in 2004 and 2007, saving the city more than one million dollars over the next 15 years.
- Council approves the City sidewalk construction program for 2013 and a plan for construction of sidewalks through 2018 and beyond.
- Council approves a policy guiding the process for a neighborhood to request traffic calming measures such as speed humps in their neighborhood.

***Raymore City Council meets every second and fourth Monday at 7 p.m.
City Council work sessions are conducted every first and third Monday at 7 p.m.***

City Management/Administration

Overview:

The City Manager is the chief administrative officer of the City and is responsible for the management of all personnel, the administration of all departments, provision of support and policy recommendations to the Council, development and implementation of the annual budget and capital program, enforcement of laws, and carrying out all Council policies and directives.



Eric Berlin
City Manager



Jim Feuerborn
Assistant City Manager

What We Do

- Provide leadership and direction in the development of short and long range plans; gather, interpret and prepare data for studies, reports and recommendations; coordinate department activities with other departments and agencies as needed.
- Provide professional advice to the City Council and department heads; make presentations to councils, boards, commissions, civic groups and the general public.
- Communicate official plans, policies and procedures to staff and the general public.
- Assure that assigned areas of responsibility are performed within budget; perform cost control activities; monitor revenues and expenditures in assigned area to assure sound fiscal control; prepare annual budget requests; assure effective and efficient use of budgeted funds, personnel, materials, facilities and time.
- Determine work procedures, prepare work schedules, and expedite workflow; study and standardize procedures to improve efficiency and effectiveness of operations.

2012

Accomplishments

- Successfully oversaw the generation of the 2nd Amendment to the Galleria TIF that will provide the funding to bring Sam's Club to Raymore.
- Oversaw the competitive sale of 2012 bonds to refund general obligation bonds issued in 2004, and part of G.O. bonds issued in 2007, realizing a net present value savings of \$1,188,000 (or 12.8%).
- Negotiated a new residential solid waste disposal contract that includes curbside yard waste pickup at no additional cost.
- Hired a new Chief of Police and Parks and Recreation/Buildings and Grounds Director.
- Successfully negotiated the 2013 employee benefits package at the same coverage level as the prior year, with a negligible cost increase.
- Administrative oversight of both the Original Town Street Light program and the Smart Lights for Smart Cities street light program.
- Continued administration of the G.O. Bond funds from the 2007 Bond Issuance for park and street projects.
- Drew up and proposed the FY 2013 Operating and Capital Budget and five-year Capital Improvement Program for Council consideration.
- Monitored activities of the State legislature and communicated with legislators regarding City interests in legislation being considered.
- Served as Renovation Project Manager over City Hall lower level renovations.

City Management/Administration

What We Do — Continued —

- Issue written and oral instructions; assign duties and examine work for exactness, neatness and conformance to policies and procedures.
- Maintain harmony among workers and resolve grievances. Perform or assist subordinates in performing duties; adjust errors and complaints.
- Prepare a variety of studies, reports and related information for decision-making purposes. Conduct legislative analysis as it impacts the City.
- Appoint and remove all department heads, officers and employees of the City, except members of the Council.
- See that all laws and ordinances are faithfully performed. Prepare and submit a preliminary annual City budget. Administer the adopted budget of the City.
- Advise the City Council of financial conditions and current and future city needs.
- Attend all meetings of the Council at which attendance may be required by the Council.



Finance

Overview:

The mission of the Finance Department is to ensure the fiscal integrity of the City of Raymore by exercising due diligence and control over the City's assets and resources. Additionally, Finance provides quality service and support to both our internal and external customers through the efficient and effective use of sound business principles.



The Finance Department is (from left) Tonya Regan, Accounting Technician; Patty Baird, Utility Billing Technician; Kim Quade, Purchasing/Payroll Specialist; Cynthia Watson, Finance Director; Lisa Williams, Accountant.

What We Do

The Finance Department is responsible for serving the citizens by providing internal support service, administration and management as well as external customer service for all areas of the City's finances, cash management and utility billing. By directing and coordinating financial planning, budgeting, cash and debt management with purchasing, accounting and utility customer service, the Finance staff provides effective and efficient financial reporting and customer billing. The department provides oversight and compliance with federal, state and local statutes, regulations and codes to ensure the City's accountability and prudent use of public funds. The department maintains internal controls and procedures for safekeeping of assets, investments, effective collection of all City revenues, timely vendor payments, efficient procurement and accurate and timely utility billing services.

2012 Accomplishments

- Received the Government Finance Officers Association Outstanding Budget Presentation Award for the 2011-2012 Budget.
- Received an unqualified opinion on the 2010-2011 Audit.
- Received the Comprehensive Annual Financial Report (CAFR) Award for the 2010-2011 CAFR.
- Worked with Administration in preparing and presenting the water and sewer rate study for Council consideration.
- Continued to work with various departments to train and implement a barcode system to better track the City's fixed assets. All departments, except the Police Department, have been implemented.
- The City received our second Silver Agency Certification for Excellence in Public Procurement from UPPCC Universal Public Procurement Certification Council.

Finance

During 2012, the Finance Department continued to refine and develop financial policies and procedures including:

- Effective communication and accurate reporting of the City's financial information to all users with standardized reporting and easy to read, understandable budgets.
- Continuous review, update and revision of purchasing and procurement policies and internal control policies and procedures.
- Enhancement of the budget process through increased staff skill development.
- Refinement of the reporting and accounting of capital funds.
- Continuous updating of cash and debt management policies to comply with federal, state and local statutes, regulations and codes.
- Continued improvement of internal and external customer service relations through expanded staff development.
- On-going analysis of billing processes and procedures to determine the most effective and efficient billing and meter reading cycles.
- Continued focus on the purchasing program, creating a more unified and centralized bidding process. Utilization of the City's Web site has created the ability for a paperless bidding process.
- Continued research and analysis of implementation of convenience fees for credit card transactions.

2012 Quick Facts

- Issued 1,282 animal licenses
- Processed 76,145 payments for utilities, permits, licenses and miscellaneous
- 6,488 utility draft payments
- 7,378 online utility payments
- Issued 82,356 utility bills
- Processed 1,905 work orders
- Sent 7,905 past due notices
- Shut off 1,131 utilities
- Issued 2,852 accounts payable checks and 133 electronic drafts.
- Issued 3,284 payroll checks and EFTs, with 97% of staff opting for electronic transfers.
- Processed 37 requests for proposal, bid and qualifications.



Human Resources

Overview:

Human Resources leads the development and implementation of human resources policies, programs and procedures and works closely with all levels of employees to resolve problems and to ensure compliance.



Human Resources is (from left) Lisa York, Human Resources Manager; Nancy Johnson, Human Resources Assistant.

What We Do

The Human Resources Manager performs professional work and oversight to a range of administrative functions related to human resources policy and procedures, benefits and salary administration, employee recruitment and staff development that support the mission and goals of the City.

The mission of the Human Resources Department is to support the goals and challenges of the City of Raymore by providing services which promote a work environment that is characterized by fair treatment of staff, open communications, personal accountability, trust and mutual respect. We will seek and provide solutions to workplace issues that support and optimize the values and operating principles of the organization.

2012 Accomplishments

- The involvement of Human Resources staff in recruitment activities increased dramatically in 2012. Forty-eight individuals were added to the City payroll during the last fiscal year. While most of these hiring transactions involved seasonal and on-call employees, 10 full-time employees were hired. Of particular note, staff developed recruitment materials and coordinated the interview and assessment processes for both the Chief of Police position and the Director of Parks and Recreation.
- Once again, the 2011-12 Annual Benefits Enrollment Process utilized external benefit consultants to complete the personalized online enrollment process.
- Staff completed and distributed the 2012 Total Compensation and Benefit Statements. The Total Compensation Statements are used to educate employees on the value of their benefits during annual benefit enrollment process.
- Compiled personnel and salary survey data for ICMA, MARCIT, MARC, MML and the State of Missouri.
- As part of the annual analysis of benefits, the City transitioned to a new voluntary life and disability insurance vendor, bringing savings to the City while maintaining competitive plan coverage for employees. The City was able to maintain the comprehensive benefit package while keeping price increases to a minimum. Long-term Care insurance was added to the employee benefit package in the spring. Multiple education meetings were held for employees.
- Employees and supervisors participated in training needs assessment surveys. The survey results were shared in focused discussion groups. Formal training and development guidelines were created and Individual Development Plans for all employees were implemented in the fall.
- The use of technology continues to be embraced by staff. Internally, coding was developed to maintain employee driver's license information in the INCODE system.
- Staff implemented an annual process to review job descriptions to ensure they remain up-to-date.

Community Development

Overview:

The Community Development Department has two divisions: Building Inspections and Planning and Zoning. The Building Inspections Division consists of three employees responsible for receiving applications for and issuing building permits; reviewing construction plans; inspecting new construction activity that requires a permit; and inspecting existing structures to ensure compliance with the Property Maintenance Code and Dangerous Building Code. The Planning and Zoning Division consists of three and one-half employees responsible for review of all development applications; development and maintenance of the City Geographic Information System; and general City code enforcement.



The Department of Community Development is (from left) Jim Cadoret, Director; Nancy Johnson, Administrative Assistant; Jason Allen, Code Enforcement Officer; Mike Russell, Senior Building Inspector; Holly Driscoll, Permit Technician; Jon Woerner, Building Official; Heather Eisenbarth, GIS Coordinator.

What We Do

The Community Development Department is involved in the development and implementation of the Unified Development Code, the Growth Management Plan, overseeing the development plan review process and codes compliance. Additional responsibilities include managing the City's GIS program, code enforcement and building inspections. The Department serves as the primary staff support to the Planning and Zoning Commission, Board of Appeals and Board of Adjustment. The Community Development Director supervises the day-to-day activities of the department, and reports to the City Manager.

2012 Accomplishments

- Assisted Planning and Zoning Commission in its efforts to prepare a new Growth Management Plan, including completion of the resident survey; assistance with the key planning area focus groups; and work on preparing a draft of the plan.
- Completed a Development Guide to assist those interested in developing property in Raymore in understanding the development process. The guide is a "how-to" manual regarding starting a new business; obtaining a building permit; or navigating the plan review process.
- Worked on reorganization of the building permit record system, including completion of an electronic copy of all permit records.
- Completed three amendments to the Unified Development Code.
- Assisted City Clerk's Office with implementation of the new contractor licensing program.
- Maintained a development report that is updated monthly to reflect existing housing units, units under construction, and available building lots in the City.
- Continued expansion of the City Internet Mapping System utilized by City employees.
- Development of GIS applications for several City departments.

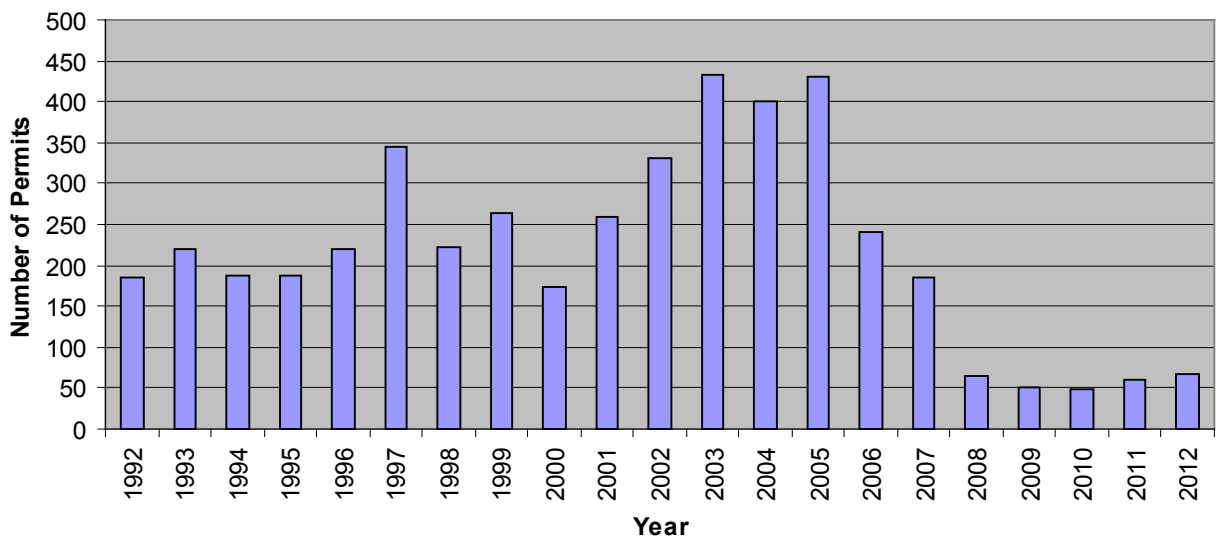
Community Development

2012 Quick Facts

- 68 single-family permits issued for a total building value of \$16,411,200
- 7,415 existing dwelling units now in City
 - 6,025 single-family
 - 354 two-family
 - 1,036 multiple-family
- 7 commercial permits issued for a total building value of \$1,268,100
- 1,015 lots are available for new residential construction
- 16 subdivisions had active home construction
- 16 different builders obtained at least one permit for new residential construction
- 4,338 building inspections completed
- 283 illegal signs removed from city right-of-way
- 28 inoperable vehicles removed from property or made compliant



Single Family Building Permits



Parks and Recreation

Overview:

The purpose of the Parks and Recreation Department is to provide clean, safe, beautiful open spaces and parks. Public open space and City parks provide Raymore's citizens with space to exercise, recreate and relax, providing relief from suburban sprawl and offering opportunities for families and friends to create fond memories together.



The Parks and Recreation Department is (from left) Boyd Fields, Park Worker; Eddie Gomez, Park Worker; Steve Rulo, Operations Superintendent; Jerri Keith, Recreation Coordinator; John Kennedy, Director of Parks and Recreation; Jeff Schmill, Park Foreman; Shawn Jonas, Park Worker; Jacob Powers, Park Worker. Not pictured: Kyle Worthington, Community Outreach Coordinator.

What We Do

The Department is organized into three divisions: Parks, Recreation, and Buildings and Grounds. The Park Division duties include care and maintenance of parks and park facilities in the system, ball field care and preparation, special event operations, tree planting and maintenance, flower bed maintenance, Park Board coordination, capital project administration, shelter reservation coordination and light construction activities. The Recreation Division is responsible for planning, coordinating and operating a variety of recreation programs and special events throughout the year for both children and adults. The Buildings and Grounds Division is responsible for the care and maintenance of the City Hall and Public Works facilities.

2012

Accomplishments

Major projects undertaken by the Park Board in 2012 included:

- A planning retreat was held by the Park Board in January and October.
- Fourth of July pyrotechnic services contract let.
- Park Maintenance Facility planning and design phases were completed.
- Capital projects for 2012-16 were prioritized for funding.
- Hawk Ridge Park pre-planning open house events were hosted.
- FY 2013 budget and CIP recommendations were approved.
- Welcomed new Parks and Recreation director.
- Reconstruction of the Recreation Park tennis courts.
- East Shelter landscaping and installation of new playground.
- Developed and installed playground pod trio along Eagle Glenn Trail.
- Renovation of the Optimist Shelter at Recreation Park.
- Public Works entry vestibule construction.
- Installation of new security lighting at City Hall entrance.
- Construction of new Maintenance Building at Recreation Park.
- Several small projects for better ADA accessibility to facilities and parks.
- Traffic control measures installed in the Recreation Park entrance drive.
- Completed construction projects in parks and facilities by parks maintenance staff.
- Completed bio-swale drainage area projects.

Parks and Recreation

- 2012 ACCOMPLISHMENTS CONTINUED -

- Original Town Farmers Market developed, including vendors and entertainment.

Projects completed with partners:

- Trail bench installation along LeMor and Timber trails greenway with Eagle Scout (J. Boos).
- Trail bench installation along Good Parkway trail with Eagle Scout (L. Garlett).
- Flowerbed renovation on Skyline with Eagle Scout (C. Scott).
- Provided support for Optimist Club to host “Punt, Pass and Kick” and “Pitch, Hit and Run” events.
- Provided support for local Girl Scouts to achieve merit badges and provide a meeting location.
- Provided meeting location for several HOA groups in Raymore.
- Arbor Day Celebration sponsored by Raymore Tree Board and Raymore public schools.
- Supported Raymore Police Department to host National Night Out event.

Sustainability

- Installed LED bulbs in street lights at Raymore Municipal Complex.
- Replaced electrical switches with motion sensors at City Hall.
- Installed auto-flush on commodes.
- Continued paper, aluminum, plastic, glass and battery recycling programs at City buildings.
- Recovery of mulch from citywide tree trimming program.

2013 Projects/Planning

- Construction of Dog Park.
- Feasibility study for a Community Center.
- Farmers Market Master Plan.
- Hawk Ridge Park Master Plan.
- Parking lot and entry drive improvements to Park Maintenance Facility.
- Eagle Glen Trail replacement.
- Continued improvements for ADA accessibility to facilities and parks.
- Eagle Scout projects throughout the City and Parks system.
- Landscape projects for Recreation and Memorial parks.
- Tree City USA application.
- Hosting athletic tournaments in parks.
- Landscape projects in Recreation Park, Ward Park and Memorial Parks

Programs

2012 Special Events:

- Sportsmanship Banquet
- Easter Festival
- Jog with Your Dog
- Kids Fishing Derby
- Movie Night in the Park (spring & fall)
- Fourth of July “Spirit of America” fireworks event and car show
- T-Ball end-of-season celebration
- Baseball/Softball end-of-season celebration
- Assisted with Raymore’s Festival in the Park
- Harvest Night Haunted Hayride
- Veterans Day Ceremony
- Mayor’s Tree Lighting Ceremony
- Mayor’s Food Drive to benefit Fishes ’n Loaves food pantry

2012 Recreation Programs:

- Nature Quest
- Cake Decorating
- JR Karate
- Youth Recreational Soccer
- Youth Recreational Basketball
- Adult Pick-Up Basketball
- Youth Recreational Flag Football
- Youth Tennis
- Adult Tennis
- Youth Recreational Volleyball
- Youth Recreational Baseball/Softball
- Tiny Sports for 3- and 4-year-olds
- Summer Quest Day Camp
- Challenger British Soccer Camps

New Recreation Programs Offered:

- Knitting Classes
- Healthy Cooking Classes
- Education Classes: “What in the World is Going On” and “College Funding”

Community Outreach

Overview:

The Community Outreach department seeks to develop and maintain strong public relations with the community, publicizing City projects, events and other services by utilizing both traditional and new media. The department also oversees the City's volunteer-matching program.



Kyle Worthington
Community Outreach
Coordinator

What We Do

Community Outreach's goal is to keep the public well-informed about the City's various activities and projects. Through maintaining the City's Web site and government access channel, and managing its social media accounts on Facebook and Twitter, it's never been easier for the community to know at any time what's going on with local government. City information is also disseminated via e-mail blasts to registered subscribers and through traditional press releases to the local newspapers. The department also documents City-sponsored events through photos and video, and produces a variety of publications ranging from magazines to brochures throughout the year, as needed.

Additionally, Community Outreach is responsible for overseeing Volunteers in Action, an initiative seeking to match people looking to volunteer their time and resources with area charitable organizations in need of a few helping hands.

2012 Accomplishments

- Produced four *Raymore Review* and *Raymore Parks Guide* magazines.
- Produced City's weekly online eNews.
- Solicited and designed Raymore Parks and Recreation sponsorship opportunities.
- Produced City's 2011 Annual Report.
- Put together Request for Proposal for *Raymore Review* printing services.
- Created monthly newsletters for Parks and Rec's "Friends of the Parks" campaign.
- Produced and edited videos for the 2012 Skate Competition, Jog with Your Dog fun run, Veterans Day flag-raising ceremony, and Mayor's Tree Lighting events, as well as the Park Board's annual report video.
- Designed a variety of informational pieces for inclusion in City's monthly water bills.
- Designed a double-sided postcard mailing to inform residents of expanded solid waste disposal program services.
- Launched dedicated Facebook pages for Parks and Rec and Raymore Animal Shelter.
- Assumed design duties for the monthly Parks Report to Council mid-year.
- Designed a variety of promotional fliers to advertise City services, RPR programs and special events.
- Redesigned the information slides on the City's TV channel for a fresh appearance.
- Authored article announcing RPR's new director for MPRA's newsletter.
- Continued promotion of Farmers Market.
- Began taking minutes at weekly Management Team meetings.
- Attended winter social media workshop.
- Designed various promotional materials for the City's Employee Relations Committee.
- Served as the United Way Employee Campaign Manager for the City.

Police

Overview:

The Raymore Police Department is responsible for providing superior police service to the community 24 hours a day, year-round. This includes, but is not limited to, answering calls for service, community policing initiatives, crime prevention, enforcement of laws, protecting persons and property within the city limits, investigating crimes and assisting other law enforcement agencies.

Administrative oversight of the overall operation of the Police Department is the duty of the management team. This team is comprised of the Chief of Police, who also serves as the Emergency Management Director; the Operations Division Commander; the Support Services Division Commander; the Support Lieutenant; the Night Operations Lieutenant; and the Emergency Management Coordinator. This managerial control includes, but is not limited to: ensuring adequate staffing levels, mandating and securing appropriate training for all department members, strategic planning, budget preparation and control, purchasing, proper resource allocation, and emergency preparedness.

What We Do

The police department achieves its mission and goals by separating the organization into two divisions. These elements are the Operations and the Support Services Divisions, which are further subdivided into areas of expertise and staffed by specially trained personnel. Both Division Commanders and the Emergency Management Coordinator report directly to the Chief of Police.

OPERATIONS DIVISION:

A Captain commands the Operations Division which is comprised of the Patrol and Investigations Units. In the Patrol Unit, uniformed officers respond to citizen calls for service, conduct preliminary investigations, proactive enforcement activities, and arrest offenders for violations of city ordinances, state statutes, and federal laws. The Division Commander and supervisors manage these activities by planning, assessing, and staffing to most effectively deliver police services to the community. The Division is also responsible for community interaction activities, Crisis Intervention, bicycle patrol, training and the Raymore officers assigned to the Cass County Tactical response Unit.



Jan Zimmerman
Chief of Police

2012 Accomplishments

- Hired four new police officers who completed the Field Training Program and were released to solo status.
- Initiated the Police Chaplain Program, which is now fully operational with 11 participants.
- Completed the “Safe Routes to School” grant program in the spring, which provided funding for overtime enforcement in school zones.
- Continued enforcement of hazardous moving violations and DWI through grant funding from the Cass County Safety Traffic Enforcement Program (S.T.E.P.).
- Conducted spring and fall Citizens’ Police Academy classes for a total of 38 graduates in 2012, including six Police Chaplains.

What We Do (continued)

The Investigations Unit is comprised of trained investigators who follow up on criminal, special, and juvenile investigations. Personnel also conduct investigations on narcotic, liquor, and vice violations, work with local and federal investigators to assist in criminal investigations that are within the Kansas City Metro area, and are active members of the Metro Squad Division. They also provide security checks for area businesses and speak locally to help detect and prevent crimes. They assist the Patrol Unit with day-to-day activities, obtain search warrants, arrest warrants, and assist with crime scene processing. Background investigations and maintaining intelligence information are also the responsibility of assigned personnel.

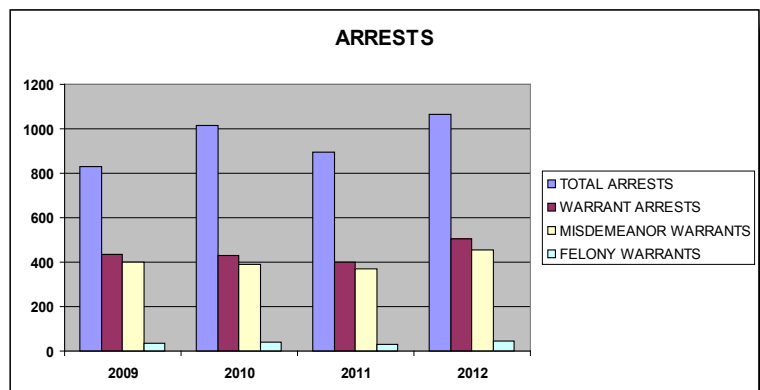
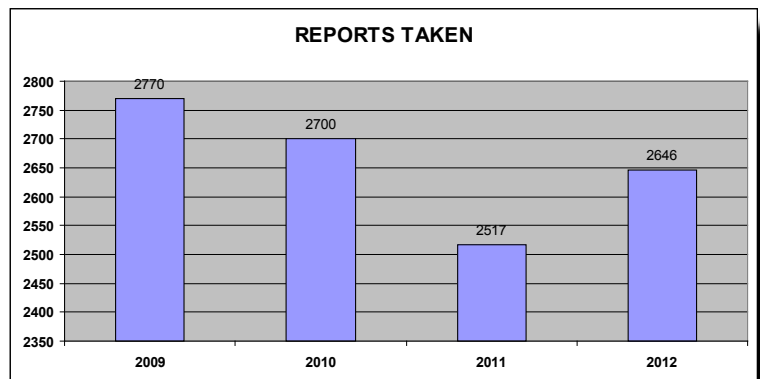
PATROL UNIT

The Patrol Unit is staffed with four Sergeants and 16 Patrol Officers, with budgeted staffing for 18 officers. The Patrol Unit provides a variety of services such as: 24 hour-a-day uniformed police presence and service, response to calls for service, complete offense reports and perform preliminary criminal investigations, enforce traffic laws, investigate traffic crashes, prevent criminal behavior through police presence, maintain

2012 Accomplishments — Continued —

- Implemented the Crisis Intervention Team (C.I.T.) program to provide enhanced law enforcement response for individuals with mental illness.
- Replaced four patrol vehicles, to include adding two SUVs for the patrol supervisors and an additional patrol vehicle to the fleet.
- Started a Facebook page, which has become an extremely popular method of answering questions and providing information to the community.
- Worked with the new Cass County Youth Court, which provides many young people with the opportunity to experience the criminal justice system more fully.

Patrol Stats



Arrests in every category were significantly higher in 2012 than in recent years. As demonstrated in the graph below, there were a total of 1063 arrests compared to 895 in 2011, 1014 in 2010, and 832 in 2009. This total is greater than in any year since 2000. The total number of arrests includes 503 warrant arrests and 560 non-warrant and original arrests.

What We Do (continued)

community policing and crime prevention programs to include; the Citizen's Police Academy, Neighborhood Watch, National Night Out, child fingerprinting and bicycle safety seminars. Several members of the patrol staff are specially trained to provide a variety of additional police services, including the bicycle patrol and tactical team.

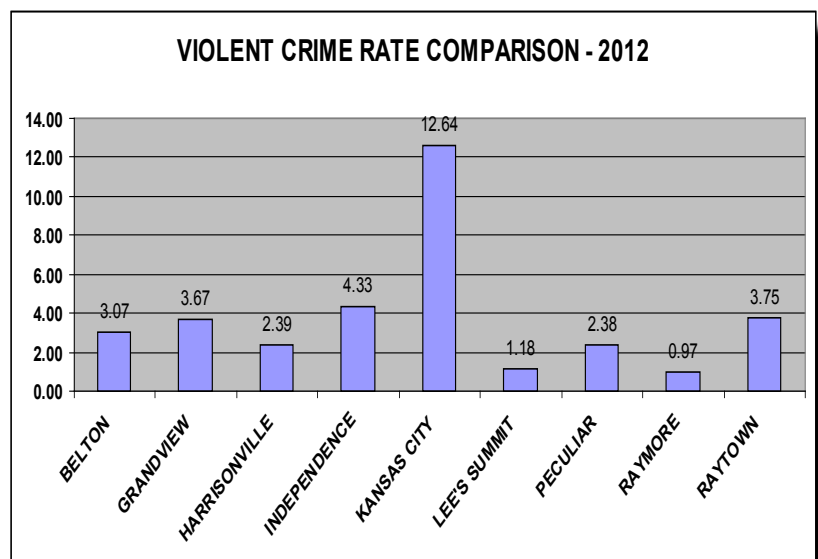
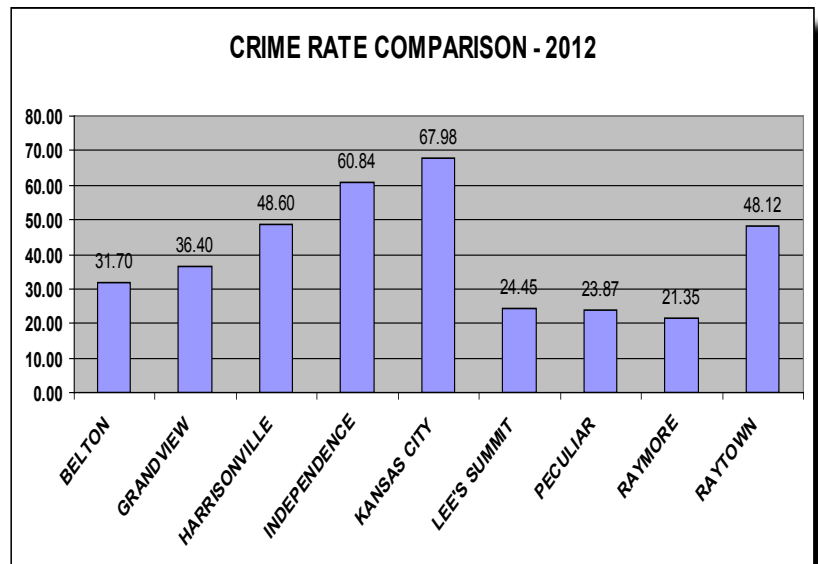
INVESTIGATIONS UNIT

The Investigations Unit is staffed with one Detective Sergeant and two Detectives. These investigators are responsible for the prevention of crime, investigation of criminal and juvenile cases, detection and arrest of criminal offenders, locating of missing persons and runaway juveniles, recovery of lost and stolen property, proper conduct of fugitive extradition proceedings, and the responsibility of giving vigilant scrutiny to all conditions relating to, or contributing toward, the fostering of crime. The Investigations Unit is tasked with follow-up investigative work on reported criminal activity, and is the liaison with the Prosecutor's Office for the filing of charges at the Municipal, State, and Federal level.

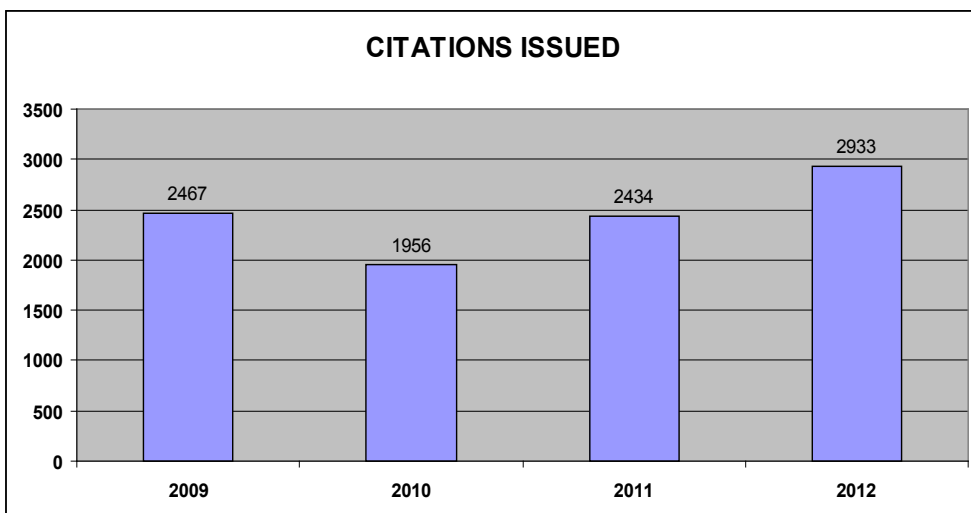
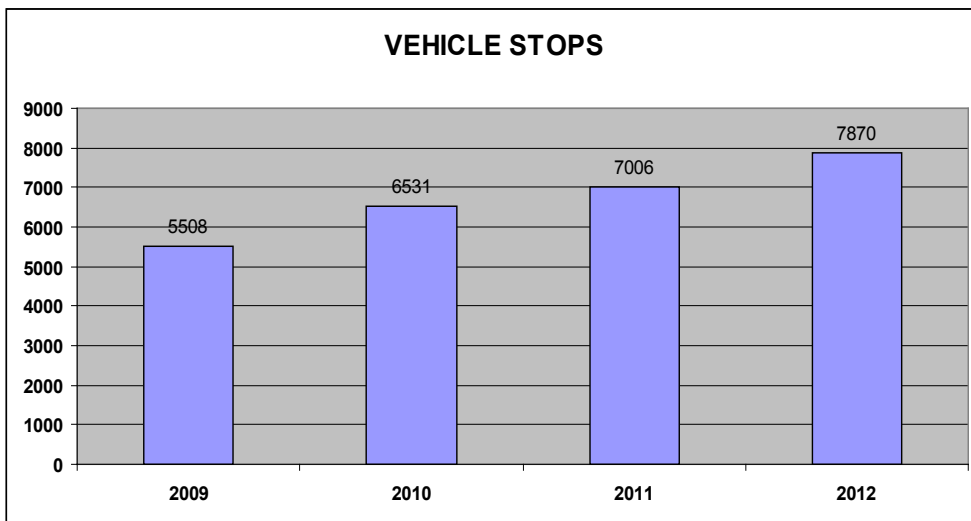
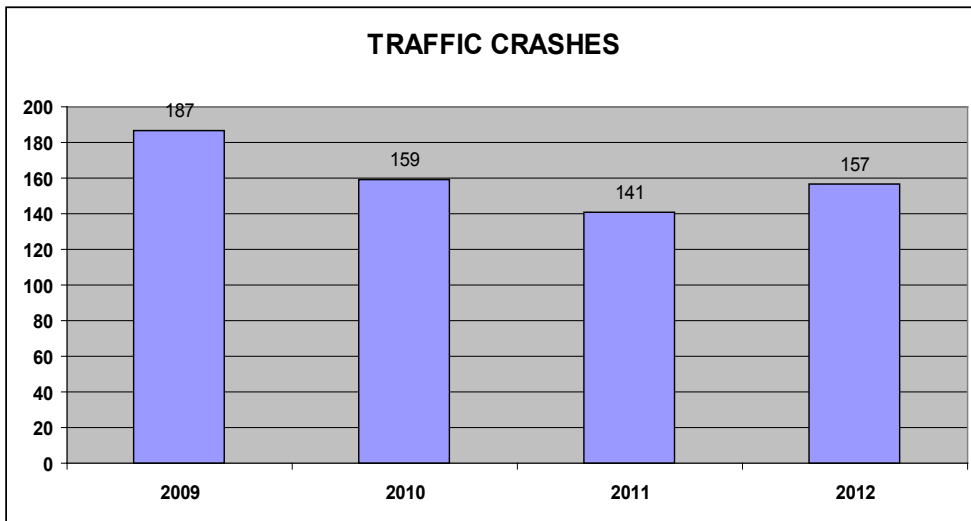
Crime Rate

The FBI's Uniform Crime Report (UCR) compiles data from law enforcement agencies across the country utilizing a standardized reporting system. Specifically, when the term "crime rate" is used, it refers to the reporting of four violent crimes and four property crimes. For UCR purposes, violent crimes are categorized as Murder, Rape, Robbery, and Aggravated Assault. Property crimes are categorized as Burglary, Stealing, Motor Vehicle Theft, and Arson. These crimes combined are referred to as "Index" Crimes or "Part One" Crimes.

The crime rate is then expressed in the number of Index or Part One Crimes per 1,000 persons, allowing for accurate comparisons across different regions and cities of different sizes.

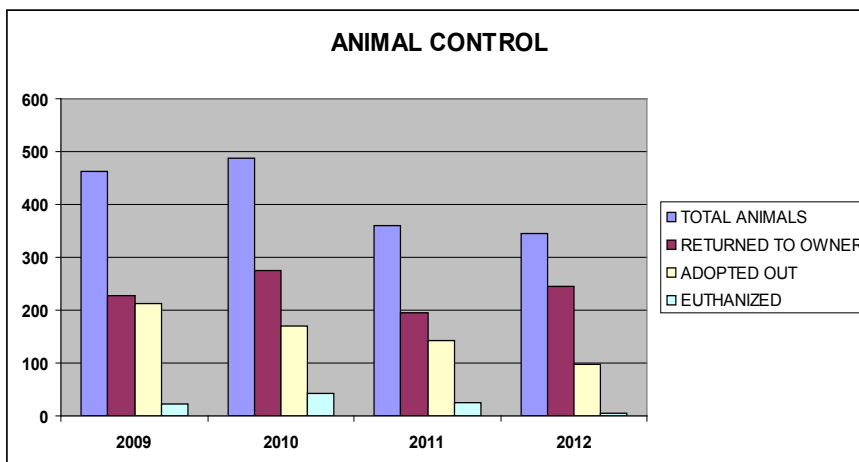
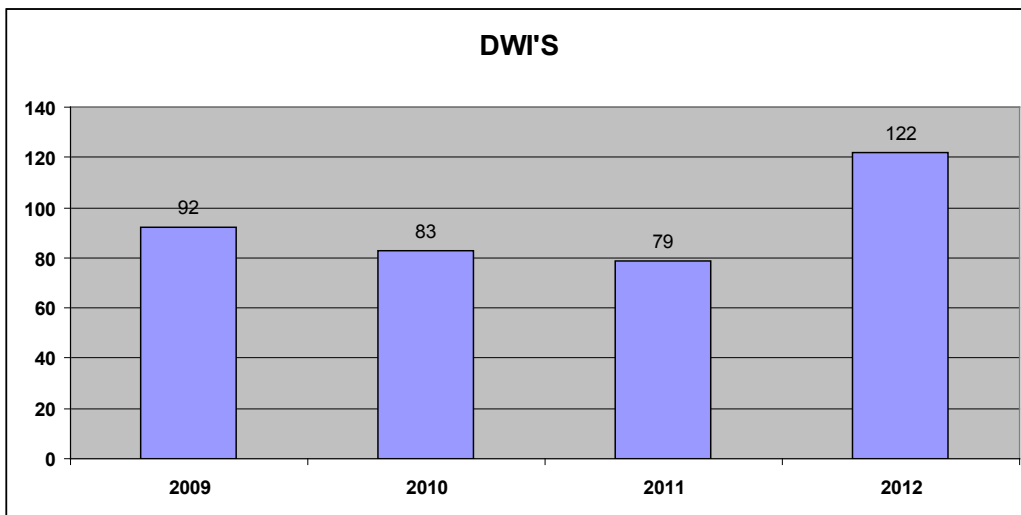
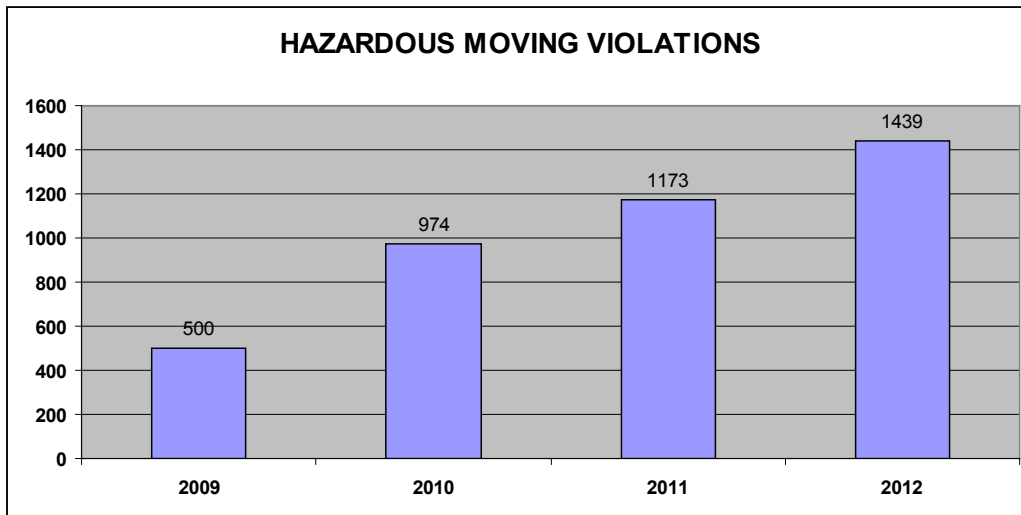


Traffic Enforcement



The Raymore Police Department does not currently support a dedicated Traffic Enforcement Unit. Traffic enforcement and traffic crash investigation are the responsibility of the Patrol Unit. Traffic enforcement is conducted on several different levels: random patrol, directed enforcement, check points, through complaints, and S.T.E.P. (Safety Traffic Enforcement Program). Although crashes increased slightly from 2011 to 2012, the difference is not viewed as significant considering a variety of contributing factors such as the rising population and expanding business base which creates a higher volume of vehicular traffic overall.

Traffic Enforcement — Continued —



Animal Control

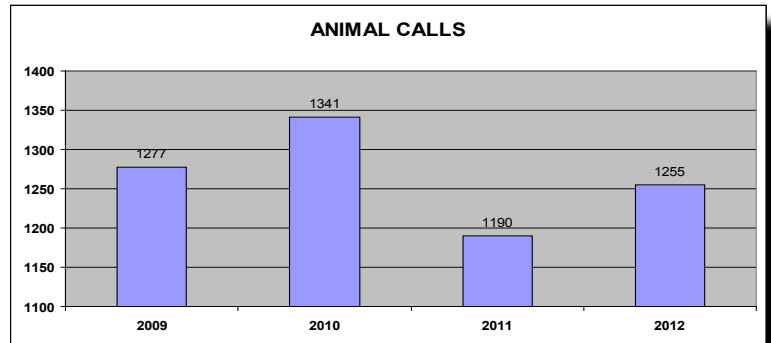
Raymore Animal Control received 1,255 calls for service during 2012. These calls ranged from domestic animals running at large to calls involving wildlife and injured animals. The numbers at left indicate the number of domestic animals impounded by Animal Control and their dispositions.

SUPPORT SERVICES DIVISION:

This division includes the office of the Support Services Division Commander and is responsible for maintaining all departmental records of police incidents and motor vehicle accidents. This Division processes permits and licenses for solicitation, ensures public safety by providing quality animal control of domestic and non-domestic animals within the City limits, and coordinates police department information and technology needs with the City's Information Technology Services Department. The Support Services Division also provides continuous police communications and dispatch for the Raymore Police Department, South Metro Fire Protection District and the Peculiar Police Department. This responsibility also includes all records management functions and access to local, state and national computer databases.

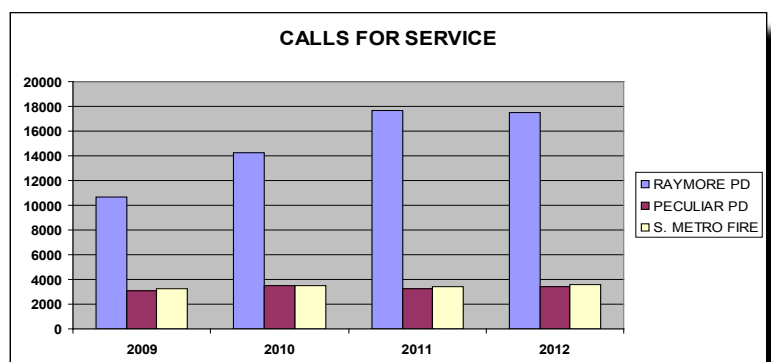
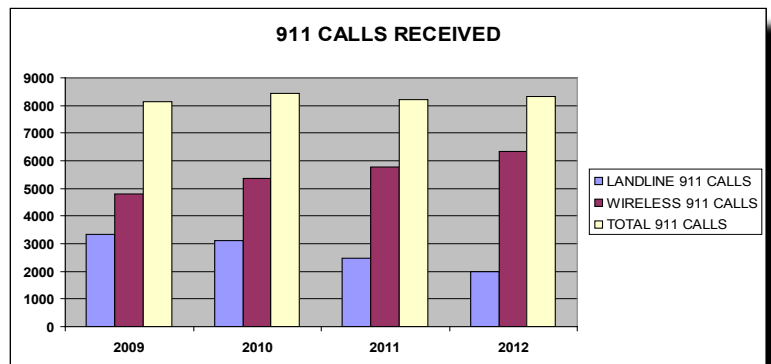
This Division is also tasked with purchasing and supply for the police department, as well as the orderly maintenance and chain-of-custody control of evidence and property collected, seized or otherwise obtained by members of this department for the purpose of safekeeping and/or use as evidence in the prosecution of criminal cases. In addition, this Division is also responsible for planning and research, policy development, public information, budget and fiscal responsibilities, and grant management.

Animal Control — Continued —



Dispatch Statistics

The Raymore Police Department is one of five Public Safety Answering Points (PSAPs) for 911 calls in Cass County. The communications center processed over 50,000 telephone calls during 2012, of which 8,322 were 911 calls. The personnel in the Communications Center provide 24/7 dispatching services for the Raymore Police Department, Peculiar Police Department, and the South Metro Fire Protection District. The Raymore Police Department was responsible for 17,481 calls for service, while Peculiar and South Metro Fire received 3,453 and 3,612 calls, respectively.



Municipal Court

Overview:

The mission of the Raymore Municipal Court, a division of the Cass County Circuit Court, is to provide justice to the public through fair, responsive and courteous service as defined by law. Court convenes the first and third Thursday each month.



Municipal Court staff is (from left) Jennifer Mills, Court Clerk (nights); Alberta Talken, Court Administrator; Holly Driscoll, Check-in Clerk; William Marshall III, City Prosecutor; Stacey J. Lett, Municipal Judge; Michelle Shaffer, Court Clerk (part-time).

What We Do

Public impression of justice and its administration is formed more in municipal courts than in any other court of the state. It is therefore imperative that the court provide justice to the public through fair, responsive and courteous service, as defined by law. The Raymore Court is responsible for adjudicating all code and ordinance violations filed by the City Prosecutor, ensuring justice for all parties. The Court also issues and processes all warrants, probation orders, suspension warnings, failure to appear, forfeiture hearings, subpoenas, and all other orders called for by the Judge. We also provide probation services, interpreter, and court appointed attorneys and provide permissible information to the public as needed. Court personnel are responsible for the collection of fines, court costs, bonds and restitution and distributing them to the various agencies. Required reports, both local and state, are processed and filed in a timely manner. It is also the responsibility of the Court to develop and implement court policies and procedures as well as evaluate staffing requirements and prepare employee performance appraisals. We also assist with DOR administrative hearings. While performing these duties, the City's values are kept at the forefront: honesty, receptive and responsive, integrity, sense of community, leadership, partnership, and responsibility.

2012 Accomplishments

- Part-time Court Clerk received CCA certification.
- Continued to work with P.D. in implementing use of electronic tickets.
- Filed 3,445 new cases (fiscal calendar).
- Completed and closed 2,986 cases (fiscal calendar).
- Issued 981 warrants (fiscal calendar).
- Cleared 864 warrants (fiscal calendar).
- Collected \$1,179.50 in jail cost recoupment (fiscal calendar).
- Collected and distributed \$398,643.87 (fiscal calendar).
- Attorneys can now correspond and file entries by e-mail.
- Developed form to meet State requirements (RSMO577.023.16) on DWI offenses.
- Developed PowerPoint presentation shown in courtroom and lobby before Court eliminating the need for paper fliers.
- Payment plans are now generated through the InCode system, providing more efficient tracking of payments.
- Developed macros to speed the process of data entry.
- Court Administrator and Court Clerk provided IDP to Human Resources.
- Continued YTOP program for young traffic offenders.
- Continued to work with Judge and P.A. to move cases through the court system in a timely manner.
- Provided court-appointed attorneys for indigent defendants.
- Provided interpreters for non-English speaking defendants.

Municipal Court

2012 Accomplishments — Continued —

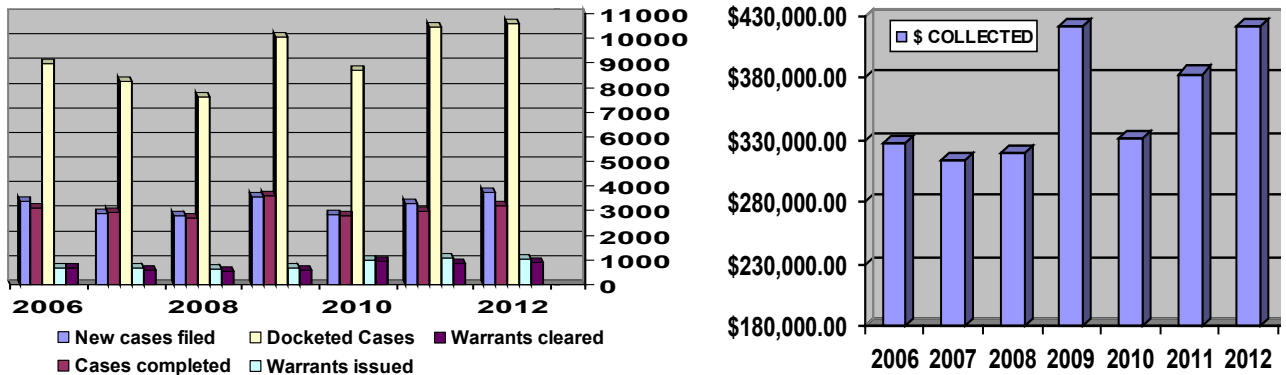
- Destroyed eight boxes of records.
- Boxed, sealed and marked boxes of records for future destruction.
- Court Administrator served as Region II Director for both the WACA & MACA organizations.
- Completed continuing education hours required of Judge, Prosecutor and Court Administrator.
- Continued to provide assistance to the Department of Revenue with Administrative Hearings.

CASE LOAD STATISTICS (2012 Calendar Year)

CASES FILED	3,762	PENDING CASES (as of Dec. 31, 2012)	1,982
CASES COMPLETED	3,204	TOTAL FINES AND COURT COSTS	
DOCKETED CASES	10,574	COLLECTED 2012 - \$421,776.87	
WARRANTS ISSUED	1,022	(Approximately 6.5% is dispersed to other agencies.	
WARRANTS CLEARED	924	City retains approximately 93.5%)	
OUTSTANDING WARRANTS	865		

(as of Dec. 31, 2012)

YEARLY COMPARISON



	2006	2007	2008	2009	2010	2011	2012
New cases files	3,368	2,867	2,805	3,562	2,830	3,310	3,762
Cases completed	3,126	2,928	2,726	3,593	2,785	2,995	3,204
Docketed cases	8,992	8,267	7,638	10,038	8,683	10,464	10,574
Warrants issued	689	662	640	691	971	1,075	1,022
Warrants cleared	661	780	563	618	950	848	924
\$ Collected	\$327,729 ⁵⁵	\$313,583 ⁸⁰	\$318,803 ⁸⁵	\$421,049 ⁸²	\$331,033 ⁰⁰	\$383,173 ¹⁰	\$421,776 ⁸⁷

Public Works - Engineering

Overview:

The Department of Public Works is dedicated to delivering Operations and Maintenance, and Engineering Services that provide the Raymore community with pride in the City. The Operations and Maintenance Division is committed to providing quality City services by operating and maintaining infrastructure through resolving short-term needs and long-term goals; through planning and scheduling for Raymore residents, while protecting the health, safety and welfare of all. The Engineering Division is committed to providing quality infrastructure for citizens of Raymore through long range planning and sound engineering practices; overseeing development and growth; fairly implementing policies with emphasis on maintaining and improving the quality of life of Raymore residents.



The Public Works - Engineering Department is (from left) Phil Becker, Engineering Technician; Lorie Crandell, Engineering Technician; Brian Faust, Assistant Public Works Director - Engineering; Paschal Smith, Engineering Technician; Mike Krass, Public Works Director; Marchelle Thompson, Administrative Assistant.

What We Do

The Public Works Department is organized in two divisions, Engineering and Operations. Engineering is involved in the management, design, construction, administration and review of all projects containing infrastructure. This includes the water distribution system, the sewer collection system, the street system, the storm drainage system, and facilities.

Engineering is involved in long-term planning of infrastructure for projected growth, constant review of ordinances for updates, plan review of development, coordination of utilities, negotiation of easements, and acting as the City's liaison to all federal agencies, state agencies and neighboring communities.

The Engineering Division consists of the Director of Public Works, the Assistant Director of Public Works – Engineering, three engineering Technicians, and one Administrative Assistant.

2012

Accomplishments

General/Private

- Participated in the MARC Transportation Priorities Committee which oversees the distribution of transportation funding.
- Reviewed 72 plot plans.
- Conducted 14 different traffic counts throughout the city.
- Reviewed and provided comments on the rezoning, plat, site plan and infrastructure plans for the Raymore Senior Village.
- Reviewed and provided comments for the plat, site plan and infrastructure plans for Sam's Club.
- Reviewed erosion control plans and performed erosion control inspections on all commercial developments.
- Reviewed and provided comments on the infrastructure plans for High Point at Creekmoor.

Street

- Designed, coordinated and inspected improvements to

Public Works - Engineering

2012 Accomplishments — Continued —

- Kurzweil Road, South Prairie Lane and Lucy Webb Road (Highway J to Prairie).
- Coordinated and inspected the installation the Audible Pedestrian System (APS) at the Johnston Parkway/Highway 58 intersection.
- Coordinated and inspected the construction of the median improvements and new signal at the Johnston Parkway/Highway 58 intersection.
- Developed the scope of services for professional engineering design for a proposed roundabout at the Dean Ave/Lucy Webb Road intersection.
- Coordinated and inspected the construction of sidewalks along sections of North Park Drive, Town Center Drive, High Drive, North Washington Street, Broadmoor Drive, Brookside Drive, Johnston Drive and Universal Street.
- Coordinated and inspected the annual street preservation project.
- Designed, coordinated and inspected joint repair on Sunset.
- Coordinated and inspected the replacement of approximately 5,100 feet of curb in our annual curb replacement program.
- Designed a new access road into the Ryan's Restaurant and worked with property owners to on needed easements.

Storm Water

- Designed, coordinated, and inspected drainage improvements along Birchwood Court.
- Coordinated improvements in the Ward Park Place Detention basin that are scheduled to be constructed in 2013.
- Maintained the appropriate records for the successful fulfillment of the requirements of the NPDES Phase II permit.

Sanitary

- Designed, coordinated, and inspected the improvements for the Owen Good Replacement Force Main.
- Inspected the improvements to the Hunter's Glen Lift Station.
- Designed and inspected two separate Inflow & Infiltration (I&I) reduction projects in Heritage/Cumberland Hills and Silver Lake.

Water

- Designed the water line improvements along N. Madison and Gore Road.
- Designed and inspected Phase 1 of the Silver-top Lane waterline upsizing project.
- Coordinated and inspected the construction of the water line extension in the Galleria North Development.



Installation of 24" Replacement Owen Good Force Main

Public Works - Operations & Maintenance



Public Works - Operations and Maintenance staff is (from left) Michael Donahoe, Maintenance Worker I; Chris Thompson, Maintenance Worker II; Dale Hoff, Maintenance Worker II; Justin Paith, Crew Leader; Pat Melville, Maintenance Worker II; John Phillips, Public Works Field Supervisor; Justin Elliott, Maintenance Worker I; Bob Webb, Crew Leader; Steve Welch, Assistant Public Works Director - Operations and Maintenance; Melissa Paith, Administrative Assistant; Zach Frazier, Maintenance Worker II; Mike Baer, Crew Leader; Andy Elliston, Maintenance Worker II. Not pictured: Matt Yearout, Maintenance Worker II; Gordon Henggeler, Maintenance Worker II; Sam Wilson, Meter Reader.

2012

Accomplishments

- Continued the administration of the MPR Loss Control Program and again received the maximum rebate with a score of 100 percent
- Continued utilizing the new maintenance management program for Public Works
- Continued to provide excellent customer service regarding water taps, locates, and inspections
- Partnered with the Ray-Pec School District to have students paint the snow plows
- Continued changing out metal water meter lids with plastic lock down lids
- Assisted South Metro Fire Department with performing annual hydrant flushing
- Continued the use of the sewer camera to televise known issues within the system in order to be able to correct the problem before impacting a customer
- Continued the sewer jetting program
- Located, raised, and repaired sanitary sewer manholes
- Assisted the Parks Department with repairing street lights and hanging and removing Christmas decorations at City Hall
- Crack sealed various areas throughout the City
- Continued the meter conversion program
- Continued the water valve exercising program
- Repaired water valves
- Inspected and repaired storm boxes
- Swept the city streets
- Repaired the storm pipe on 195th under the driveway to Whitetail Run Lift Station

What We Do

The Operations and Maintenance Division of Public Works includes four sections: Street, Storm Water, Water and Sanitary Sewer.

General

- Maintain the MPR Loss Control Program
- Perform final right of way inspections for new residential and commercial properties
- Input data and maintain the customer service work requests program
- Manage the fixed assets for the department
- Perform minor vehicle and equipment repairs
- Manage the Adopt-a-Street program

Streets

- Right of way maintenance which includes mowing and tree trimming

Public Works - Operations & Maintenance

What We Do — Continued —

- Pot hole patching
- Street sign maintenance and new installation
- Crack sealing
- Asphalt paving
- Snow removal
- Pavement maintenance
- Sidewalk evaluations and repairs
- Curb evaluations and repairs
- Pavement markings
- Street sweeping
- Inspect for installation of new driveway approaches
- Inspect for installation of new City sidewalks

Storm

- Inspect and maintain detention ponds
- Inspect and maintain stream buffers
- Inspect and maintain erosion and sediment controls
- Ditch work
- Repair storm drain inlets
- Make and install trash guards on storm drain inlets
- Inspect and maintain culverts and ditches
- Implement all tasks outlined in the NPDES Phase II Permit
- Locate storm lines for all digging and boring (notification of such digging and boring is supplied to the City by Missouri One Call)

Water

- Inspect and maintain the distribution system, Kentucky pump station, Lucy Webb metering station, and three storage facilities
- Valve location
- Hydrant inventory and maintenance
- Assure compliance with State and Federal regulations
- Repair water mains

- Support educational opportunities for employees with MDNR Water Distribution Licenses and those wishing to obtain their licenses
- Repair and replace water meters
- Meter reading
- Meter conversions
- Install radio ERTs on water meters
- Tap water mains for new water line service
- Inspect new water service lines
- Shut off water services for non-payment
- Complete work orders for utility billing
- Locate water lines for all digging and boring (notification of such digging and boring is supplied to the City by Missouri One Call).
- Prepare the CCR (Consumer Confidence Report) as required by MDNR regarding water quality
- Pull bi-monthly water samples as required by MDNR
- Inspect for backflow prevention devices and maintain the backflow prevention database

Sewer

- Inspect and maintain the collection system and four lift stations
- Regular sewer jetting
- Camera sewer mains
- Repair sewer mains and manholes
- Assure compliance with State and Federal regulations
- Support educational opportunities for employees with MDNR Wastewater Licenses and those wishing to obtain their licenses
- Inspect new sanitary sewer service lines
- Locate sewer lines for all digging and boring (notification of such digging and boring is supplied to the City by Missouri One Call)

Public Works - Operations & Maintenance

2012 Accomplishments — Continued —

- Performed ditch work on Wesley, Andy Paul, Camelot, Oak, and Elizabeth
- Replaced the crushed storm pipe on Dean Ave between Prairie Grass and Indian Grass Way
- Moved the Remington Subdivision sign on Johnston Parkway at 58 Highway as part of the reconstruction of the intersection
- Assisted with the installation of the audible pedestrian crossing button at 58 Highway and Johnston Parkway
- Added ledge rock to Good Parkway behind 706 S. Foxridge Drive
- Paved over the culvert that Public Works installed in Recreation Park
- Assisted with the No. 7 Hunter's Glen Lift Station upgrade project
- Removed spoil pile from behind Public Works
- Used a rented curb patching machine to patch and seal curbs citywide
- Collected lead and copper water samples as required by MDNR
- Built the retention pond and wall behind Public Works to achieve compliance with EPA
- Repainted the school crosswalks
- Installed a 4-way stop at North Foxridge Drive and Creekmoor Drive
- Painted the crosswalk on Lucy Webb for the new ADA ramp connecting the walking trails
- Repaired the sewer force main break at 814 Garnes Street

Snow Plow Stats

- The Public Works Operations and Maintenance Division is responsible for the removal of snow and ice. The Engineering Division of Public Works and the Parks and Recreation departments assist in these efforts.
- Crews plow approximately 400 lane miles
- There were 4 snow plow events in 2012
- There was a total of 11 days of plowing snow and/or removing ice during these 4 events in 2012
- Salt and salt brine are used for snow and ice control
- Approximately 500 tons of salt was used for snow and ice control
- Public Works has approximately 7 trucks that are equipped to put down salt brine
- Public Works has approximately 10 trucks with plows and 8 of these trucks are equipped with salt spreaders
- The crews work in two shifts of 12 hours each during snow plow events (7 a.m. to 7 p.m. and 7 p.m. to 7 a.m.)

Customer Service Stats

Line Locates	2,849	Water Inspections	72	City Sidewalk Inspections...	60
¾" Water Taps	57	City Hall Work Orders ...	1,397	Final ROW Inspections	125
1" Water Taps	3	Driveway Approach		Meter Conversions	320
Sewer Inspections	67	Inspections	73		

	2004	2005	2006	2007	2008	2009	2010	2011	2012
¾" Taps	424	444	309	200	95	34	60	44	57
1" Taps	2	9	4	11	2	0	3	1	3
Meter Conversions	139	253	109	572	1,165	512	353	239	320
Sewer Inspections	499	499	323	203	121	40	63	61	67
Water Inspections	483	577	407	322	114	53	66	56	72
Line Locates	6,142	6,390	6,698	5,806	4,306	3,171	3,279	2,600	2,849
City Hall Work Orders	N/A	1,472	2,066	1,933	1,837	1,536	1,629	1,525	1,397
Water Service Shut-Offs	N/A	974	1,201	1,514	976	N/A	N/A	N/A	N/A
Driveway Approach Inspections	N/A	344	379	254	119	40	93	65	73
City Sidewalk Inspections	N/A	326	379	230	126	46	81	50	60
Final ROW Inspections	N/A	N/A	69	458	274	142	114	88	125

Information Technology

Overview:

The mission of Information Technology is to provide innovative, contemporary and accessible technology in computing, media and telephone services to facilitate the City of Raymore mission and vision.



The Information Technology Department is (from left) James Mayberry, Manager Information Systems; Patrick Kelly, Network Technician.

What We Do

Applications Administration – Information Technology Services provides administration and end user support for all applications. Each of these application packages must be managed. The services ITS provides includes the design, installation, configuration, vendor coordination, end user training and support, installation of upgrades, development of interfaces as required, and application troubleshooting. Related administrative duties include tracking of software licensing, ensuring that common versions are installed and managing any related software contracts for maintenance and support.

Technology Planning/Internal Consulting – Information Technology Services is responsible for coordination with each department to insure that department needs are met. ITS works with departments to assess, define and identify needs.

Phone System Administration – Information Technology Services has the responsibility of supporting the phone and voice mail systems. These responsibilities include coordination all phone related moves, additions and changes as well as monitoring and managing phone related hardware.

Network and Desktop Support – Centralized and coordinated support is delivered via the ITS department. Any City staff member who needs assistance calls the ITS department and the calls are prioritized and handled in a timely manner.

2012

Accomplishments

- Installation of a networked large format copier/printer.
- Replaced 21 workstations per the 2012 computer replacement program.
- Replacement of the Council chamber projector screen.
- Responded to over 700 tracked requests for service.
- Setup and installation of guest Wi-Fi service throughout City Hall.
- Installation of a proximity door access system at the City Hall facility.
- Installation of the Incode Application Availability module for disaster recovery.
- Installation of an informational LCD display in the reception area at the City Hall facility.

Economic Development

Overview:

The Economic Development department is responsible for retention and expansion of existing Raymore businesses, and for assisting new commercial and industrial businesses locating in the City of Raymore. The department provides staff support to the City Council and committees, including the Economic Development Host Team, and the Tax Increment Financing Commission. The department is charged with creating an environment that will be responsive to the concerns of residents and the development community in order to improve the quality of life in the City of Raymore. The department develops and administers plans, programs and economic development projects consistent with economic and community goals.



The E.D. Department is (from left) Gene Thompson, Director; Dana Seitter, Administrative Assistant.

What We Do

In 2012, the Economic Development Department continued a strong marketing program for the City of Raymore. Marketing activities included:

- Creating and updating marketing materials and Web site.
- Maintaining cooperative marketing efforts with Missouri Department of Economic Development, Cass County Corporation for Economic Development and Kansas City Area Development Council.
- Marketing the Raymore community through advertising, trade shows and impact trips.
- Participating in efforts to raise the awareness of Raymore to external entities on a local and regional level.
- Maintaining LocationOne database of information essential for evaluating the Raymore community for the location of commercial, industrial, office and residential projects.

2012 Accomplishments

- Continued recruitment of commercial and retail tenants for the West Highway 58 TIF Area (Raymore Galleria).
- Development continued in the Raymore Galleria North area with the opening of Belfonte's Carwash.
- Development continued in the Raymore Market Center with the addition of Select Physical Therapy.
- Medical and dental services continued to expand in the community with the opening of Burleson Orthodontics & Pediatric Dentistry; and the addition of podiatrists Dr. Kori Taylor and Dr. Thomas Hewitt to the staff at Raymore Urgent Care.
- Continued recruitment of commercial, office, and retail developers for the Good Ranch Tax Increment Financing Area and Transportation Development District.
- Continued to work with the Good Ranch on business park attraction. The major focus is on attracting high tech, research and development, and light manufacturing.
- Continued to work with commercial real estate developer, Zimmer & Company, on their two business park property listings.
- Continued to work with the University of Central Missouri's Business Inno-

Economic Development

2012 Accomplishments — Continued —

vation Institute staff, which resulted in nine new or expanding entrepreneurs meeting with UCM representatives.

- The 9th annual Mayor's Economic Development Breakfast was held on March 23, 2012, with over 100 business and community leaders in attendance. This breakfast provides the Mayor an opportunity to thank those businesses that are investing in the Raymore community.
- The Mayor's Economic Development Host Team was increased to over 130-volunteer members by year's end. The team members attended 16-ribbon cutting and groundbreaking events during 2012, as well as met with potential prospects for the Raymore community. The Host Team continued to be very proactive in new business attraction to Raymore.
- Continued to market the Raymore community to national retailers by attending the annual ICSC (International Council of Shopping Centers) trade show.
- Raymore welcomed these new and/or expanded businesses and establishments in 2012: Belfonte's Carwash, Burleson Orthodontics and Pediatric Dentistry, Center for Creative Growth and Healing, El Dorado Mexican Restaurant and Cantina, Mattress Man, McDonald's, New Wave Ministries, Pathways, Prime Lending, Secured Title of Kansas City, Select Physical Therapy, Slim4Life, Spare Change Thrift Store, and Steak 'n Shake.



Steak 'n Shake



Belfonte's Carwash



Burleson Orthodontics and Pediatric Dentistry

City Clerk

Overview:

The official purpose of the City Clerk's office is to manage the retention of all City records. This includes assisting citizens and the media in research of ordinances, resolutions, contracts and other public information, as needed.



The City Clerks office is (from left) Jeanie Woerner, City Clerk; Erica Hill, Deputy City Clerk.

What We Do

The Municipal Clerk is the oldest of public servants in local government, who before writing came into use, were known as “remembrancers” because their memory served as the public record.

In today's time, the City Clerk's office provides a permanent record for all City Council meetings including ordinances, resolutions and City Council minutes. Our office is responsible for the preparation of City Council meeting packets and proper notification of public meetings; maintaining and updating the City Code; responding to open record requests according to the Missouri Sunshine Law; coordinating the election process with the County Clerk; issuing occupational licenses, liquor licenses and fireworks permits. We also certify City documents, maintain the City Clerk's page on the City's Web site, arrange education and travel arrangements for the Mayor, City Council, and employees, and offer notary services.

It is our mission to maintain high ethical standards, and to efficiently and courteously communicate while providing quality service to the public, the Mayor and City Council, and to City employees.

2012 Accomplishments

- Recorded 180 ordinances and resolutions into legislation.
- Issued 1,125 occupational licenses, 7 fireworks permits, and 21 liquor licenses.
- Filled 63 requests for open records under the Missouri Sunshine Law.
- Administered 13 Oaths of Office to elected officials and new employees of the City.
- Completed registrations/reservations on 141 training requests for Mayor, City Council and City Employees.
- Prepared 19 proclamations.
- Completed 3 updates to the City Code with Municipal Code Corp.
- Administered the April General Municipal Election.
- Coordinated with County Clerk and election judges to transition the use of the Community Room to Council Chambers in City Hall for a polling location for all elections after April 2012.
- Microfilmed and scanned 2011 City Council agendas, minutes, resolutions, ordinances, and miscellaneous historical records for permanent record retention.
- Coordinated with various departments to implement their microfilm and scanning of permanent records on an annual basis.
- Completed annual destruction of records of the City Clerk's office.
- Completed a series of Webinars on record retention offered by the Intergovernmental Preparedness for Essential Records Program and Emergency Record Management offered by the Federal Emergency Management Association.

City Clerk

2012 Accomplishments — Continued —

- Both the City Clerk and Deputy City Clerk are commissioned Notary Publics.
- Completed a series of Webinars on requirements for notary services provided by the National Notary Association.
- Provided an overview of the City's occupational license process and Incode software to the cities of Grain Valley and North Kansas City.
- City Clerk Jeanie Woerner was elected to serve a one-year term of treasurer for the Missouri City Clerks and Finance Officers organization.
- City Clerk Jeanie Woerner obtained her 500 hour instruction for Professional Development certificate from the Missouri City Clerks and Finance Officers Association.
- Staff continues to maintain professionalism and certification through professional development and education with Missouri City Clerk's and Finance Officers Association and the International Institute of Municipal Clerks.



The City of Raymore is dedicated to being a quality community in which to live, work and play.

