



PUBLIC INFRASTRUCTURE

SEPTEMBER 2, 2014

INVEST IN THE MAINTENANCE OF
STREETS AND OTHER
INFRASTRUCTURE

Street Maintenance

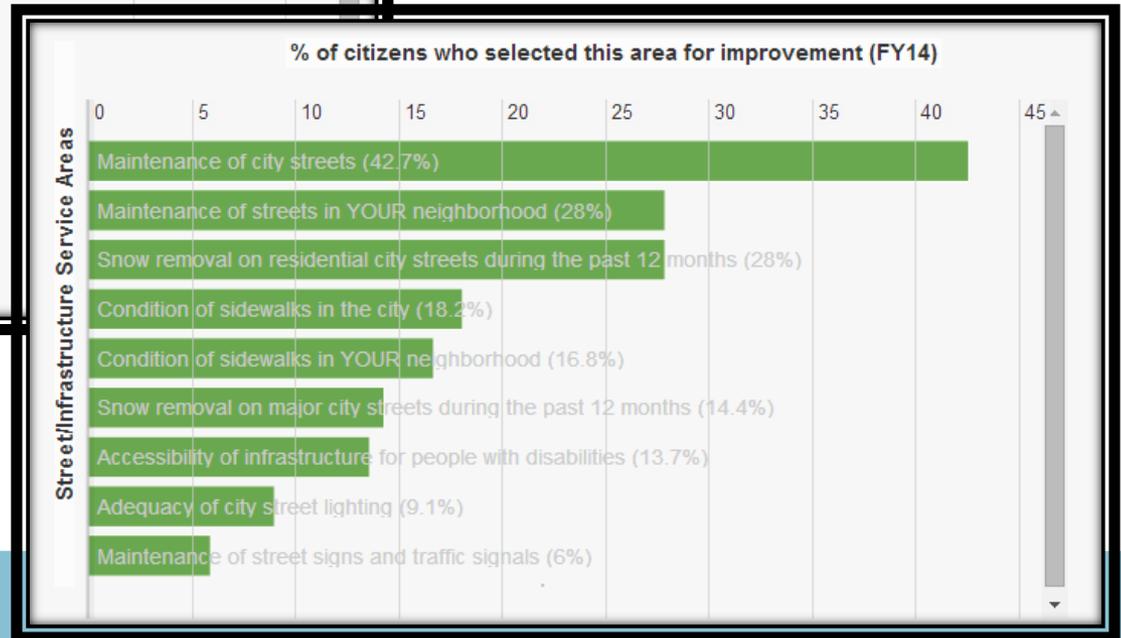
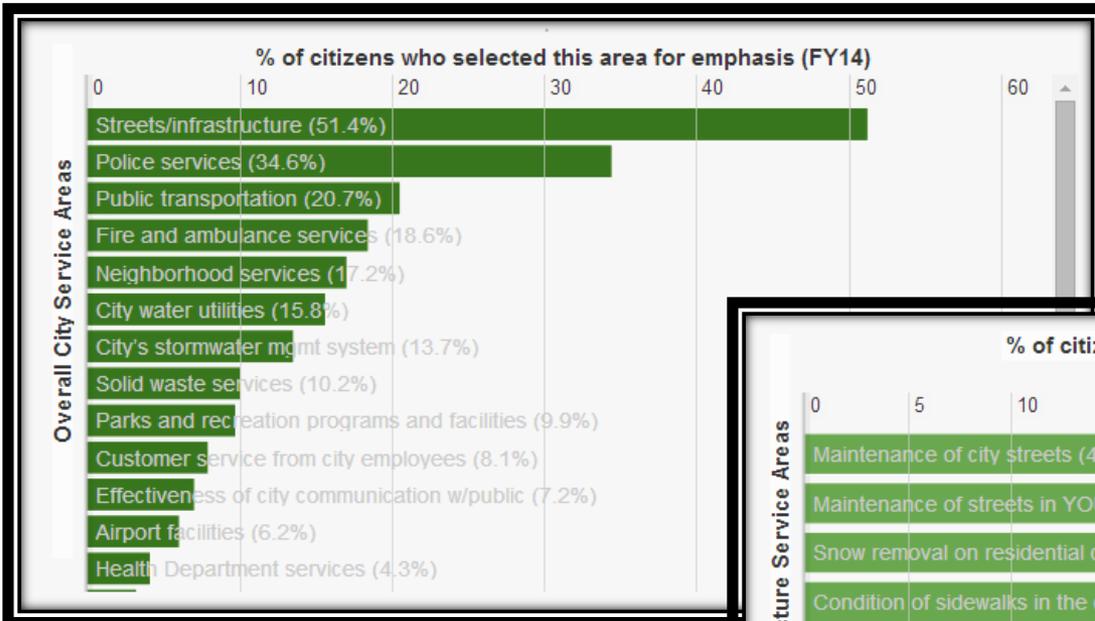
28

Percent of citizens satisfied

A  near target

Detail 

CITIZEN SURVEY: PRIORITY FOR IMPROVEMENT

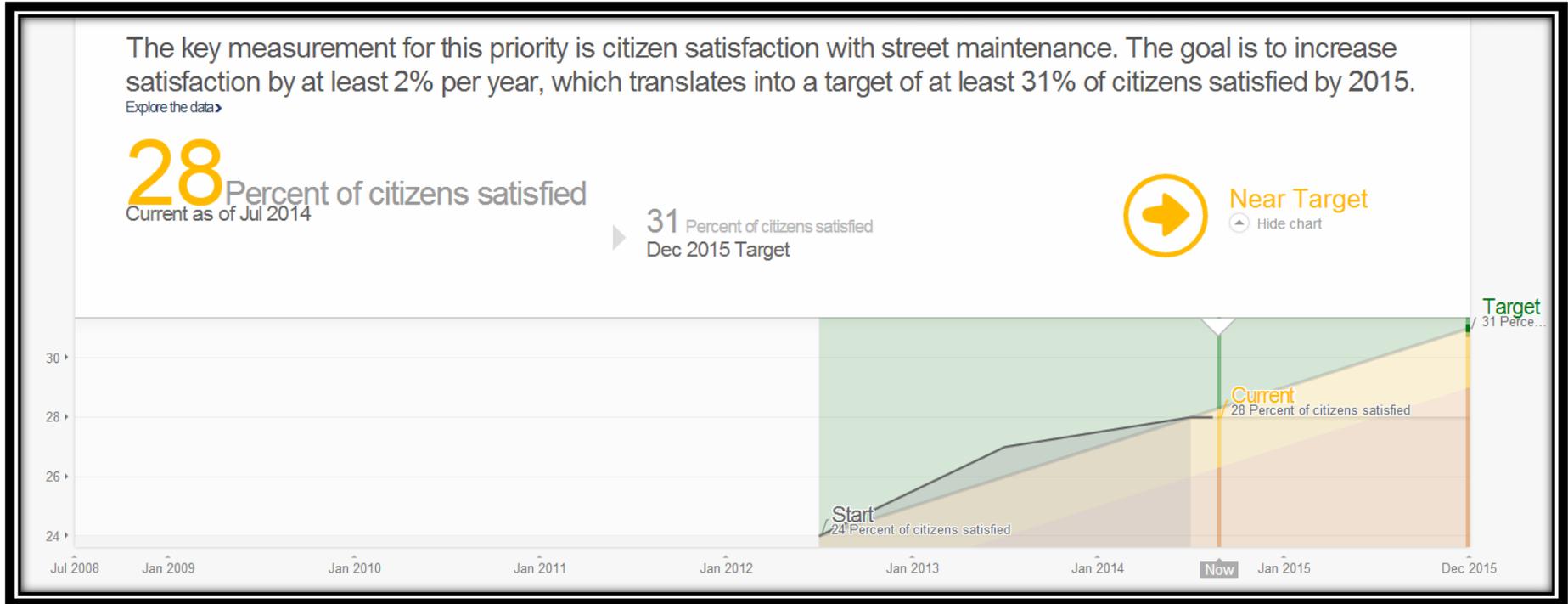


IMPORTANCE-SATISFACTION: INFRASTRUCTURE

<u>Maintenance Category</u>	<u>Importance</u>	<u>Satisfaction</u>	<u>I-S Rank</u>	<u>I-S FY13</u>
Maintenance of city streets	43%	28%	1	1
Snow removal on residential streets during the past 12 months	28%	40%	2	2
Condition of sidewalks in the city	18%	26%	3	3
Condition of sidewalks in YOUR neighborhood	17%	35%	4	5
Maintenance of streets in YOUR neighborhood	18%	40%	5	4
Accessibility of city streets, sidewalks, and buildings for people with disabilities	14%	46%	6	6
Snow removal on major city streets during the past 12 months	14%	62%	7	7
Adequacy of city street lighting	9%	60%	8	8
Maintenance of street signs and traffic signals	6%	57%	9	9

Source: FY14 Citizen Survey

CITIZEN SATISFACTION WITH STREET MAINTENANCE



10% increase since 2008

CITIZEN SATISFACTION WITH STREETS IN YOUR NEIGHBORHOOD



HOW DO CITIZENS DEFINE STREET MAINTENANCE?

What do you think is the biggest problem with street maintenance in the City?

Steel plates

Unfinished/uneven repairs

Water repair/restoration

Water line breaks/running water

Snow removal

Street sweeping

Sewer problems – time to fix

Sinkholes

Resurfacing

Missed trash

How would you prioritize areas for improvement relating to street maintenance?

1: Water/Sewer Repair

2: Sidewalks/Curbs

3: Snow Removal

4: Signs/Signals/Streetlights

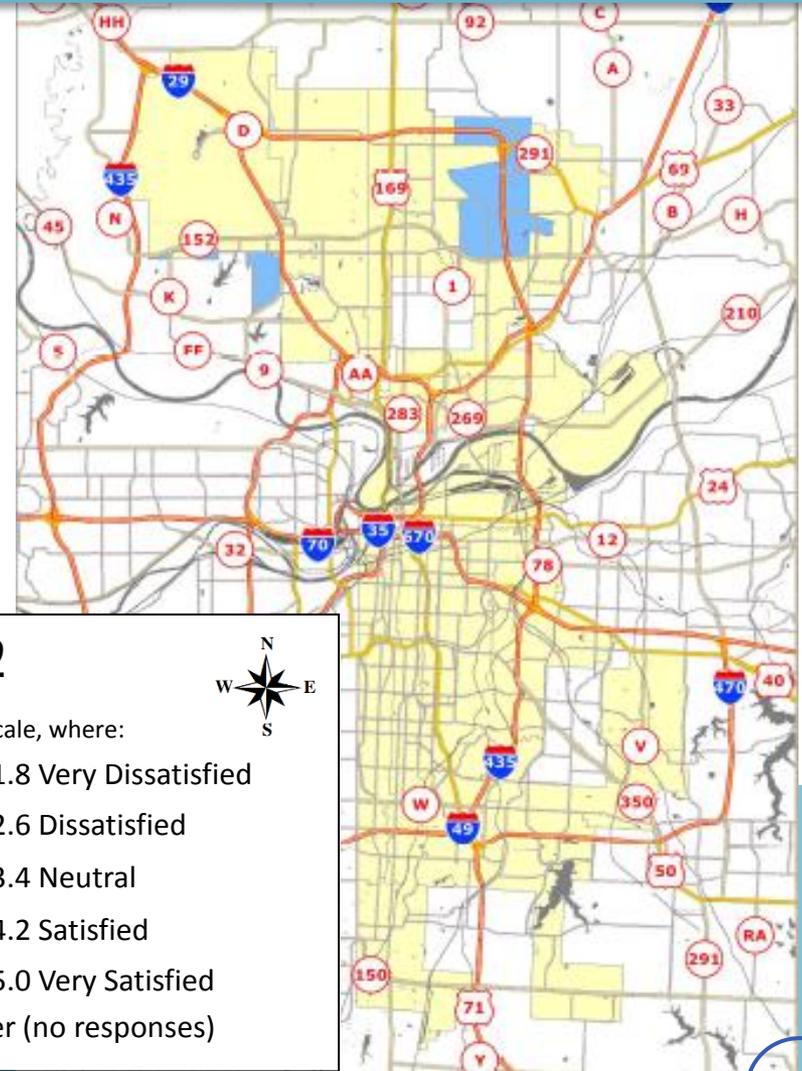
5: Pothole Repair/Street Resurfacing

STREET MAINTENANCE CITIZEN SATISFACTION MAPS

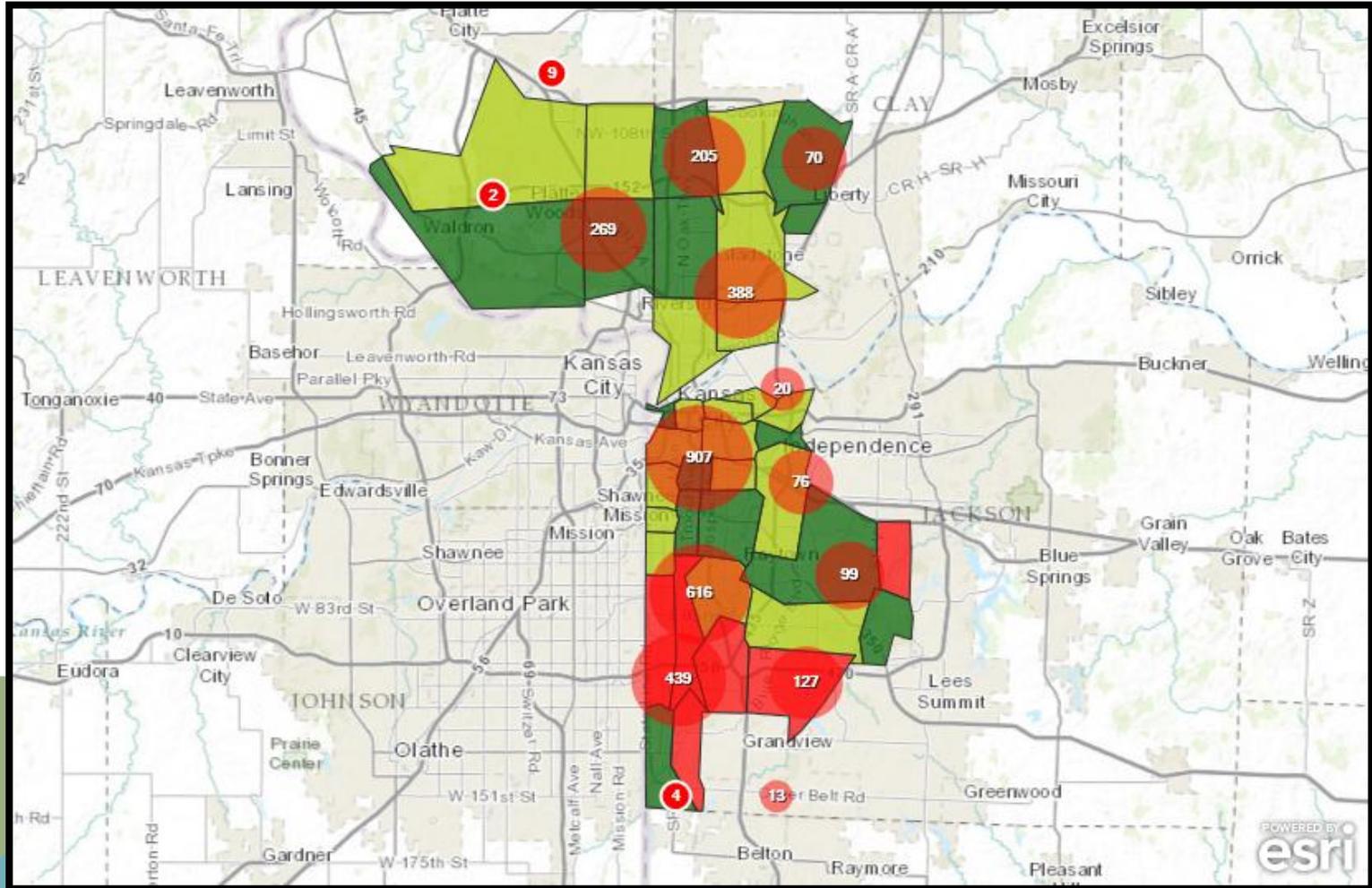
FY2014 Maintenance of Streets



FY2014 Maintenance of Streets in your neighborhood



CITIZEN SATISFACTION, STREET RESURFACING AND 311 REQUESTS



POWERED BY
esri

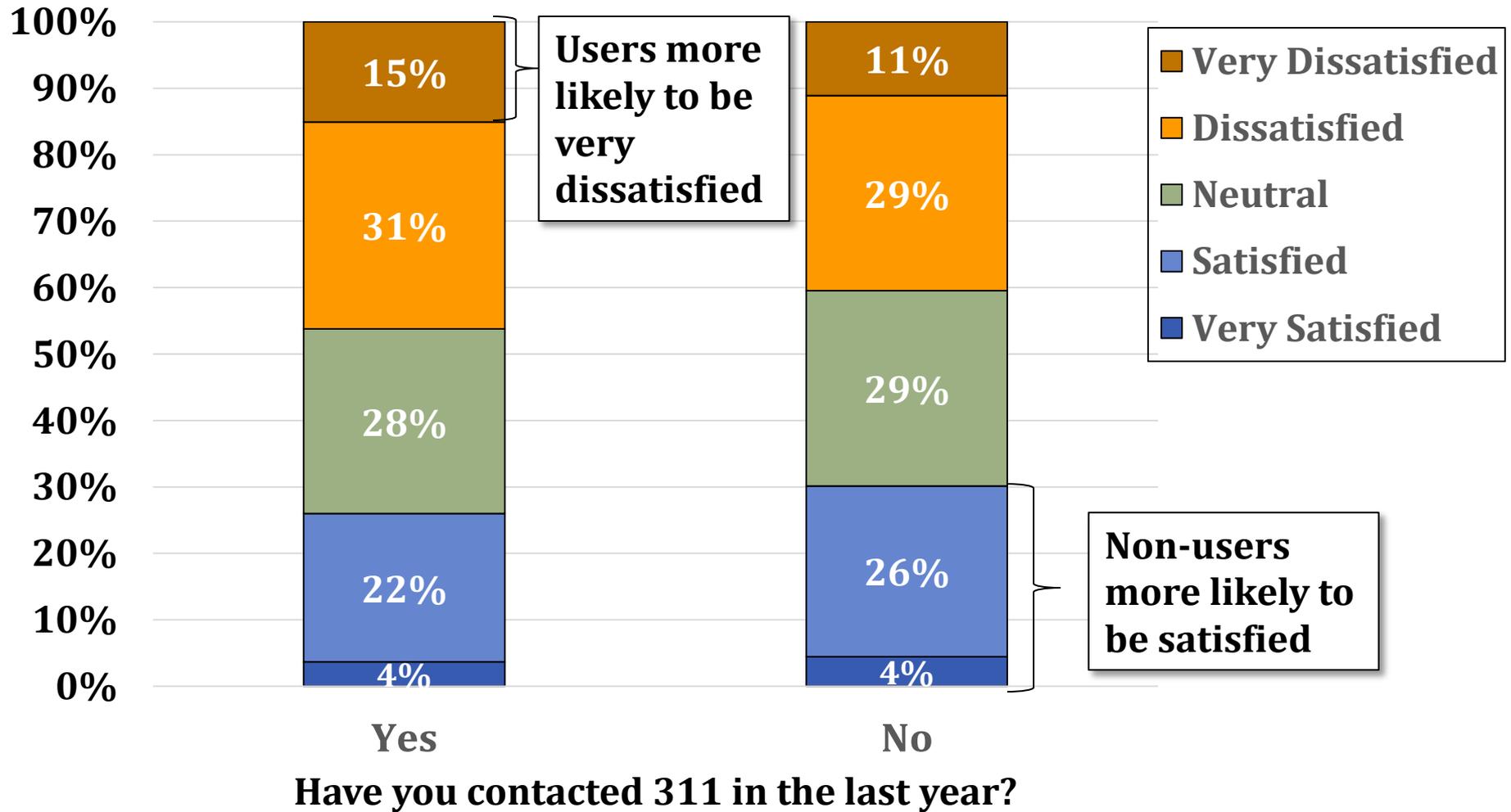
Source: FY14 Citizen Survey; PS CRM 311 Request System; Public Works

STREET/TRAFFIC SERVICE REQUEST VOLUME BY ZIP CODE (MAY 2013 – APRIL 2014)

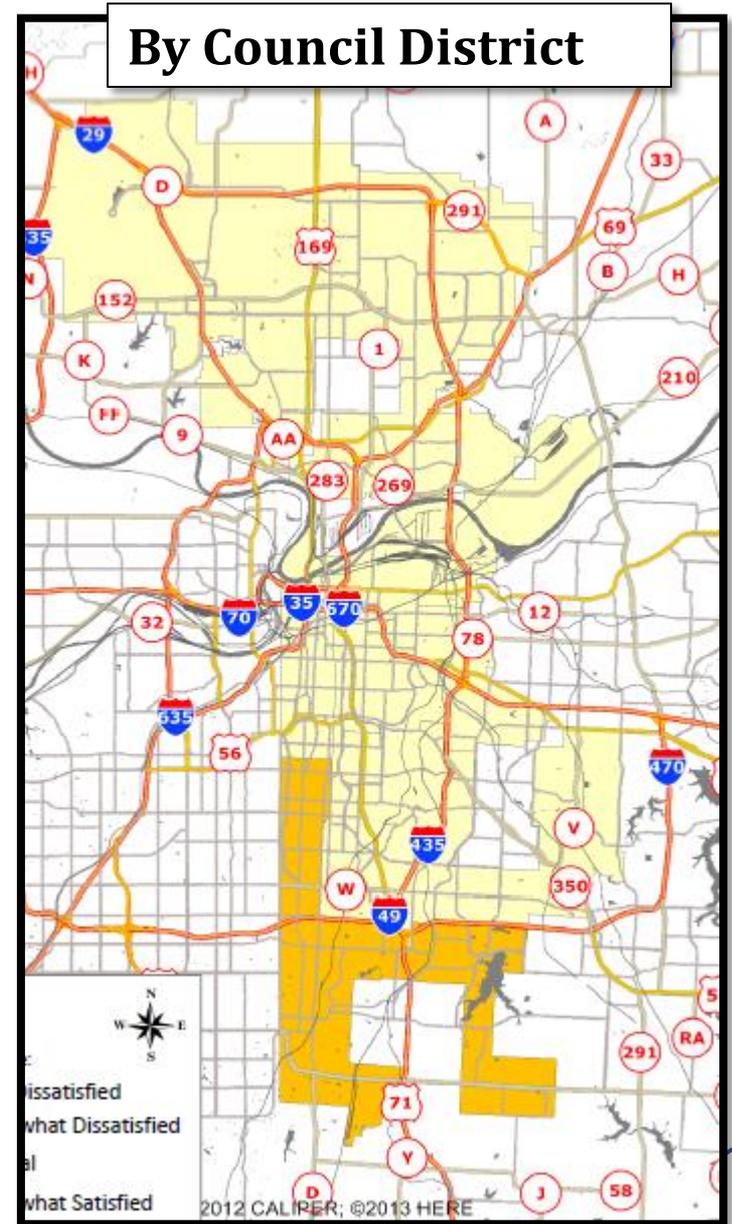
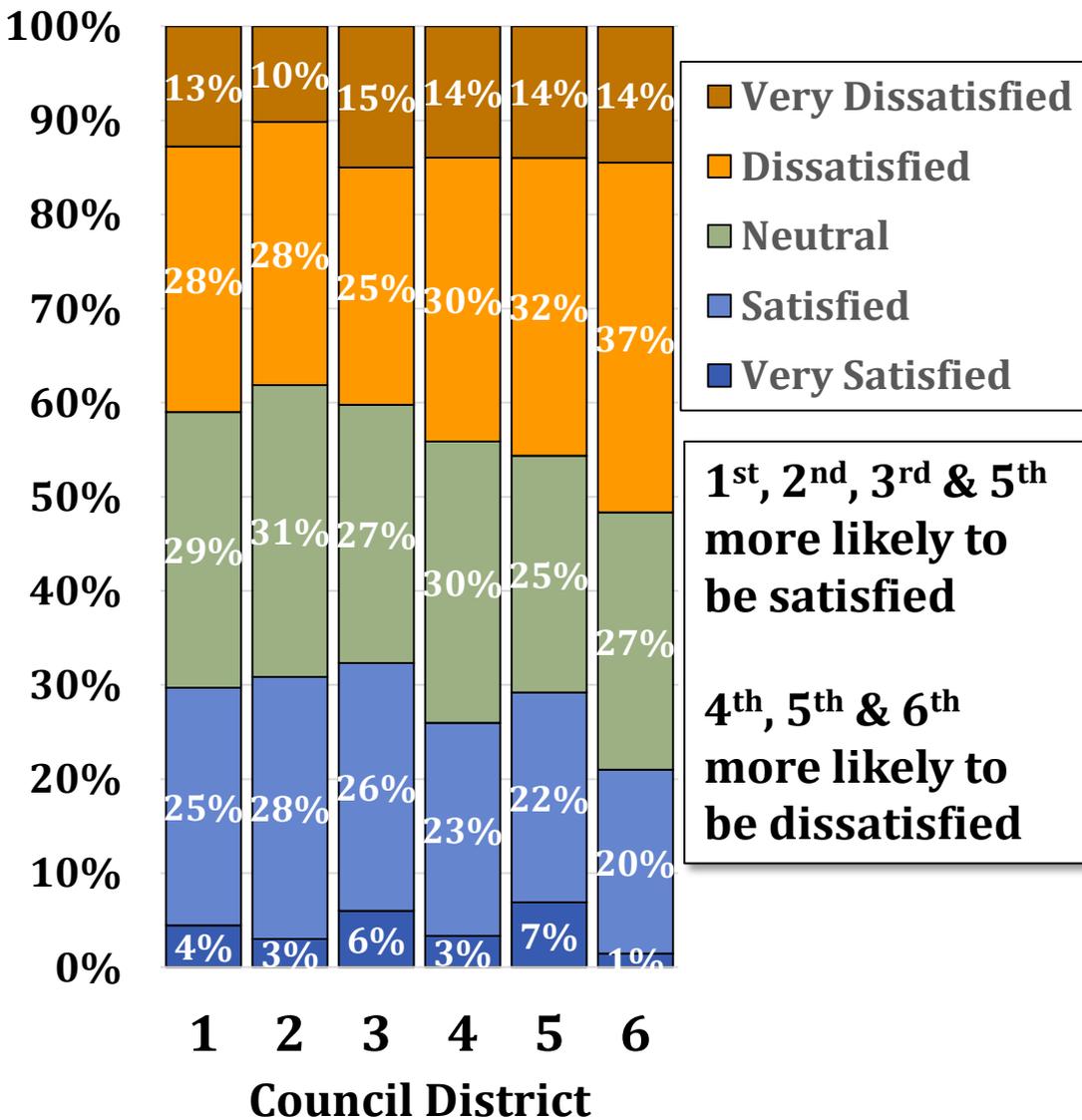
ZIP Codes Most Dissatisfied with Street Maintenance on Citizen Survey*			All Other ZIP Codes		
1	Snow	28.90%	1	Snow	23.72%
2	Potholes	11.49%	2	Streetlights	18.32%
3	Streetlights	11.17%	3	Signs	13.20%
4	Signs	10.04%	4	Signals	8.04%
5	Street Maintenance General	9.29%	5	Street Maintenance General	7.70%
6	Signals	7.27%	6	Permits and Studies	6.69%
7	Permits and Studies	7.02%	7	Potholes	6.59%
8	Repaving and Marking	3.34%	8	Sidewalks	2.69%
9	Sidewalks	2.20%	9	Admin	2.52%
10	Ditch Cleaning	1.95%	10	Repaving and Marking	2.05%

* 64114, 64131, 64134, 64136, 64137, 64146

SATISFACTION WITH STREET MAINTENANCE BY 311 USERS



SATISFACTION WITH STREET MAINTENANCE BY COUNCIL DISTRICT

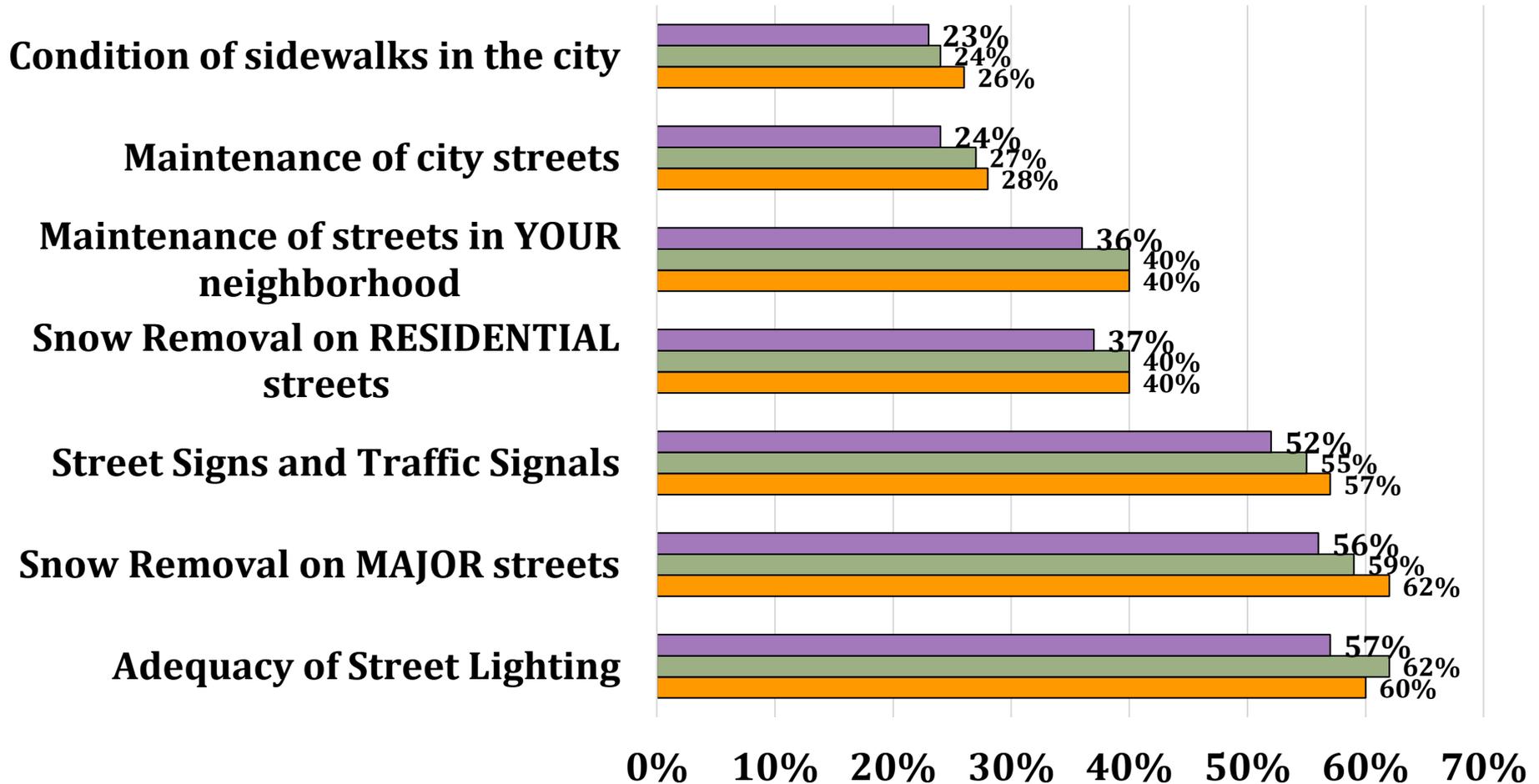


CITIZEN SATISFACTION WITH ALL STREET/TRAFFIC SERVICES

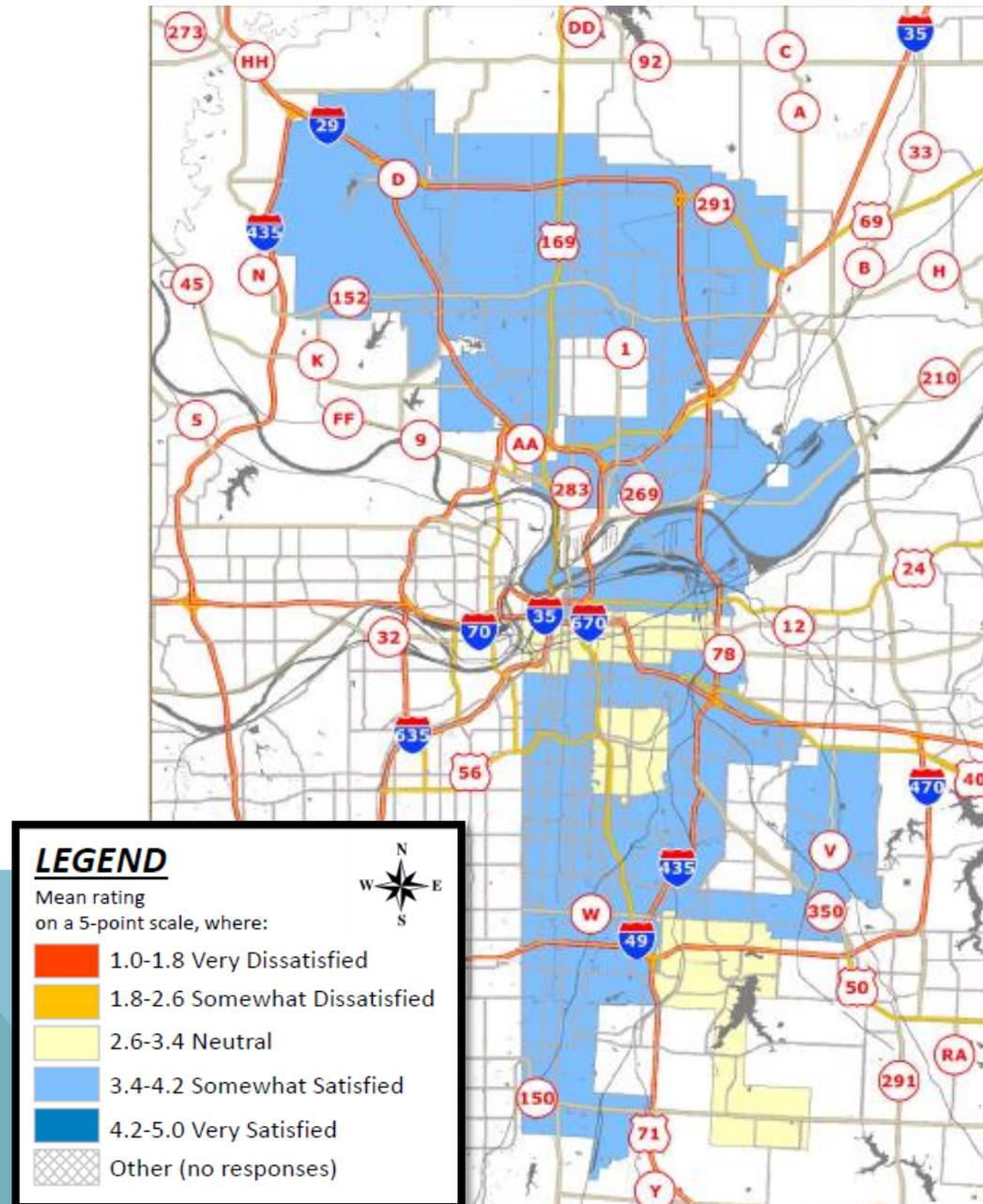
FY2011-12

FY2012-13

FY2013-14



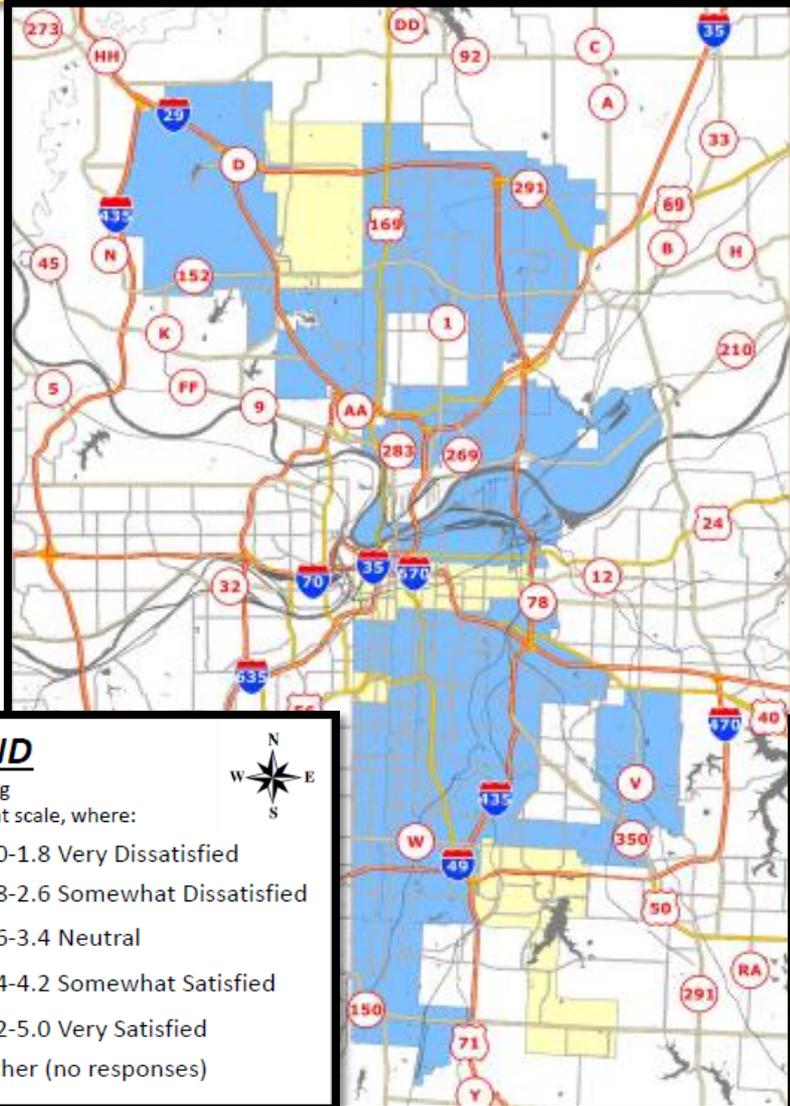
SATISFACTION WITH STREET LIGHTING BY ZIP CODE



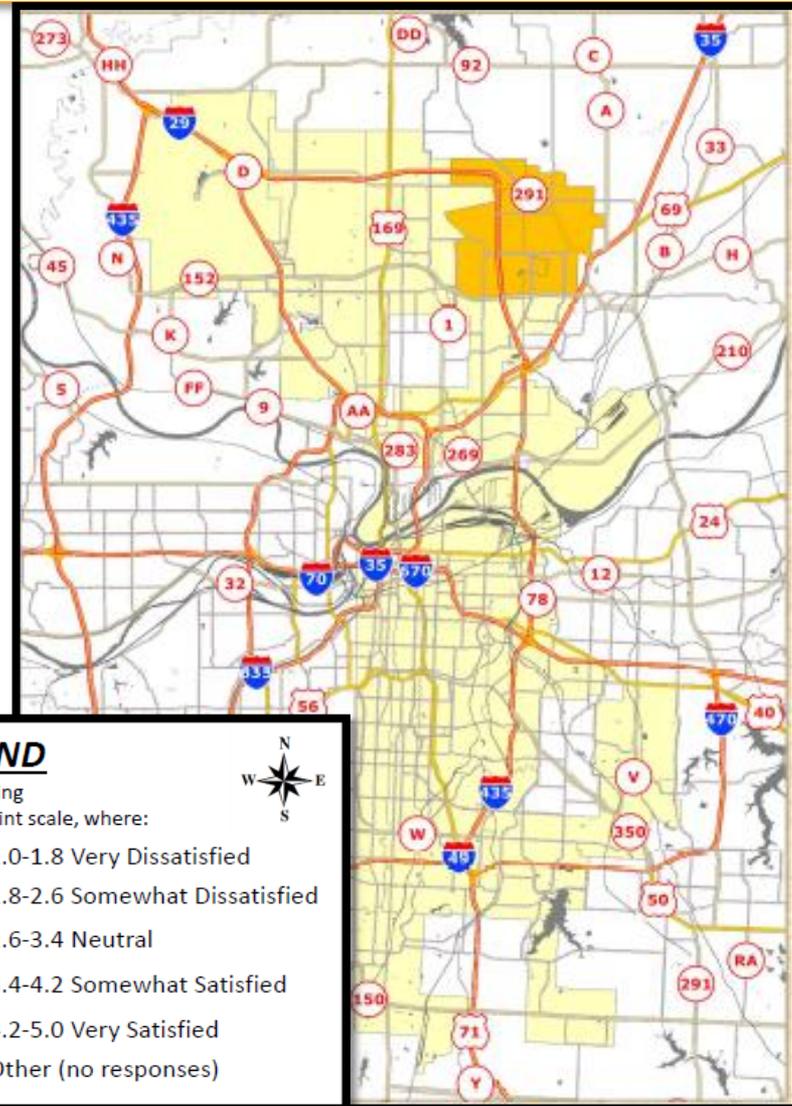
Source: FY14 Citizen Survey

SATISFACTION WITH SNOW REMOVAL BY ZIP CODE

Major city streets



Residential streets



LEGEND

Mean rating on a 5-point scale, where:

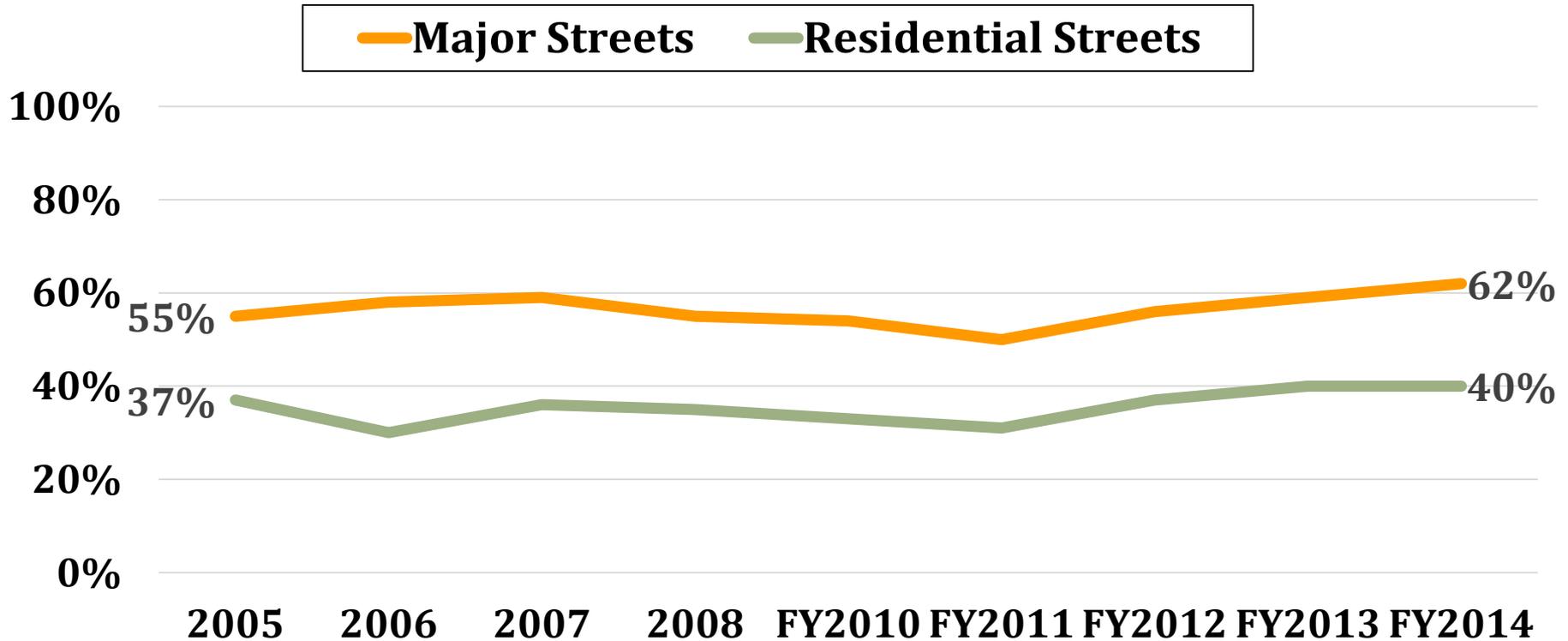
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Somewhat Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Somewhat Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Somewhat Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Somewhat Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

SNOW REMOVAL TREND OVER TIME



Two of Top 10 Highest accumulation years:

- 2009-10 (44.3 inches)
- 2010-2011 (36.9 inches)

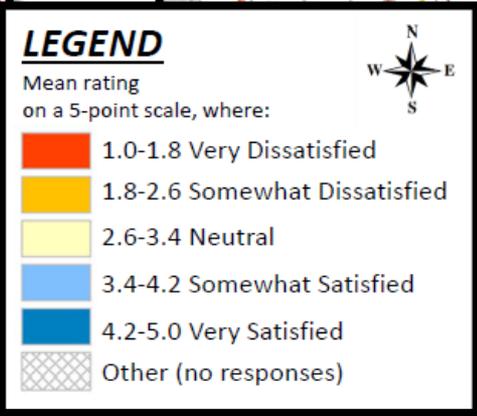
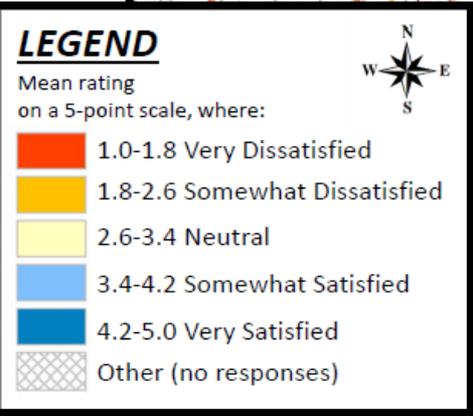
Lowest accumulation year:
2011-12 (3.9 inches)

SATISFACTION WITH SIDEWALKS BY ZIP CODE

Citywide

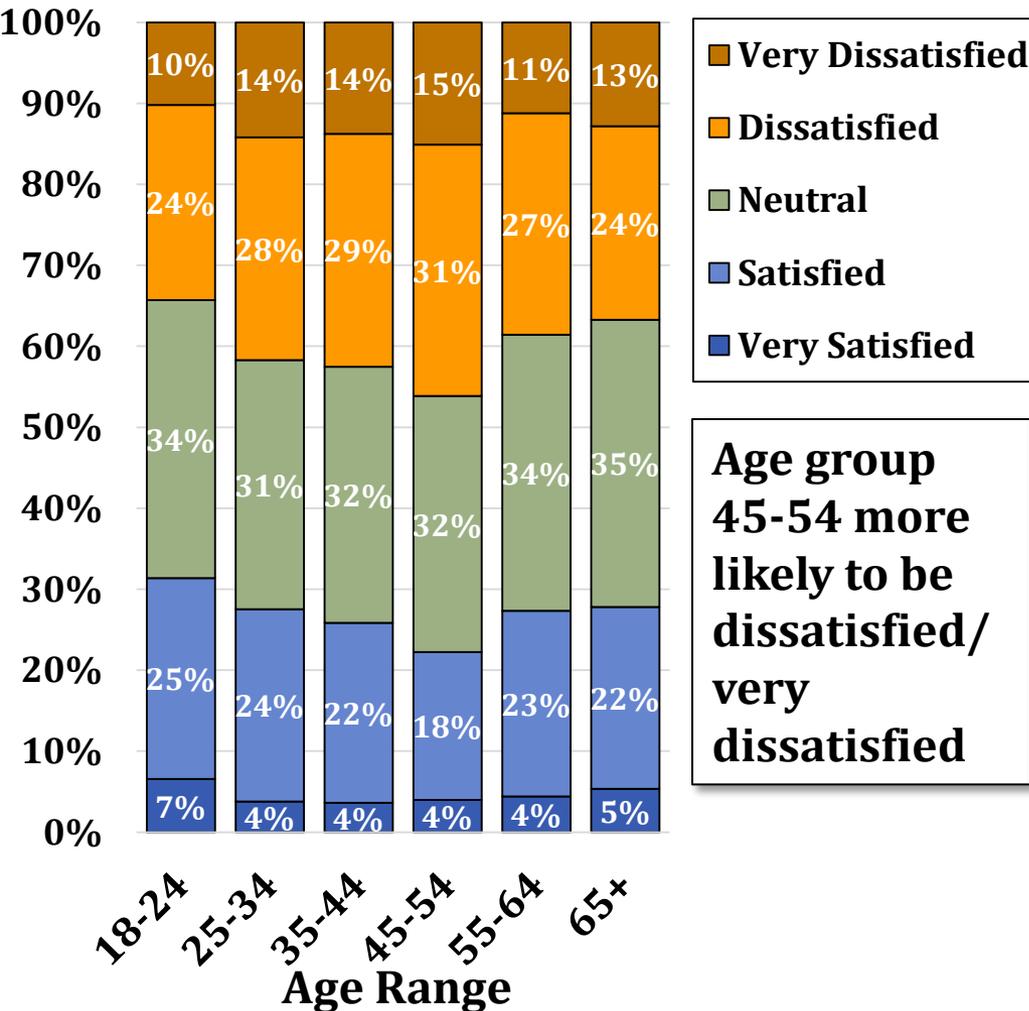


In YOUR Neighborhood

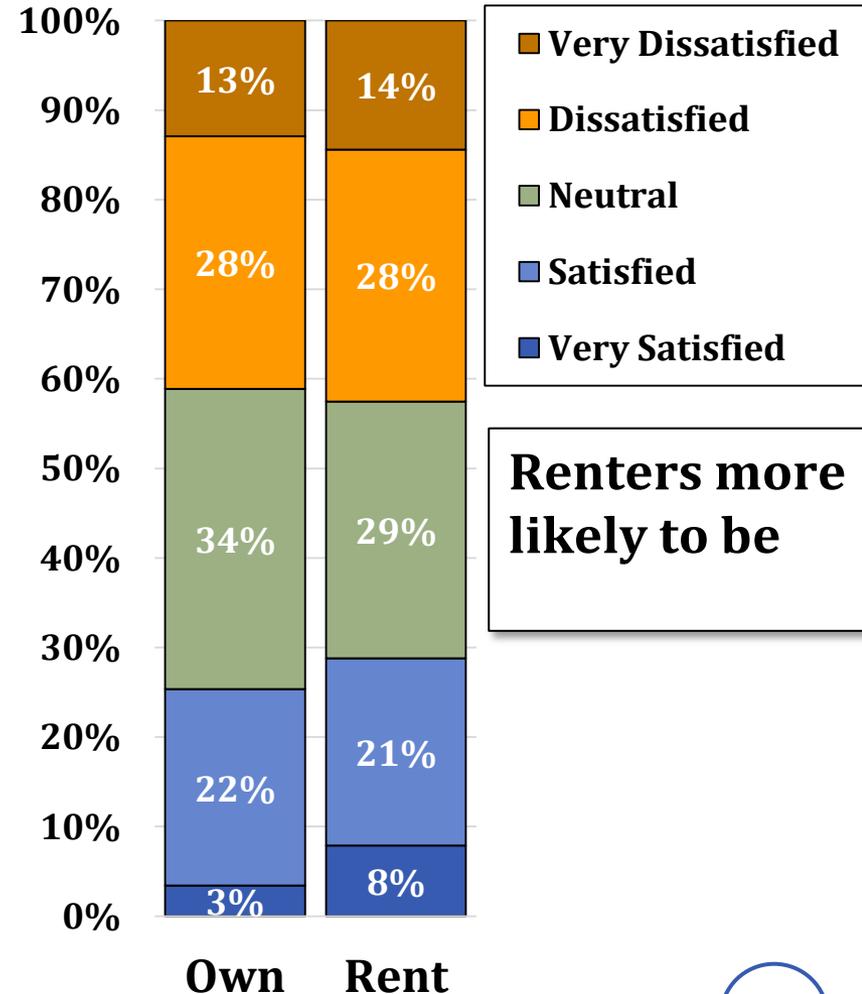


SATISFACTION WITH SIDEWALKS BY DEMOGRAPHICS

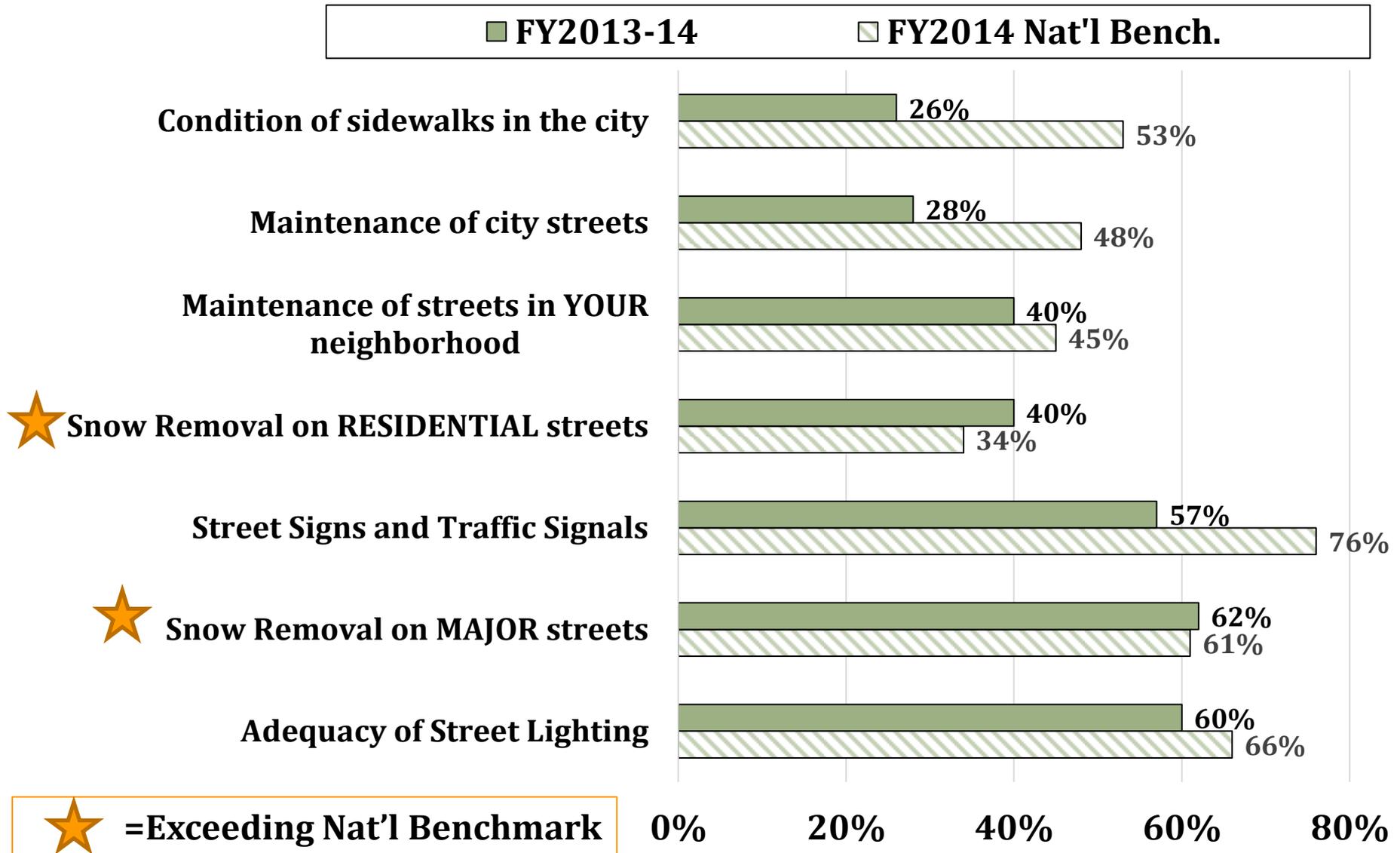
Satisfaction by Age Group



Satisfaction by Owner/Renter



CITIZEN SATISFACTION WITH STREETS VS. NAT'L BENCHMARK



Source: ETC Institute (2014)

STREET PRESERVATION ACTIVITY

STREET CONDITION RATING SYSTEM RECONFIGURATION

- **Reconfigured pavement condition rating system will match APWA standard**
- **The previous system overestimated the number of streets in less than fair condition**
- **Multiple step process:**

Drive by Assessment

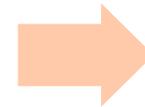
- All street segments to be assessed
- 30% complete
- Delayed due to staffing shortages

Full Inspections

- PW reviewing options for in-house or contracted inspections

Asset mgmt system

- Track condition of street infrastructure
- Direct capital investment decisions



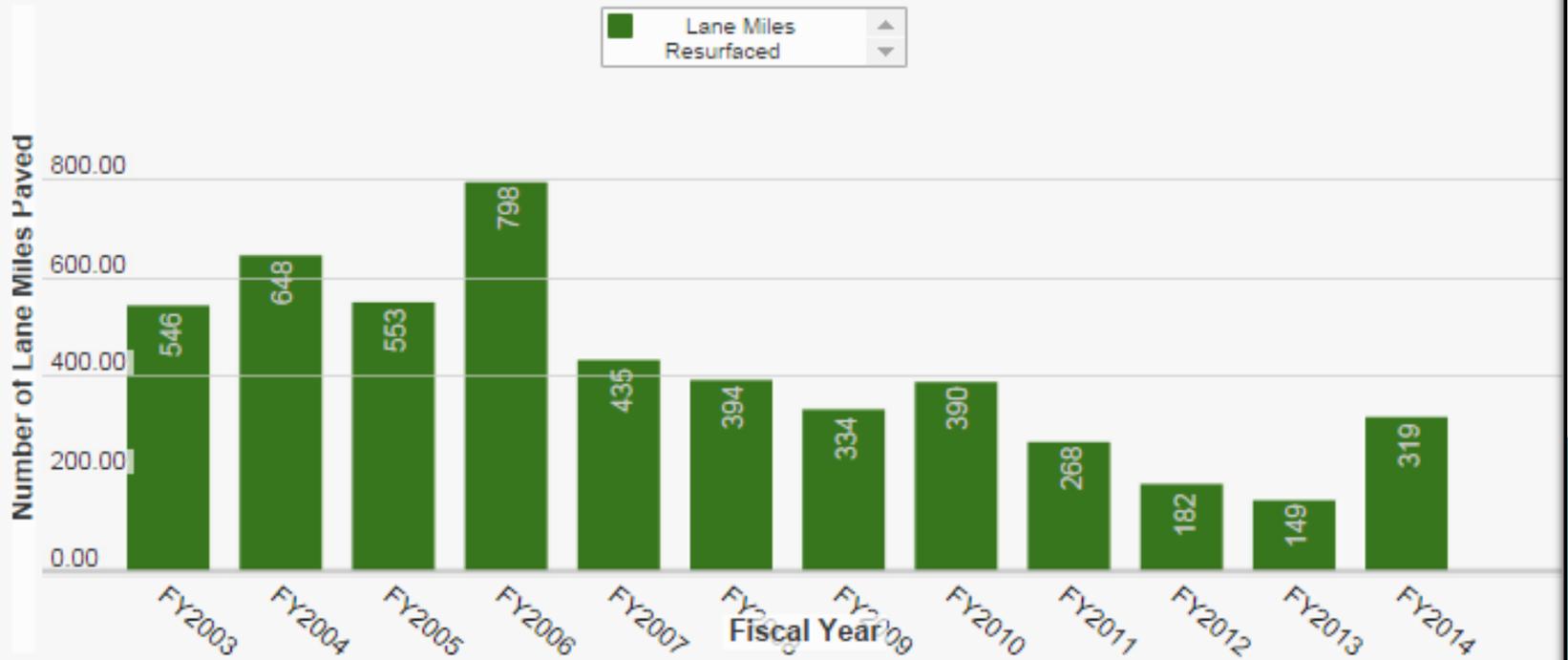
ASSESSMENT MANAGEMENT SYSTEM PROPOSALS

- **Asset Assessment:**
 - Interviews with bidding contractors September 17
 - Work could begin in fall (weather dependent)
 - Process will take 3-7 months
- **Assessment will include:**
 - Street pavement rating
 - Video detection of everything in ROW

LANE MILES PAVED

Annual Lane Miles Paved

With the addition of the new earmarked revenue for streets, the city is taking steps to increase the annual number of lane miles resurfaced compared to the previous two years. In prior years, such as FY2006, bond revenue was available for resurfacing efforts. *(updated quarterly)*



FY14 STREET PRESERVATION PERFORMANCE INDICATORS

Met FY14 Target

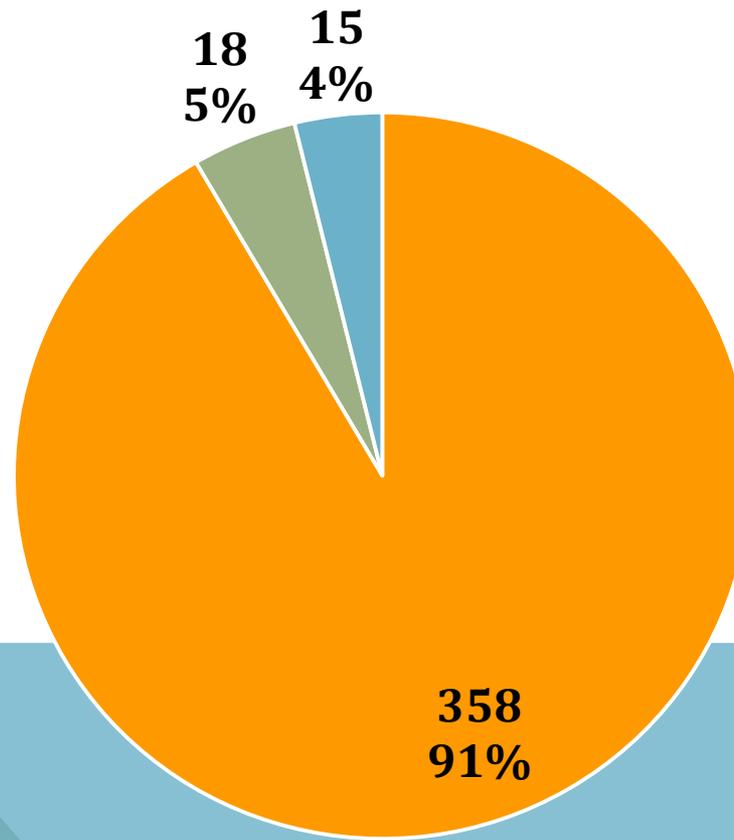
Did not meet FY14 Target

No FY14 Data

Indicator		FY13 Actual	FY14 Target	FY14 Actual	FY15 Target
Street Preservation	Percent of residential streets overlaid	6.6%	6%	6%	3%
	Percent of arterial streets overlaid	0.7%	6%	6%	3%
	Lane miles paved	140	240	319	195
	% of arterial streets crack sealed	n/d	3%	1.0%	5%
	% of residential streets crack sealed	n/d	n/d	0.0%	5%
	% of arterial streets slurry sealed	n/d	0%	0.0%	0%
	% of residential streets slurry sealed	0%	1%	1.0%	1%

FY15 MILL AND OVERLAY PLANNED ARTERIAL VS. RESIDENTIAL

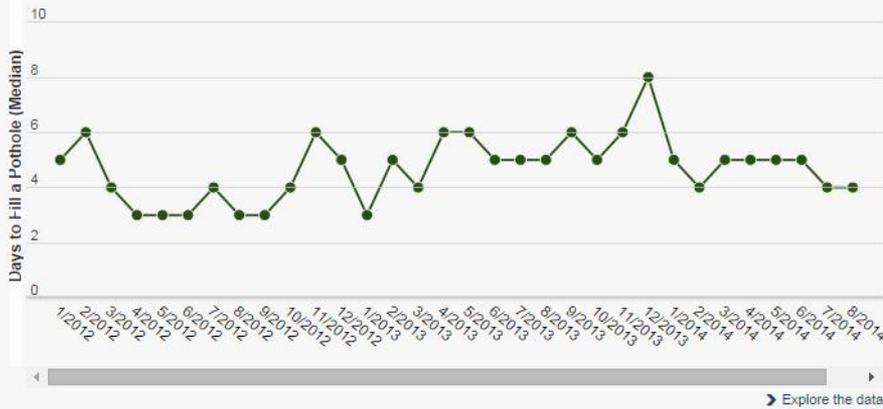
2014 Mill and Overlay Program - segments by street type



POTHOLE SERVICE REQUESTS

Timeliness for Pothole Service Requests

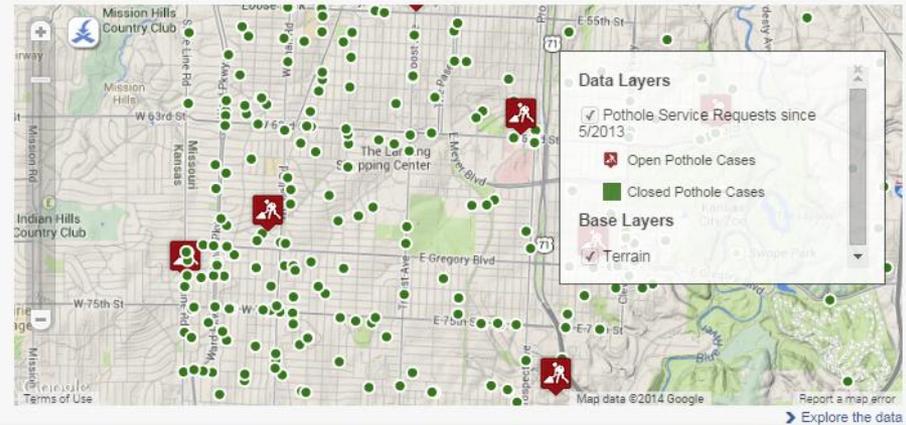
The city monitors how long it takes to repair potholes that are reported by customers via 311, since timely pothole repair improves the driving surface for everyone. *(updated monthly)*



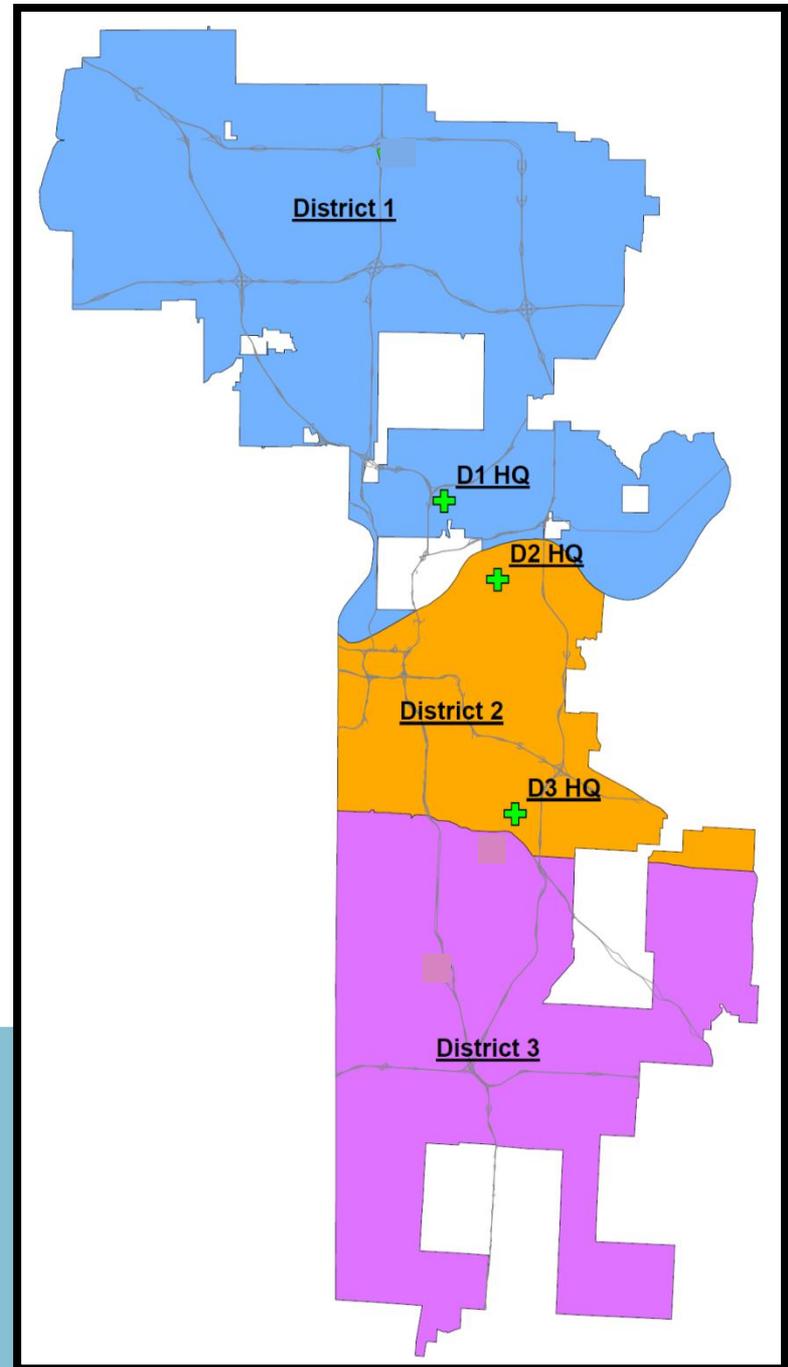
[Explore the data](#)

Map of Pothole Service Requests

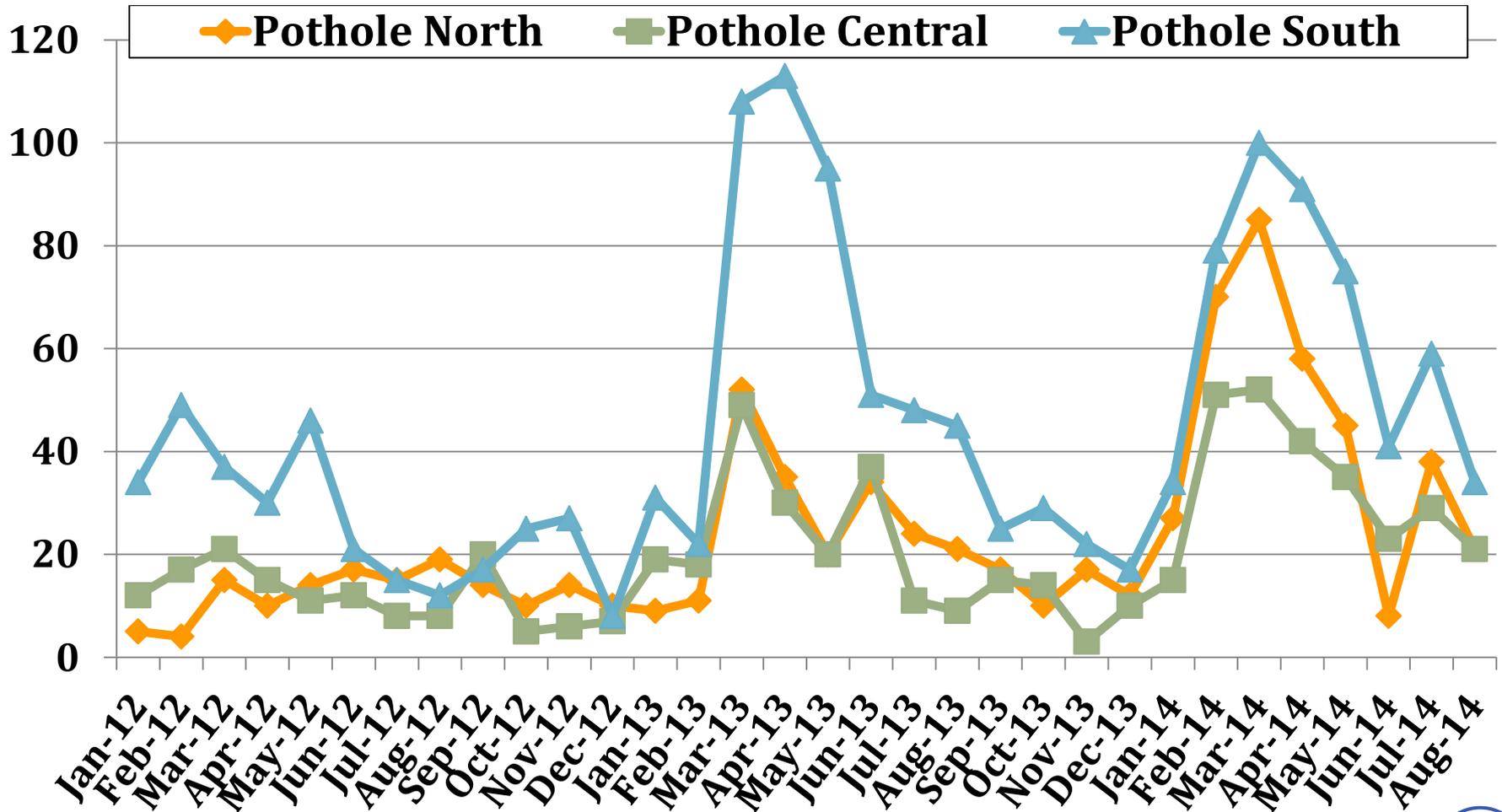
Mapping service requests can assist in identifying patterns. All potholes service requests opened since May 2013, both currently open and resolved, are shown below. Click "Explore the data" link at the bottom right corner of the map to see a larger image. *(updated daily)*



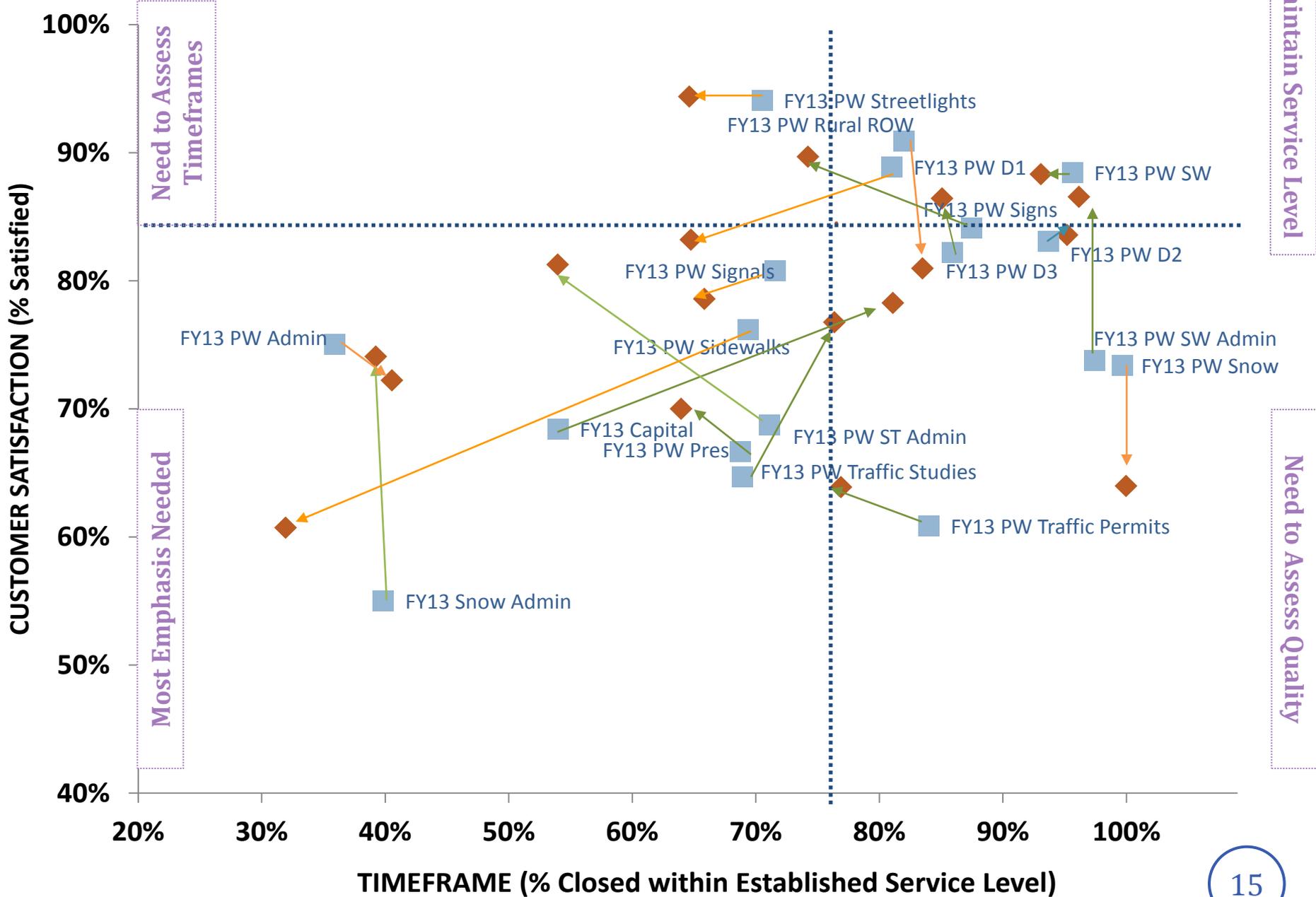
STREET MAINTENANCE DISTRICT LOCATIONS



POTHOLE SERVICE REQUEST VOLUME, 2012-2014 MONTHLY



311 MATRIX FY2013 VS. FY2014



Source: Peoplesoft CRM 311 Service Request Data and 311 Customer Survey

311 MATRIX NOTES

	Up in Satisfaction	No to little change in satisfaction	Down in Satisfaction
Up in Timeliness	Capital Traffic Studies	District 3	PW Admin
No to little change in timeliness	Snow Admin	District 2	PW Snow Rural ROW Mowing
Down in Timeliness	PW ST Admin Signs Preservation Traffic Permits Signs	Streetlights	District 1 Sidewalks Signals

SNOW REMOVAL PREPARATION FOR WINTER 2014-15

- Routes being reviewed
- Drivers being assigned routes
- Drivers being trained
- Salt is ordered and delivered; conveyor belt at Maintenance District 1 being repaired
- **Sidewalks downtown will be cleared by Downtown Council with equipment purchased by City**



WATER SERVICES

Water Line Repair and Restoration

95

Percent of all main breaks repaired and restored in 30 days or less

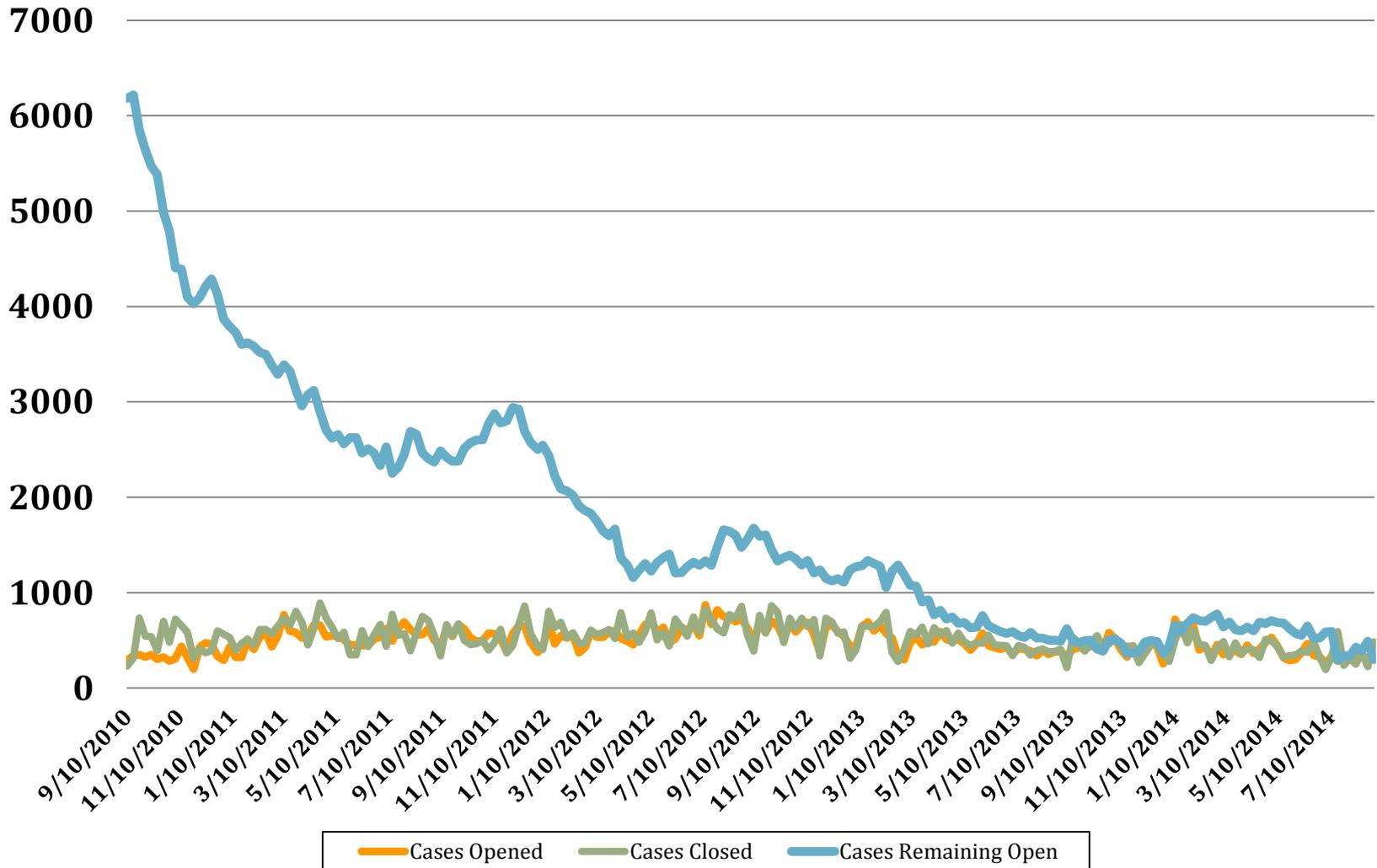


on track

[Detail](#) >

311 CASES FOR WSD REMAINING OPEN EACH MONTH

Water Services Service Requests - September 2010 to September 2014



Source: PS CRM 311 Request System

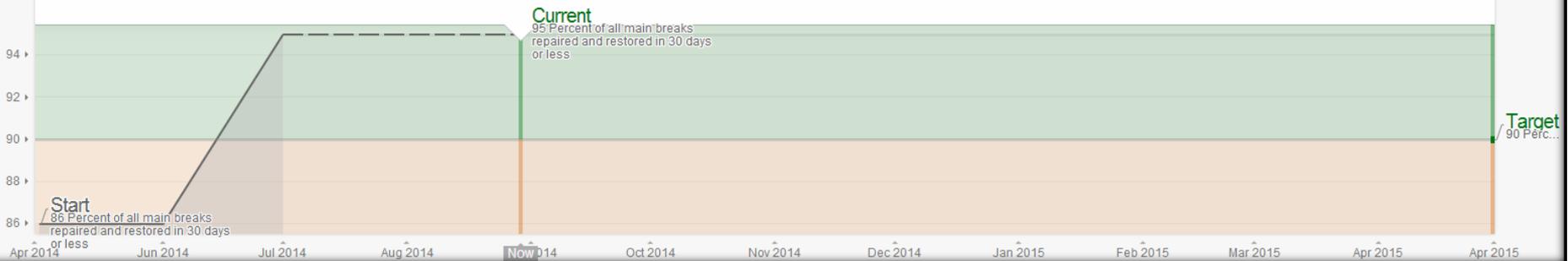
PIPELINE LINE MAINTENANCE

REPAIR AND RESTORE WATER MAINS

95 Percent of all main breaks repaired and restored in 30 days or less

Current as of Jul 2014

▶ **90** Percent of all main breaks repaired and restored in 30 days or less
Apr 2015 Target



✓ **Percent of Code 3 (Critical) Water Main Breaks Repaired within 24 hrs**

100 percent

Repair is the first step of repair and restoration. The city has a goal of repairing 90% of Code 3 main breaks (those causing damaging leakage and/or disruption to service) within 24 hours.

✓ **Percent of Code 2 Water Main Breaks Repaired within 14 days**

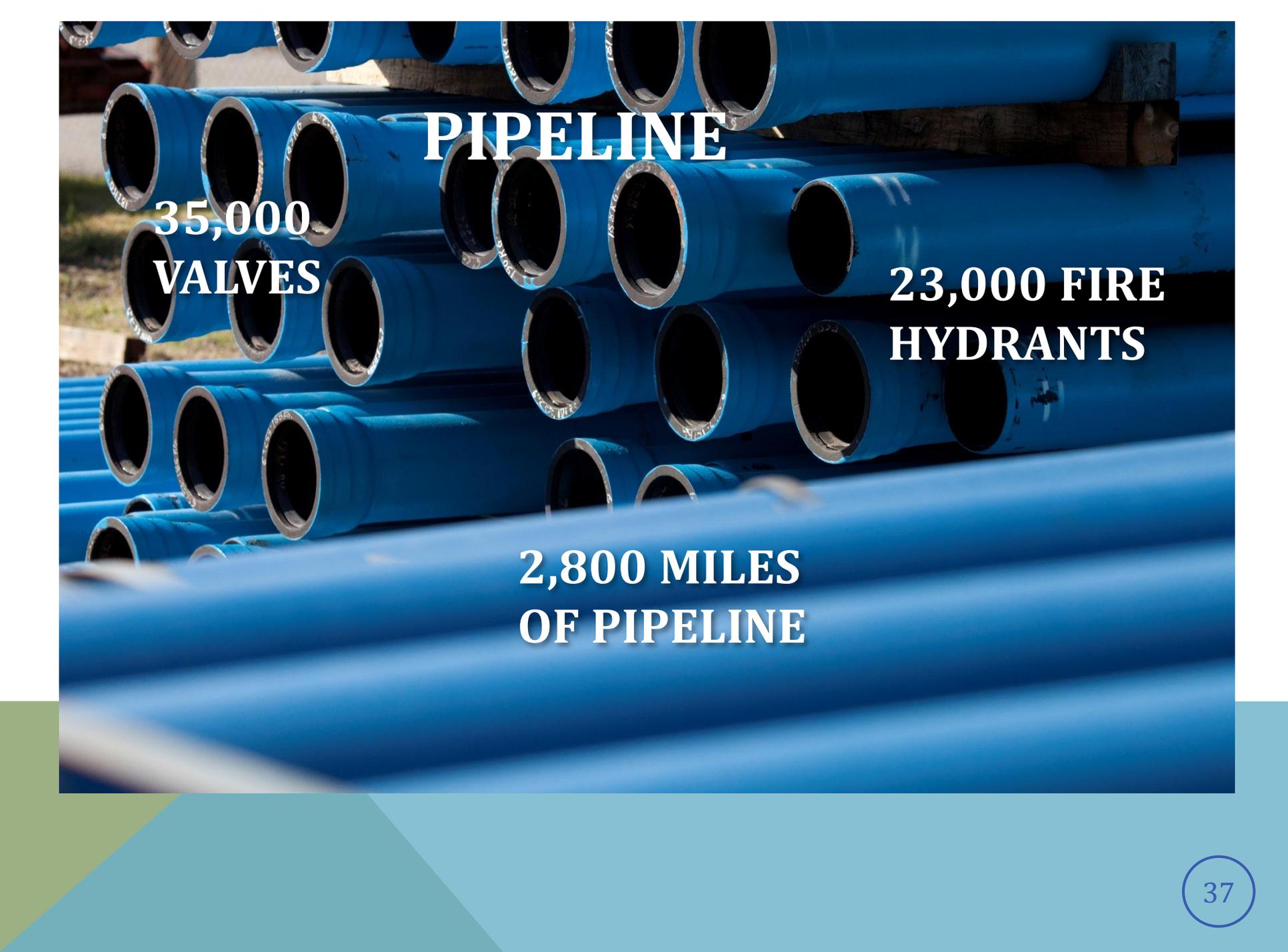
100 percent

Repair is the first step of repair and restoration. The city has a goal of repairing 90% of Code 2 main breaks (those causing significant leakage) within 14 days.

✓ **Percent of Code 1 Water Main Breaks Repaired within 21 days**

100 percent

Repair is the first step of repair and restoration. The city has a goal of repairing 90% of Code 1 main breaks (those causing minimal leakage) within 21 days.

A photograph showing multiple stacks of blue pipes, likely fire hydrant pipes, arranged in rows. The pipes are stacked horizontally, and the image is used as a background for the text.

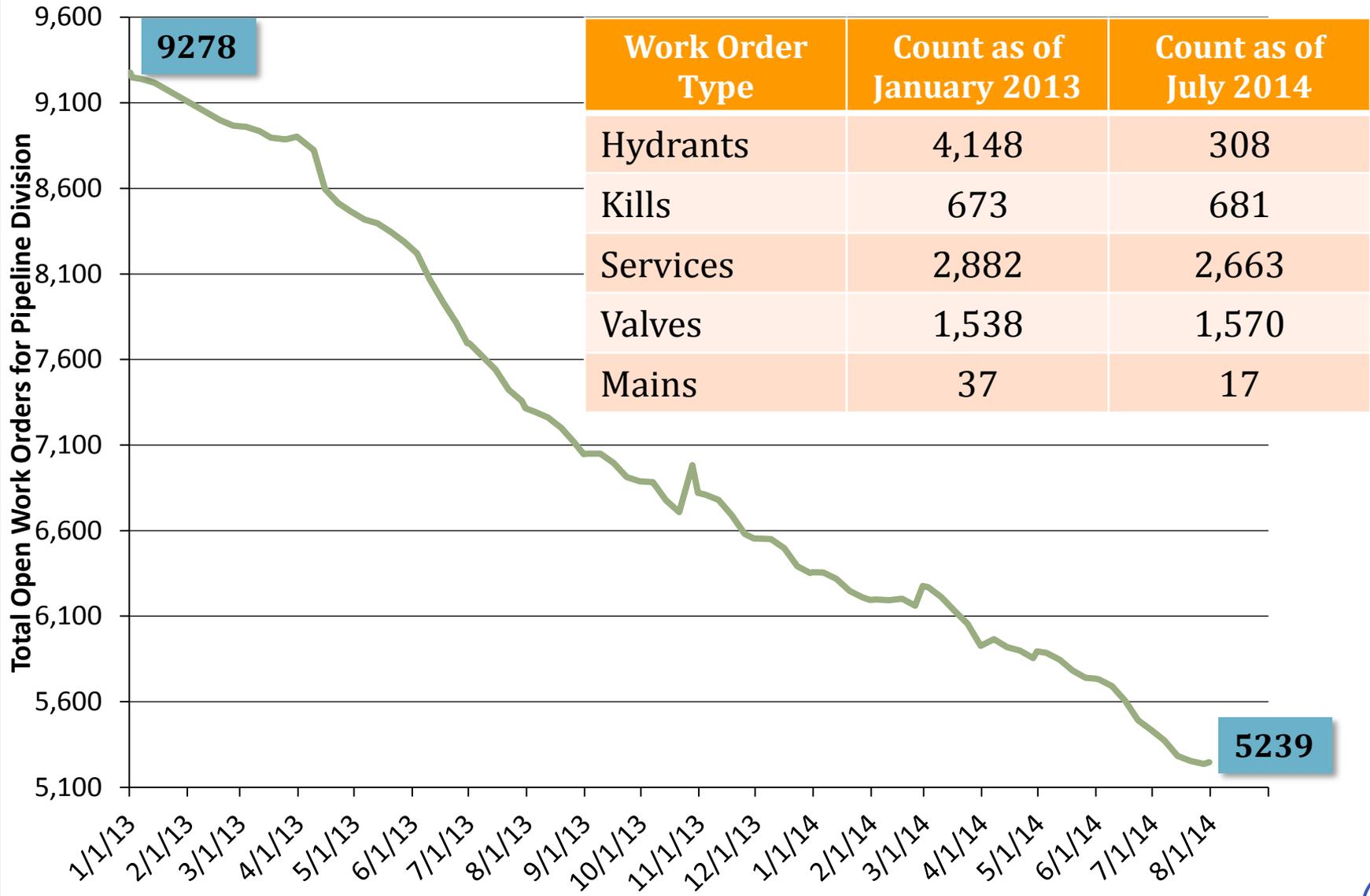
PIPELINE

**35,000
VALVES**

**23,000 FIRE
HYDRANTS**

**2,800 MILES
OF PIPELINE**

Pipeline Work Order backlog reduction: All Work orders remaining open each week



Strategic Use of Contractors to Augment Water Services Staff Open Pipeline Work Orders

Jan 1, 2013

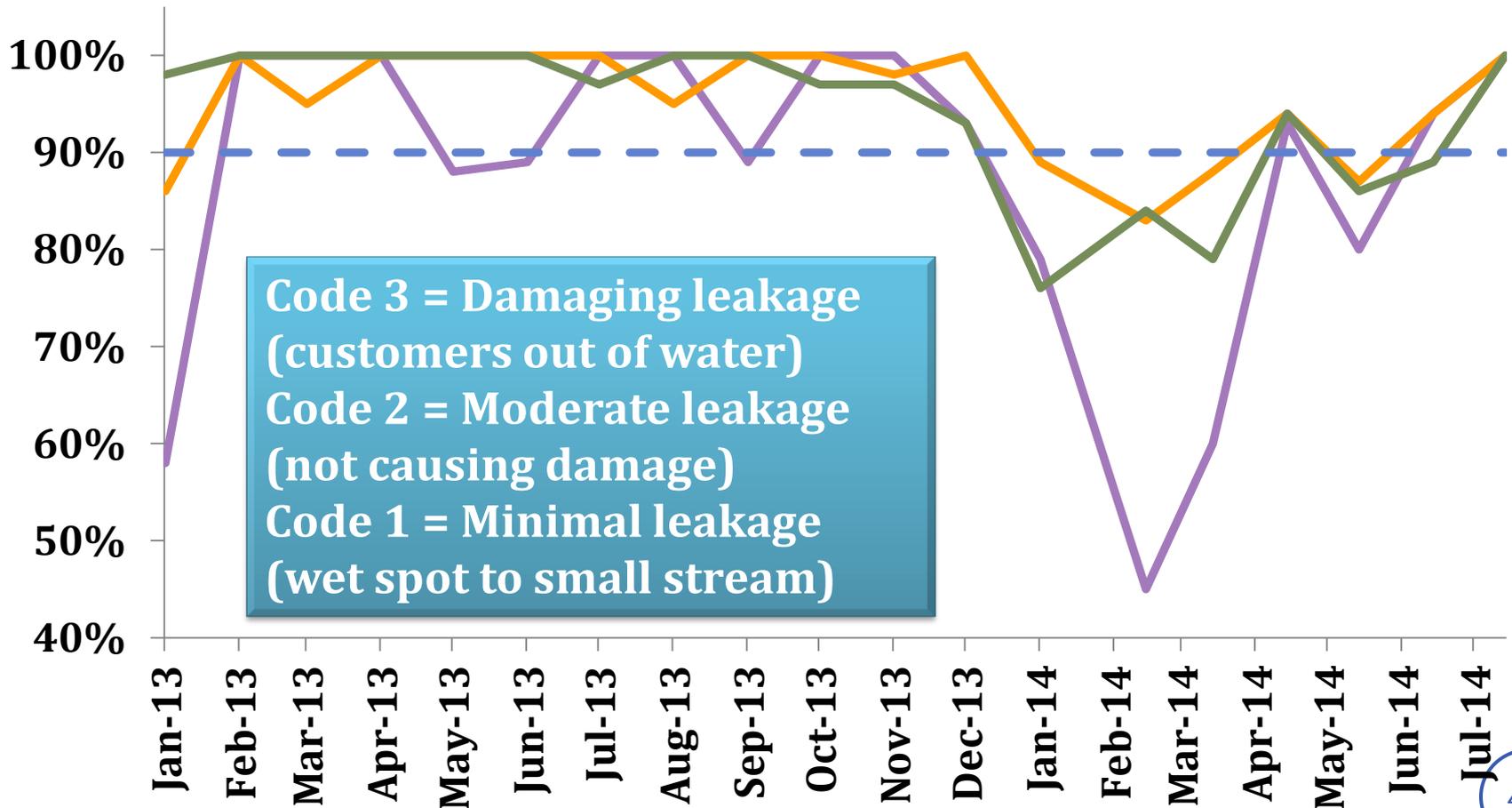
Asset/Code	0	1	2	3	Total
Hit Hydrants	34	5			39
Hydrants	317	3,770	22		4,109
Hydrants SubT	351	3,775	22	-	4,148
Kills		673			673
Services	2,454	259	168	1	2,882
Valves	1,390	123	25		1,538
Mains	2	11	24		37
Total	4,197	4,841	239	1	9,278

	Pipeline Focus (w/Supplemental & Emergency Contracts)
	Private Contracts

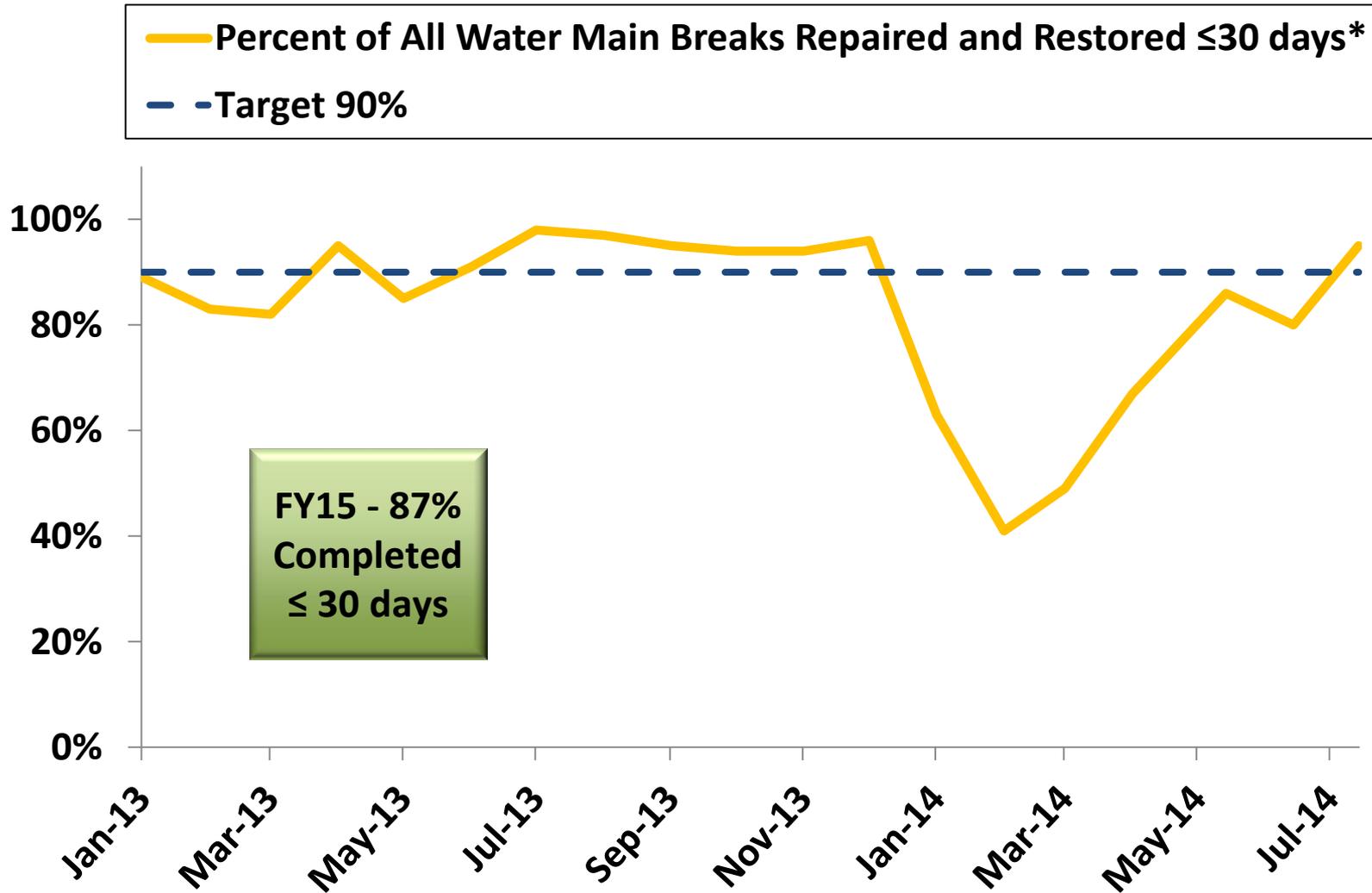
Jul 31, 2014

Asset/Code	0	1	2	3	Total
Hit Hydrants	9	4	0	0	13
Hydrants	149	145	1	-	295
Hydrants SubT	158	149	1	-	308
Kills	-	681	-	-	681
Services	2,648	5	10	-	2,663
Valves	1,554	8	8	-	1,570
Mains	11	5	1	-	17
Total	4,371	848	20	-	5,239

TIMEFRAMES FOR WATER MAIN REPAIRS BY CODE



TIMEFRAMES FOR WATER MAIN REPAIR + RESTORATION



* Target changed for FY15 from 35 days to 30 days.

NEW RESTORATION CONTRACT (STARTING 9/8/14)

- **80% of restoration work orders are to be completed within 8 business days** (last year was 12 days)
- **20% of restoration work orders are to be completed within 15 business days** (last year was 22 days)

FY14: only one incentive of 1% for work completed in less than 10 business days

FY15 Incentives



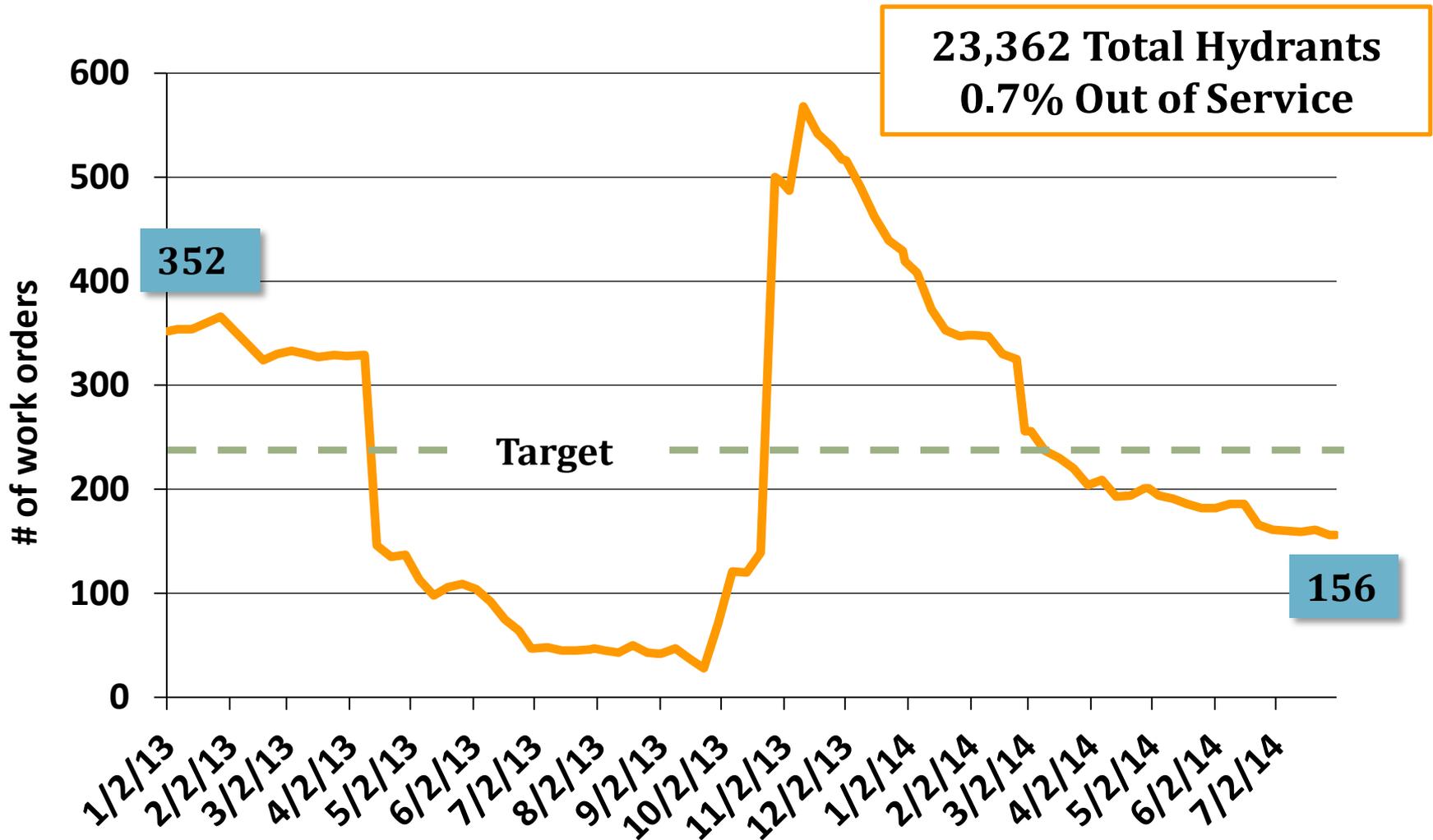
Any work orders that take longer than the performance criteria above will be assessed \$75 per day liquidated damages



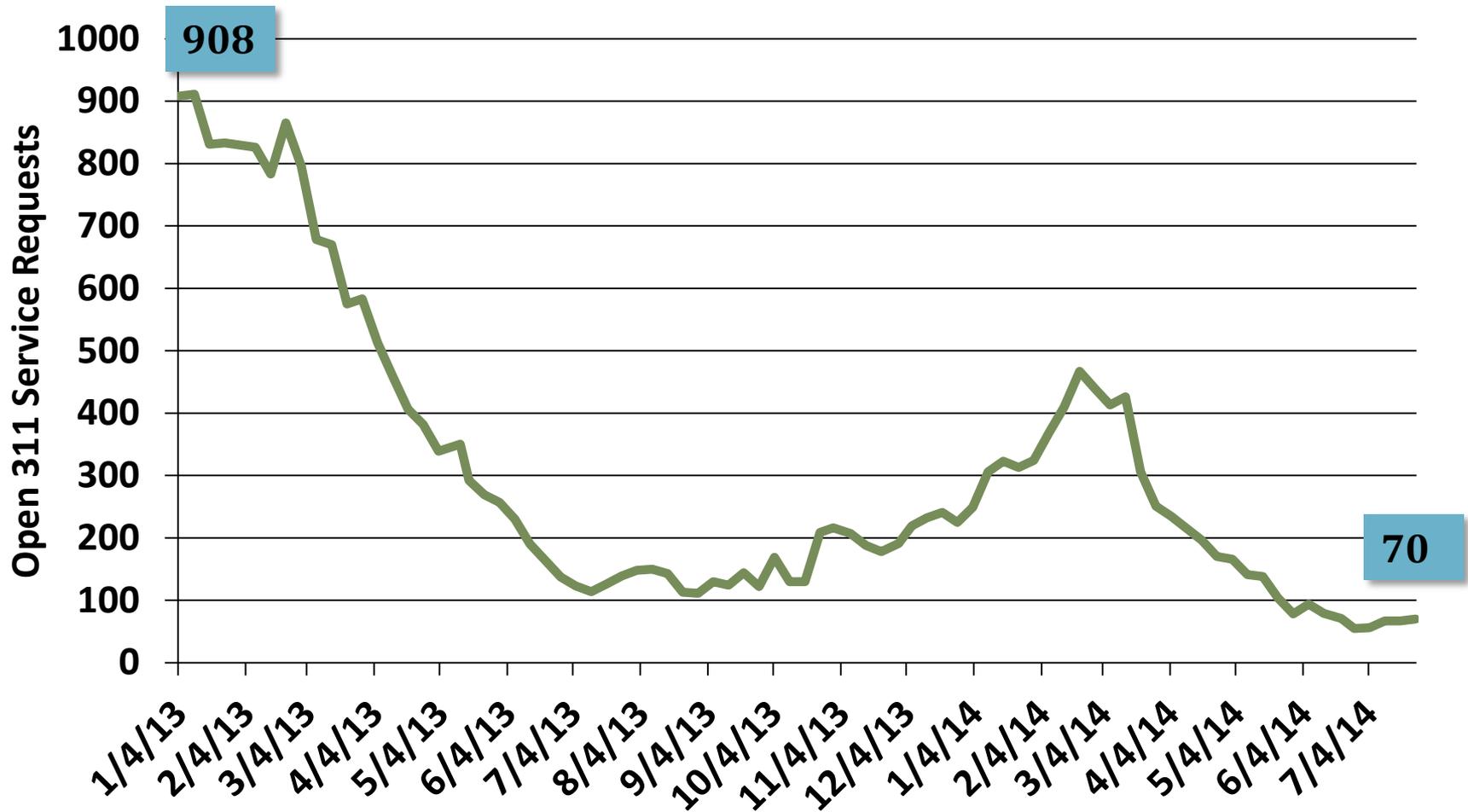
If no liquidated damages have occurred and the average completion time in a month is less than 10 business days the contractor gets an extra 1% “bonus”. If the average is less than 6.5 business, they get an additional 1% bonus (for a total of 2%)

INOPERABLE HYDRANTS

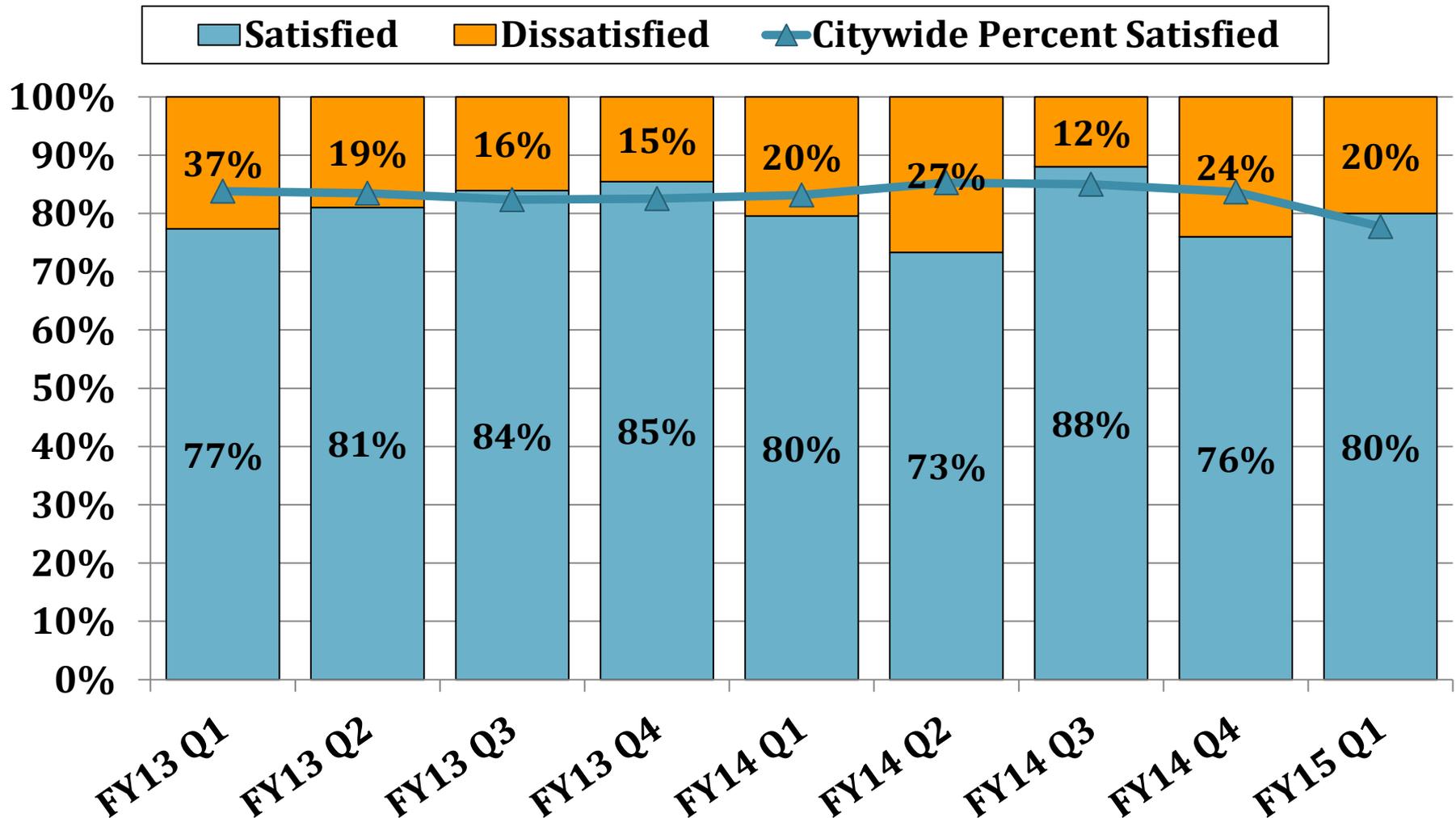
(CODE 0 WORK ORDERS REMAINING OPEN EACH WEEK)



311 CASES FOR PIPELINE REMAINING OPEN EACH WEEK

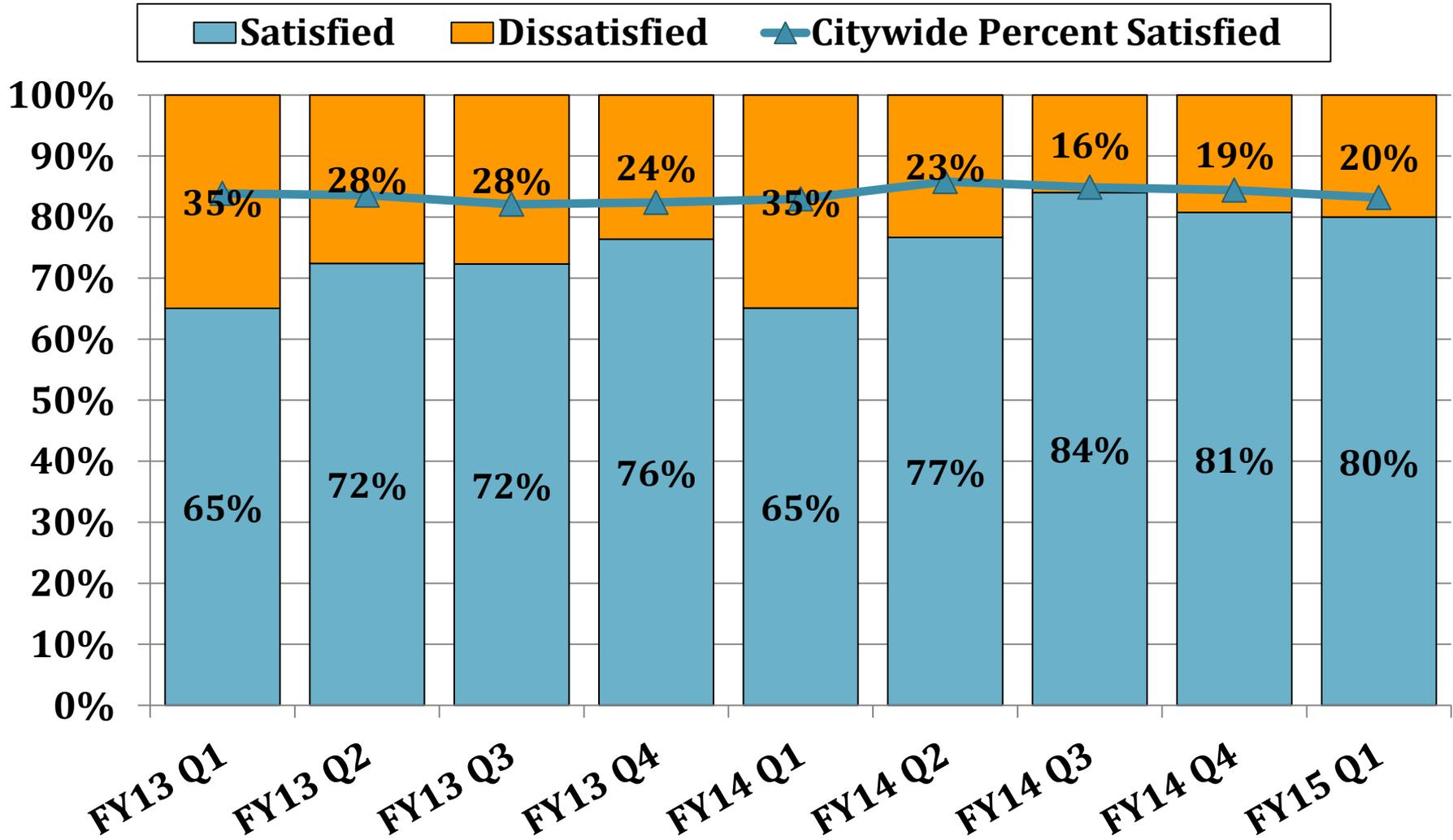


CUSTOMER SATISFACTION WITH QUALITY OF WATER REPAIR SERVICE REQUESTS VIA 311



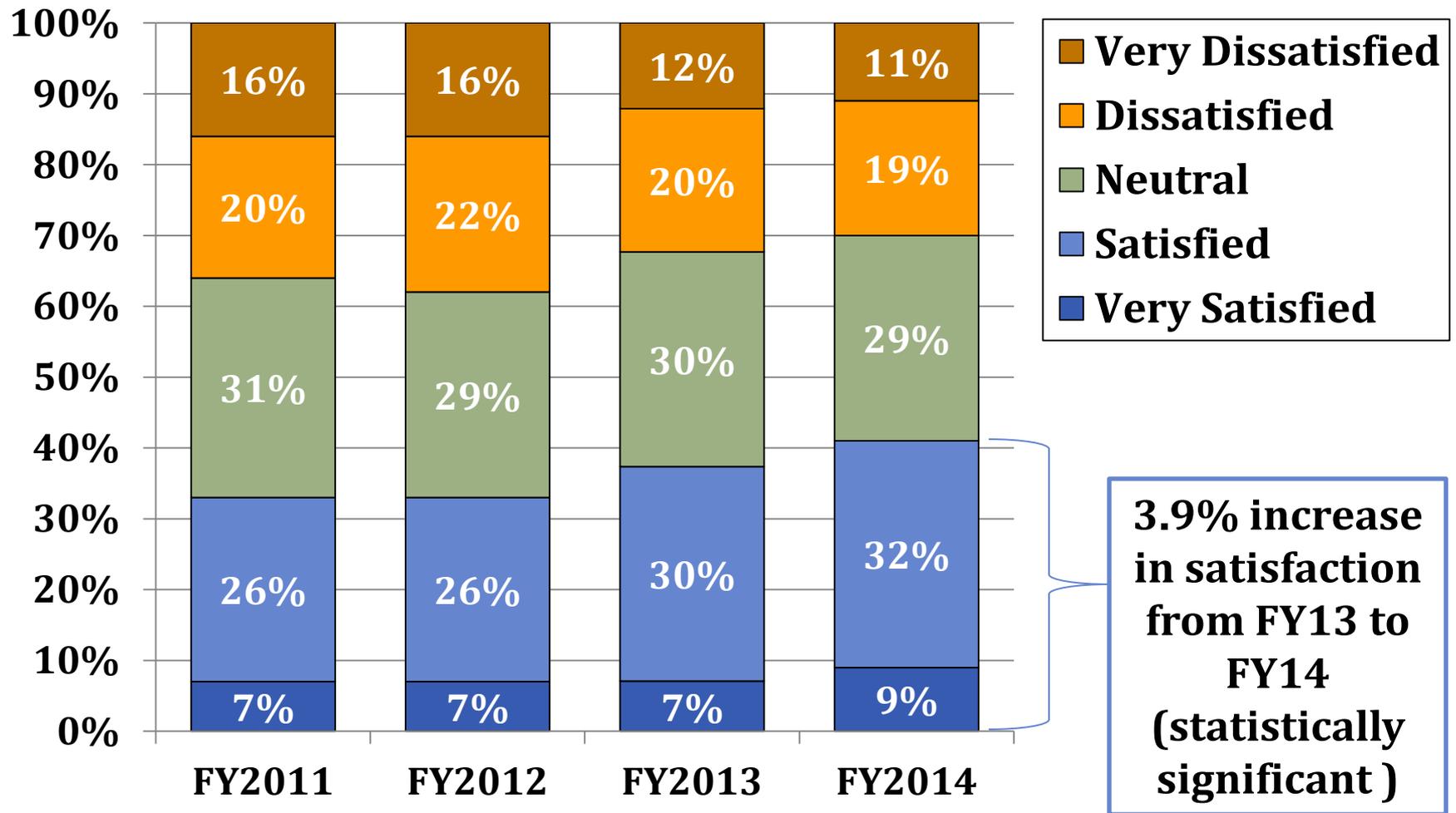
Source: 311 Customer Survey Data

CUSTOMER SATISFACTION WITH TIMELINESS OF WATER REPAIR SERVICE REQUESTS VIA 311



Source: 311 Customer Survey Data

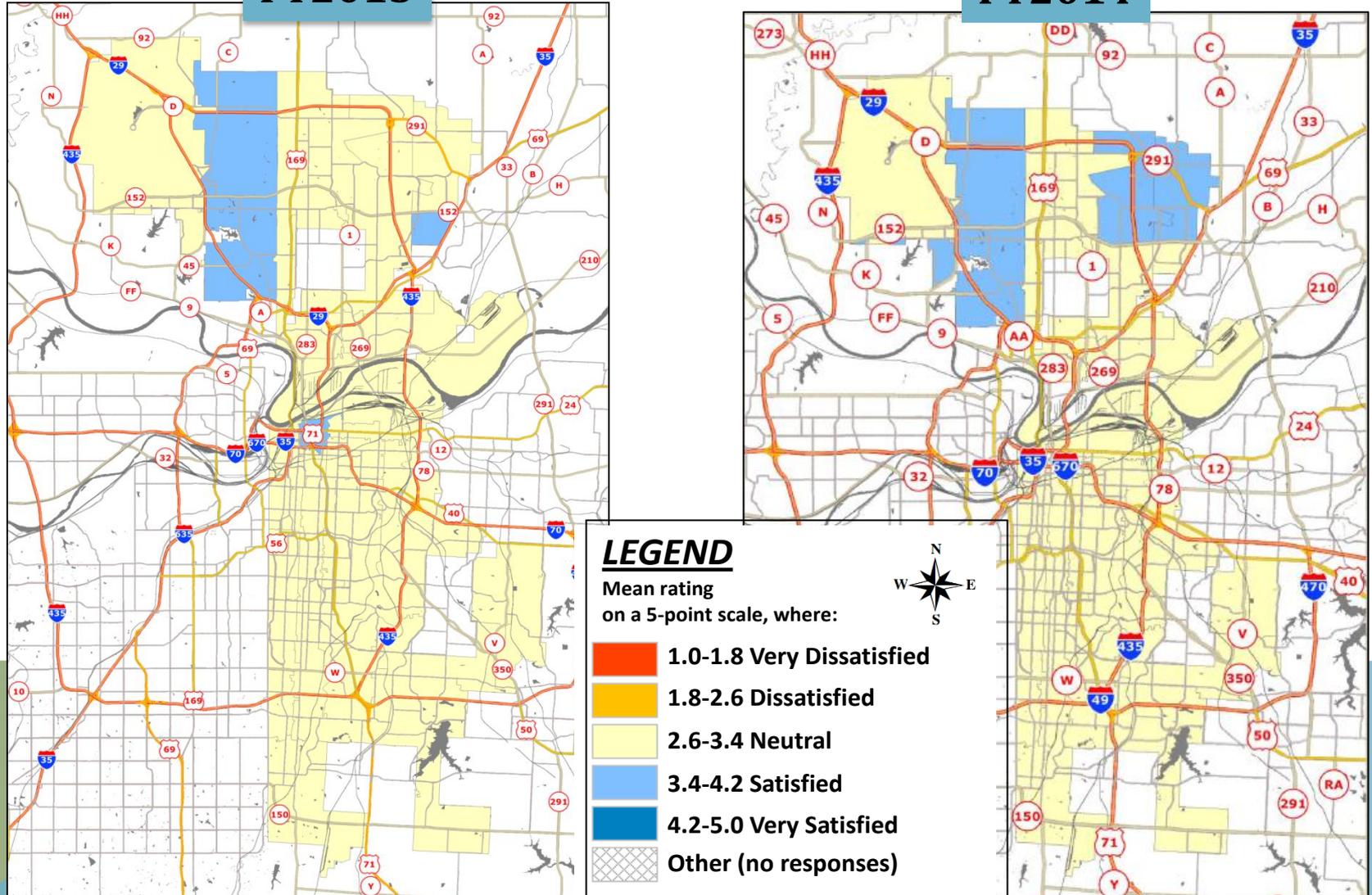
CITIZEN SATISFACTION WITH TIMELINESS OF WATER/SEWER LINE REPAIR



GEOGRAPHY OF CITIZEN SATISFACTION WITH TIMELINESS OF WATER/SEWER LINE REPAIR

FY2013

FY2014



WATER AND SEWER LINE REPLACEMENT

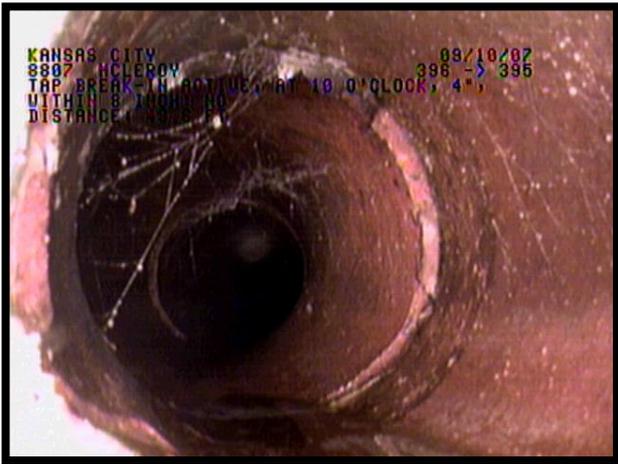
CITY WIDE WATER MAIN REPLACEMENT



Fiscal Year	In Process	Miles Complete	Target
FY12		31.6 Miles	N/A
FY13		7.36 Miles	N/A
FY14		16.5 Miles	19 Miles
FY15	25 Miles	.7 Miles	28 Miles
Totals		56 Miles	

37 miles are planned

CITY WIDE SEWER MAIN REHABILITATION



Fiscal Year	In Process	Miles Complete	Target
FY12		10.48 Miles	Target N/A
FY13		3.86 Miles	Target N/A
FY14		13.05 Miles	Target 13 Miles
FY15	19 miles	1.29 Miles	Target 19 Miles
Totals		25.1 Miles	

WSD COMMUNICATION

COMMUNICATIONS: CUSTOMER INTERACTION

Contact Type	May '13	August '14	% Change
Nixle Users	8,230	11,139	+ 35%
Twitter Followers	720	1,802	+ 150%
Website visits (launched May '13)	12,196	30,461	+ 150%
Manage My Account – Registered Accounts	57,796	63,397 (33% of total)	+ 10%
Manage My Account – E-Bill	7,271	9,432 (5% of total)	+ 30%



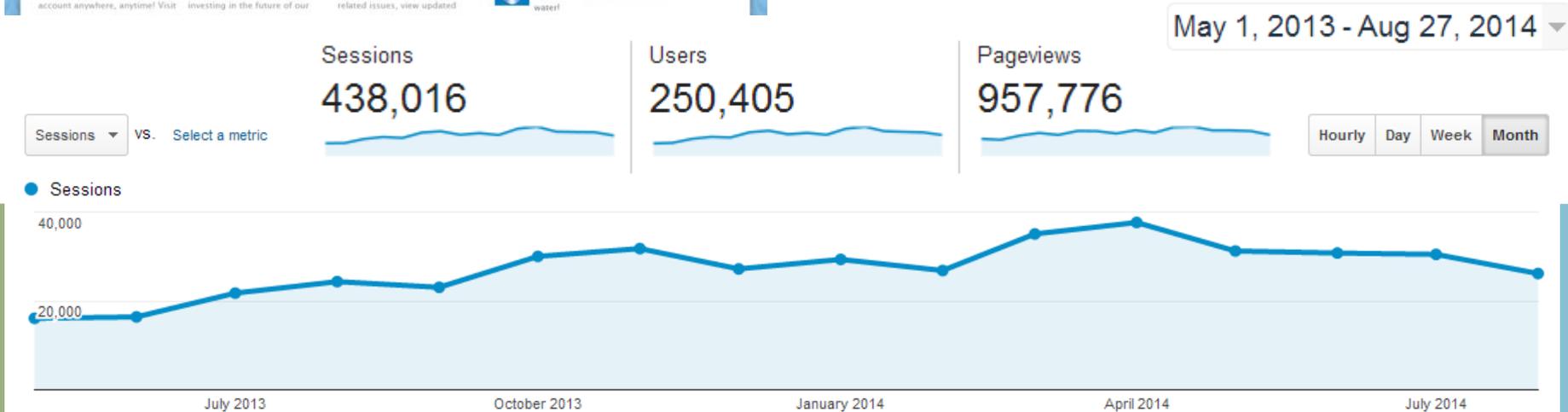
COMMUNICATIONS: WEBSITE



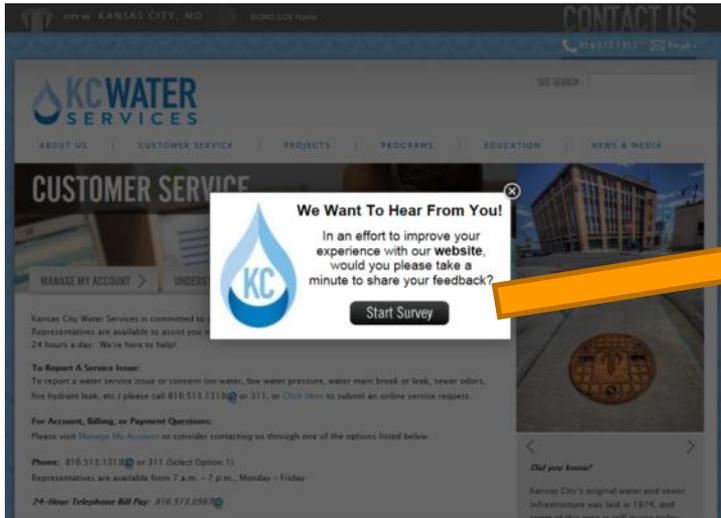
www.kcwaterservices.org

Most Visited Pages:

- | | |
|----------------------|--------------|
| 1) Homepage | 6) Careers |
| 2) Manage My Account | 7) About Us |
| 3) Customer Service | 8) HHW |
| 4) Leaf & Brush | 9) OCP |
| 5) Contact Us | 10) Projects |



COMMUNICATIONS: CUSTOMER FEEDBACK



The survey questions are as follows:

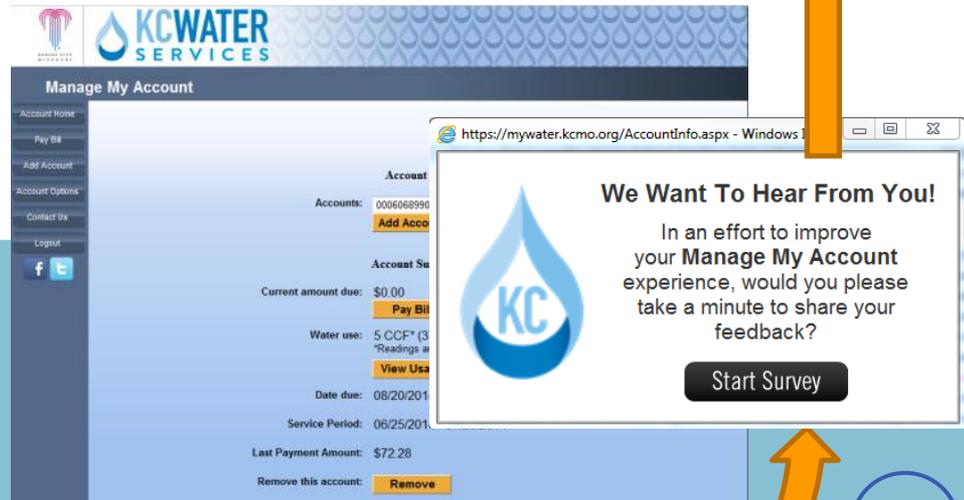
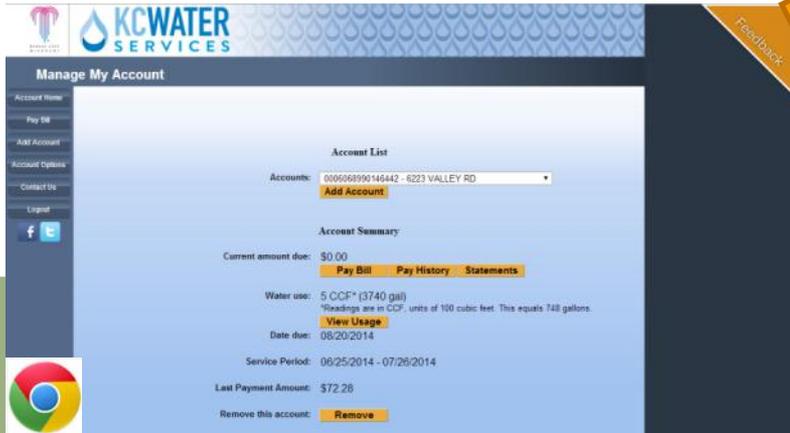
How satisfied are you with your recent interaction with the Kansas City Water Services website?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Unsatisfied
- Very unsatisfied

How was your experience using the website?

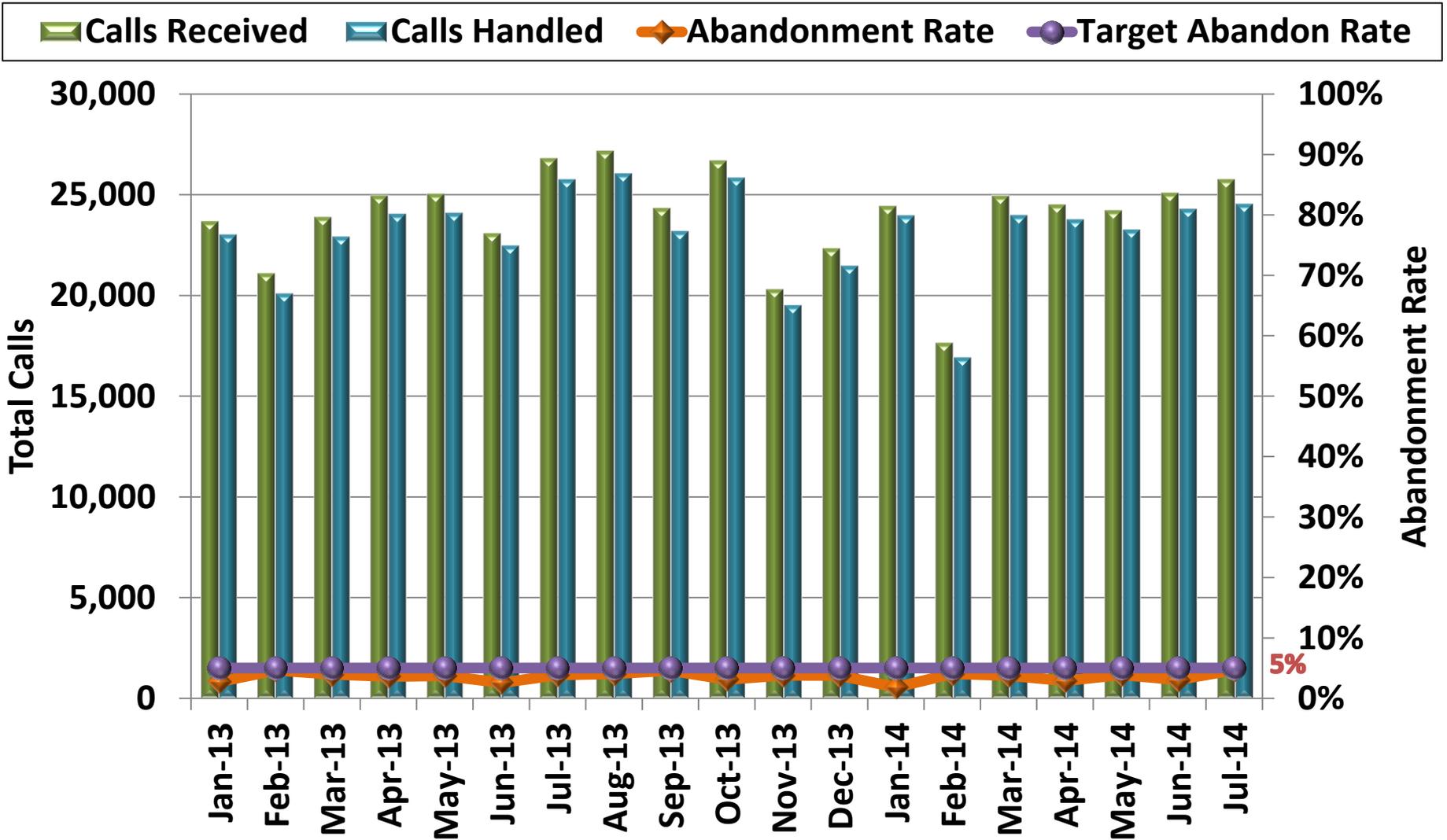
- Very easy
- Easy
- Neither difficult or easy
- Difficult
- Very difficult

7 Questions



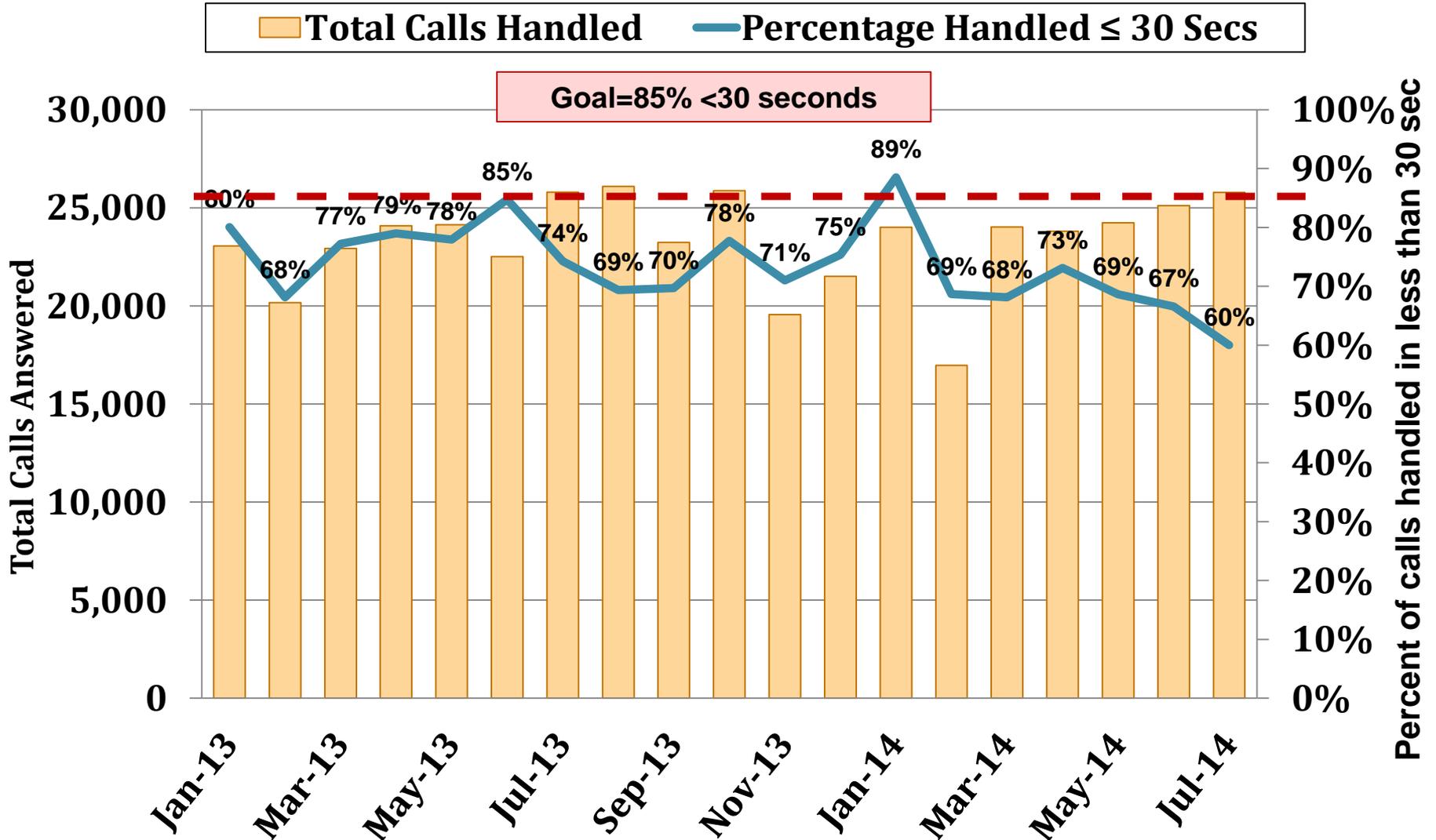
WSD CUSTOMER SERVICE

CALL VOLUME AND CALL HANDLING FOR WSD



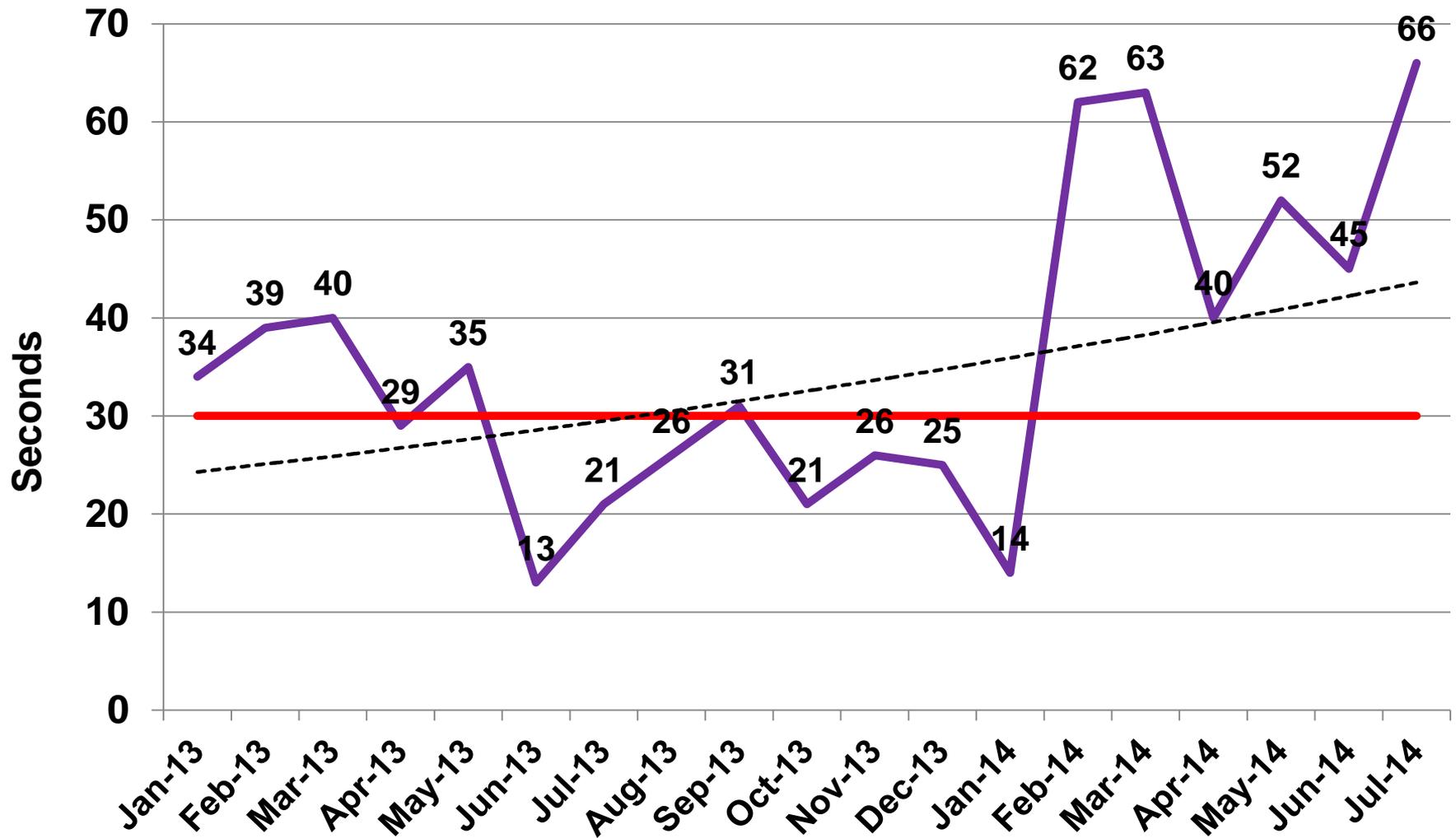
Source: Water Services Department

CALL VOLUME AND SERVICE LEVEL FOR WSD



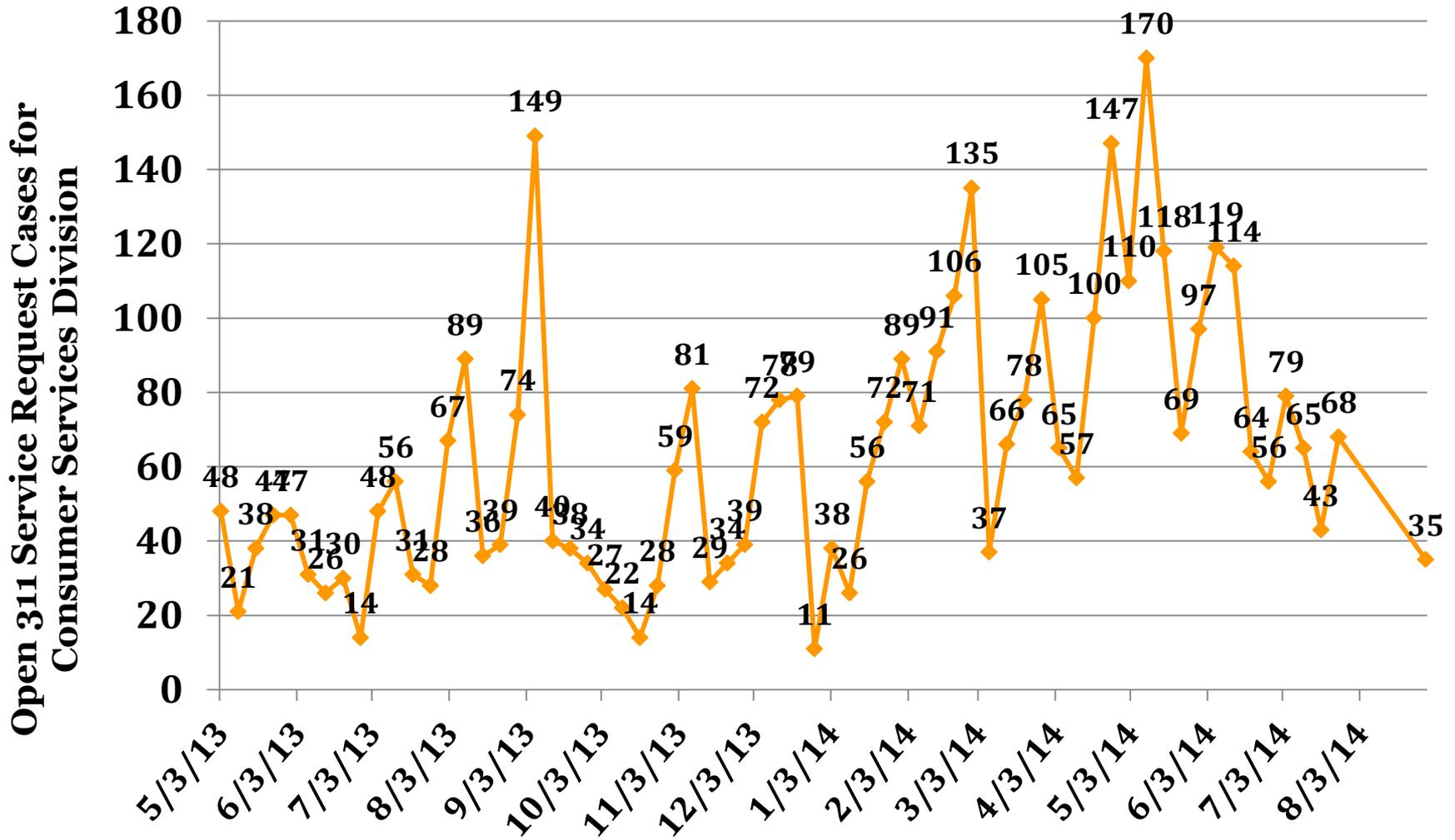
Source: Water Services Department

AVERAGE SPEED OF ANSWER FOR WSD CALLS



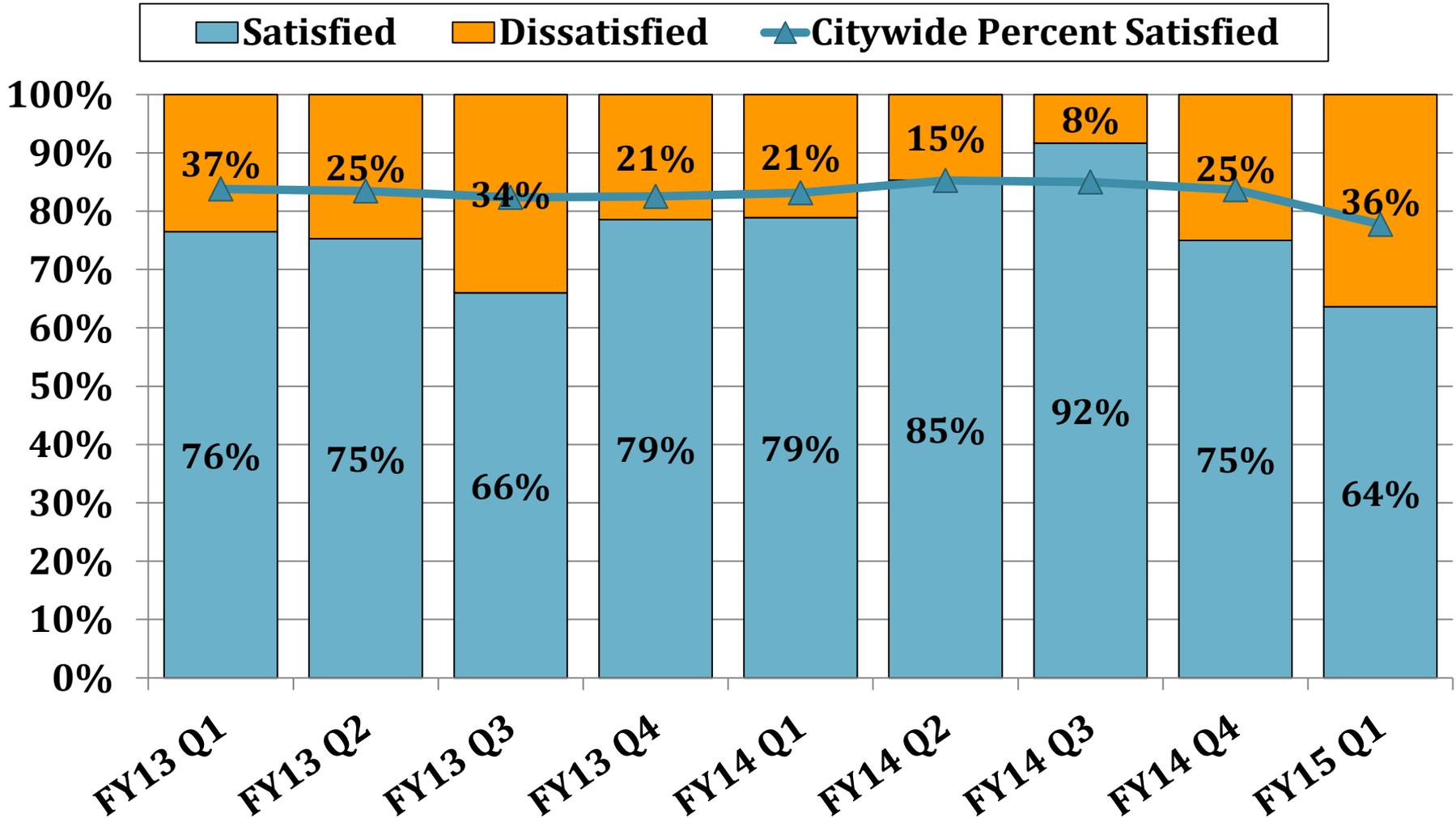
Source: Water Services Department

311 CASES REMAINING OPEN EACH WEEK



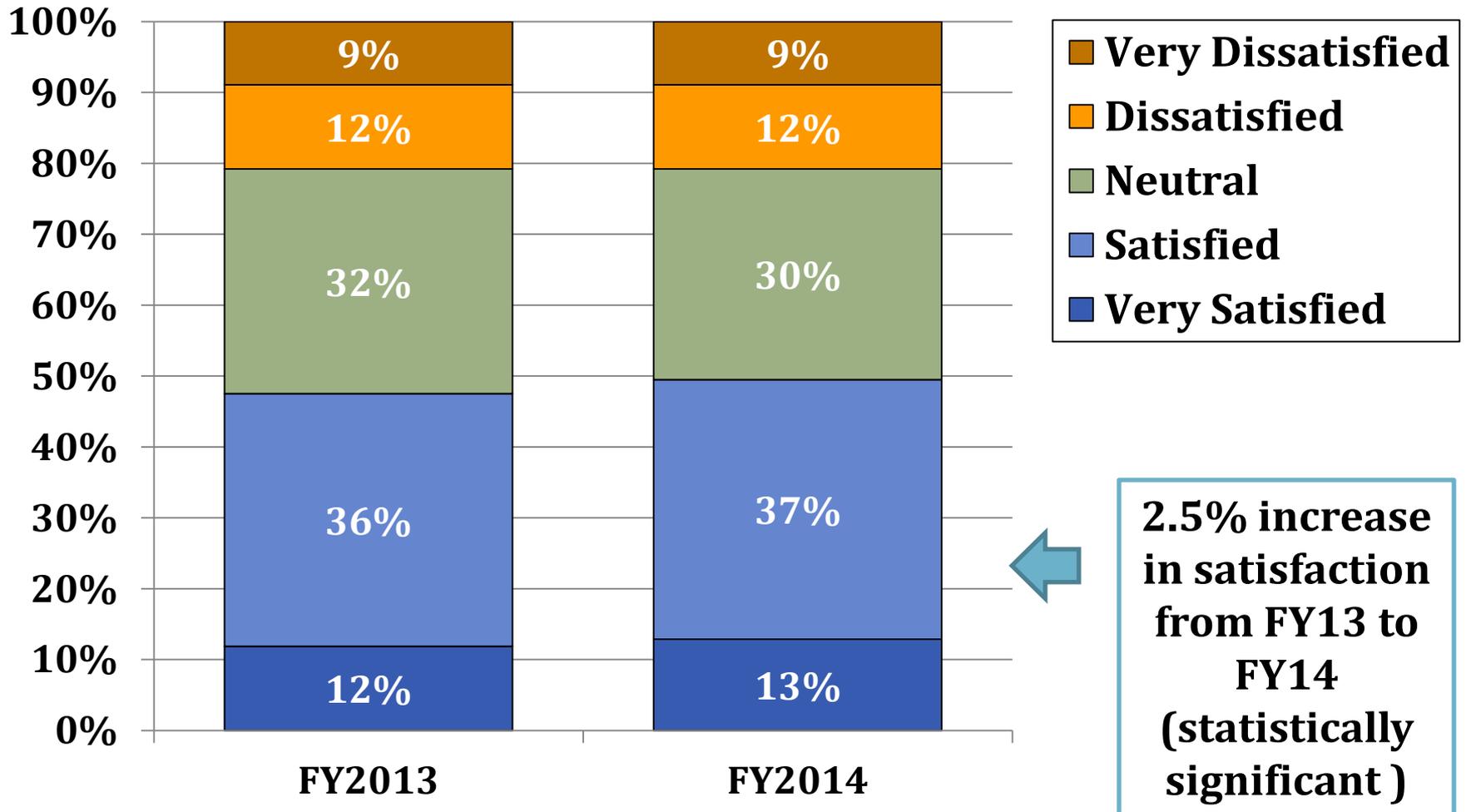
Source: PeopleSoft Customer Relationship Management System, Water Services Department

CUSTOMER SATISFACTION WITH QUALITY OF SERVICE FROM WSD CONSUMER SERVICES VIA 311 REQUESTS



Source: 311 Customer Survey Data

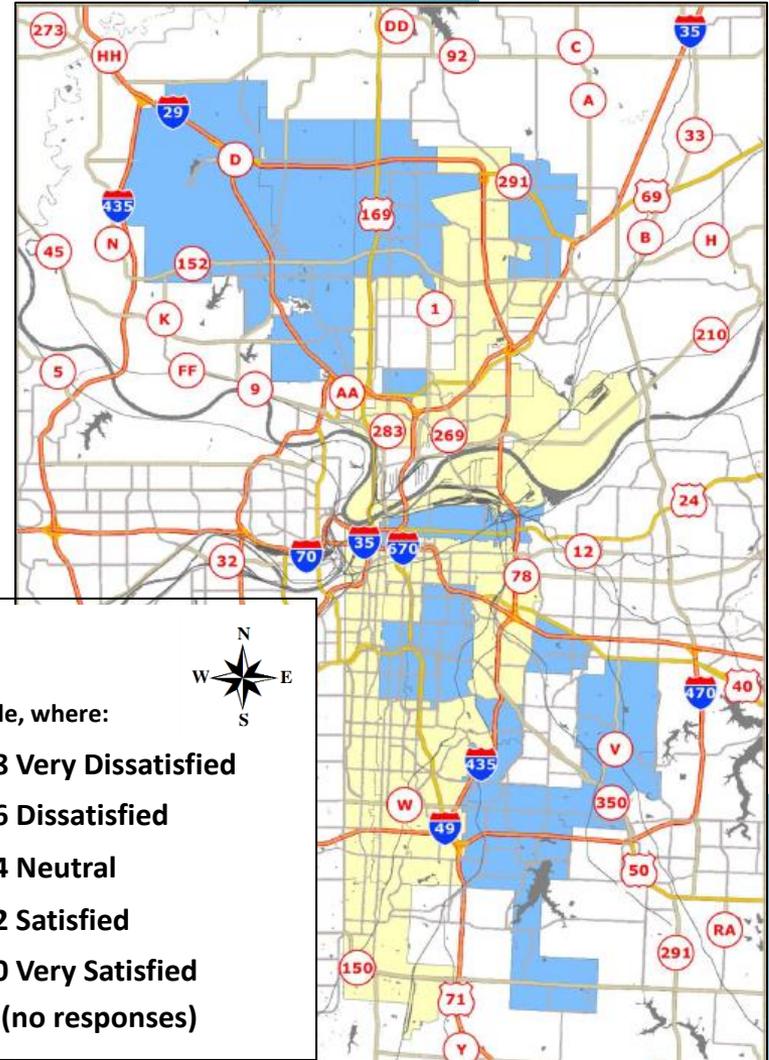
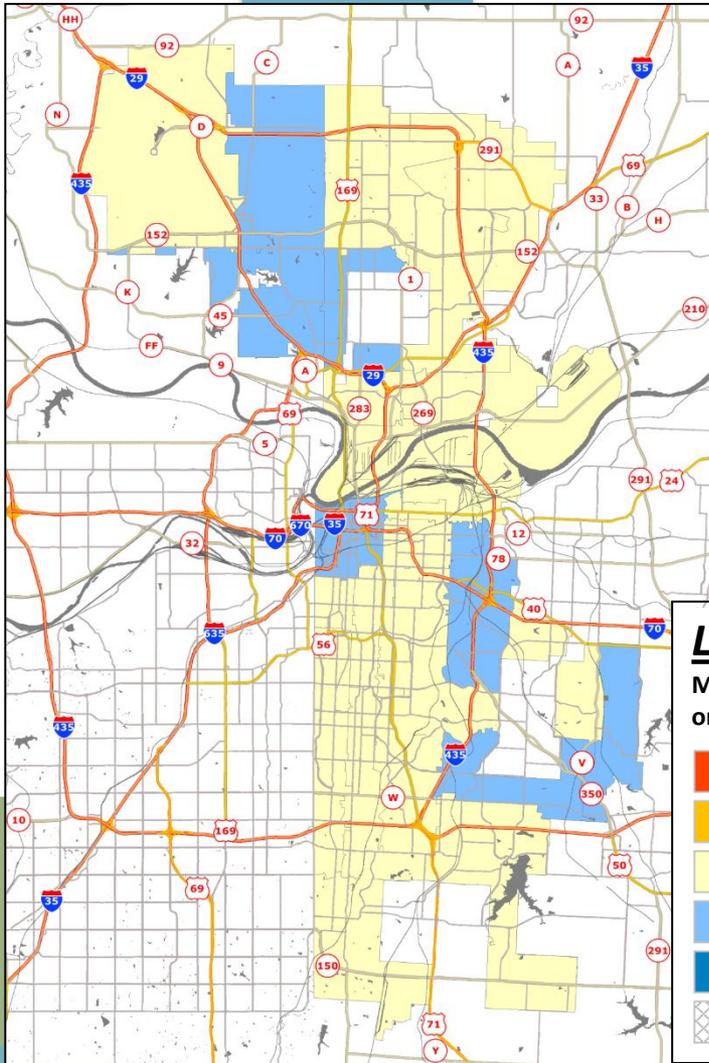
CITIZEN SATISFACTION WITH QUALITY OF WATER SERVICES CUSTOMER SERVICE



GEOGRAPHY OF CITIZEN SATISFACTION WITH WATER SERVICES CUSTOMER SERVICE

FY2013

FY2014



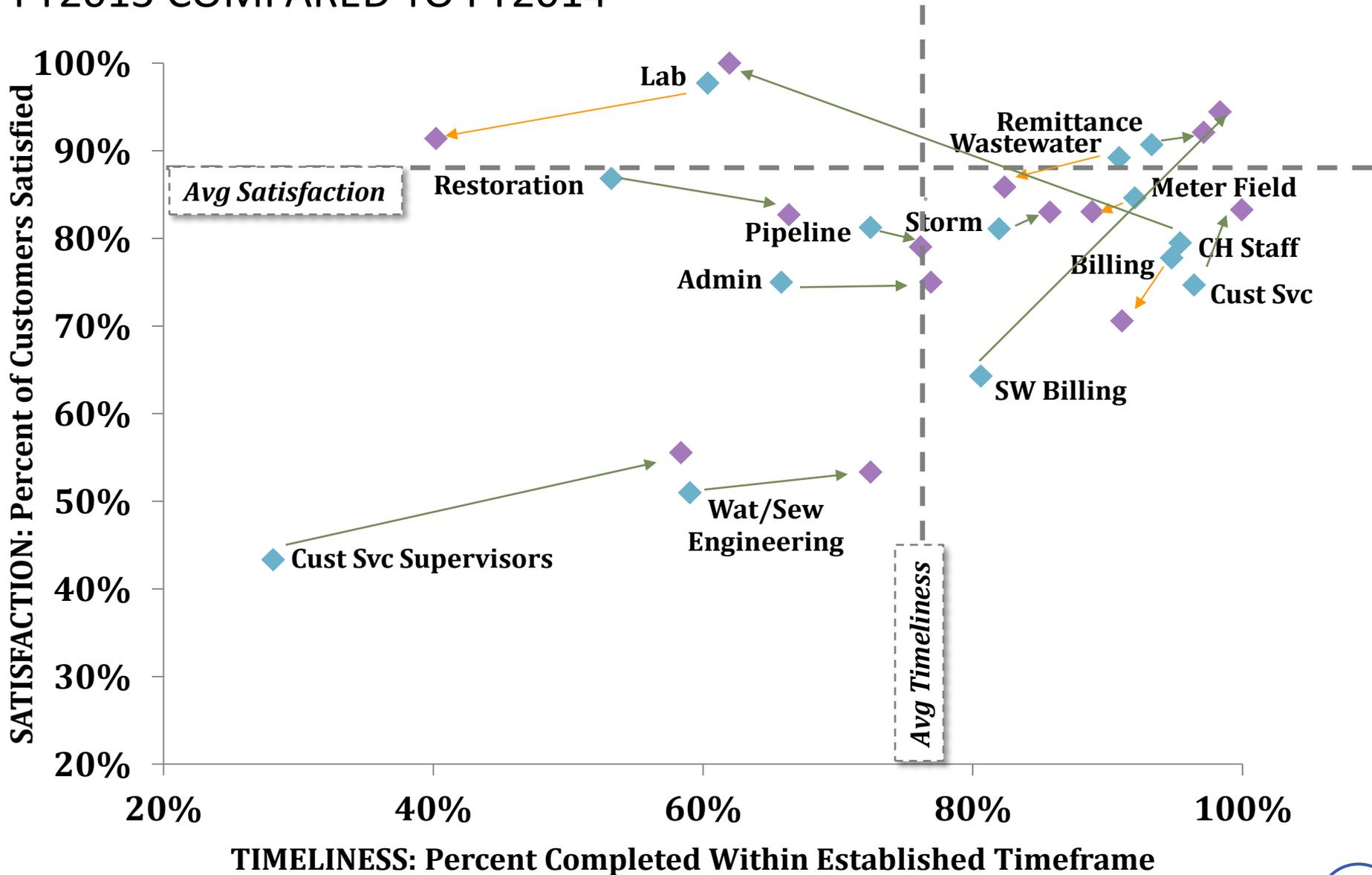
LEGEND

Mean rating on a 5-point scale, where:

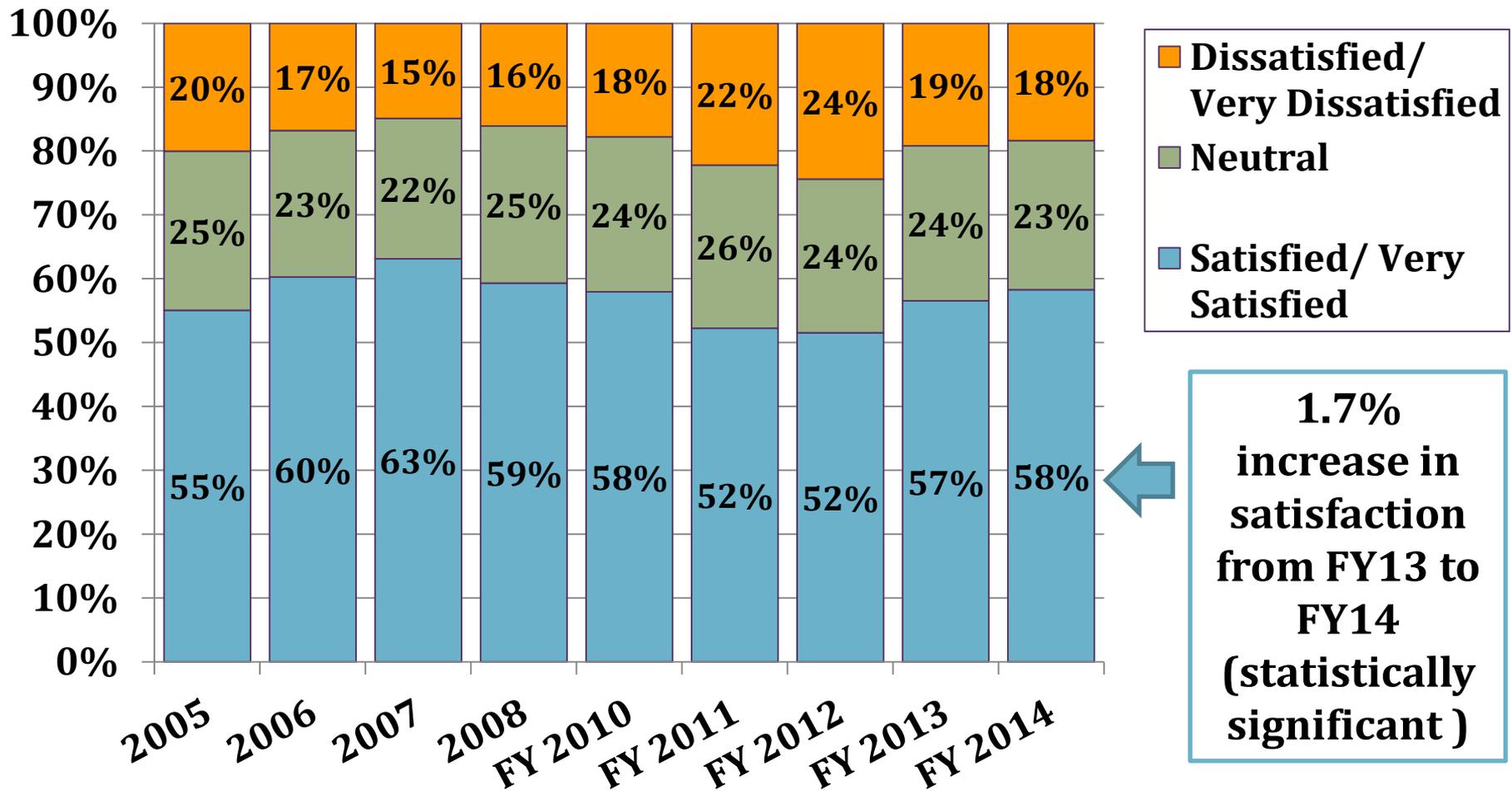
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

OVERALL CITIZEN SURVEY AND WSD CUSTOMER SURVEY

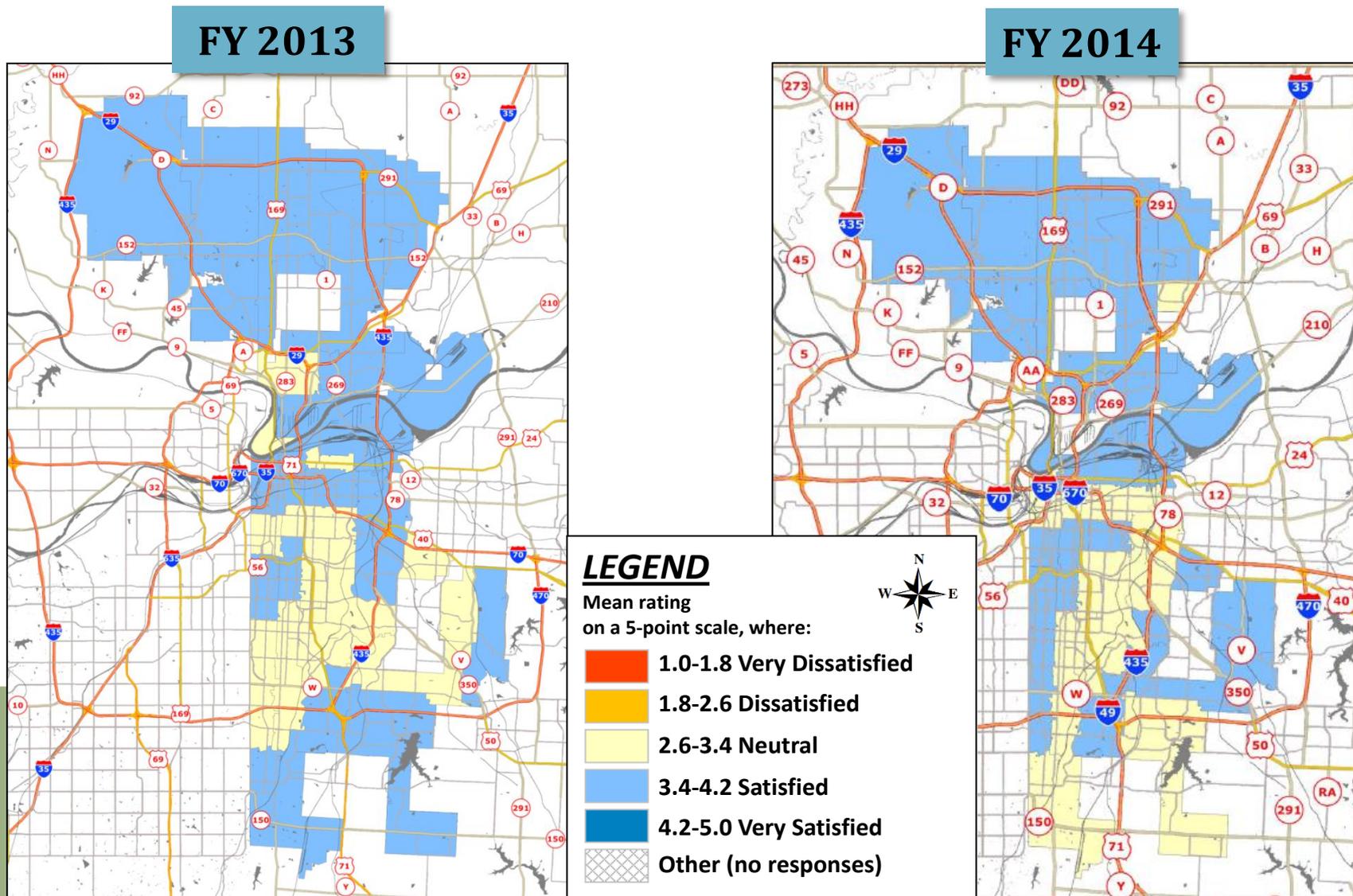
WSD: CUSTOMER SATISFACTION AND TIMELINESS MATRIX FY2013 COMPARED TO FY2014



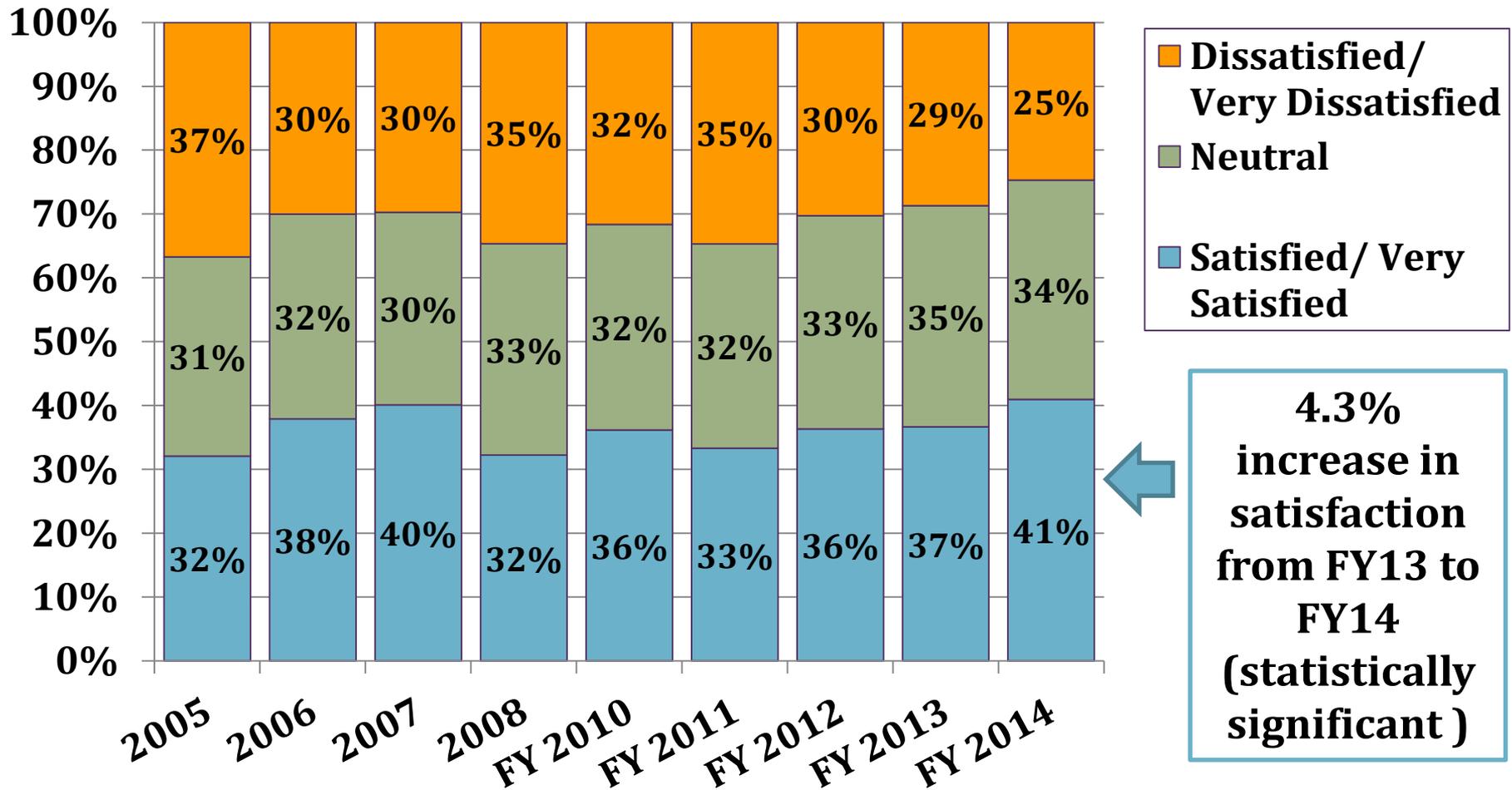
CITIZEN SATISFACTION WITH OVERALL QUALITY OF WATER UTILITY



GEOGRAPHY OF CITIZEN SATISFACTION WITH OVERALL QUALITY OF WATER UTILITY

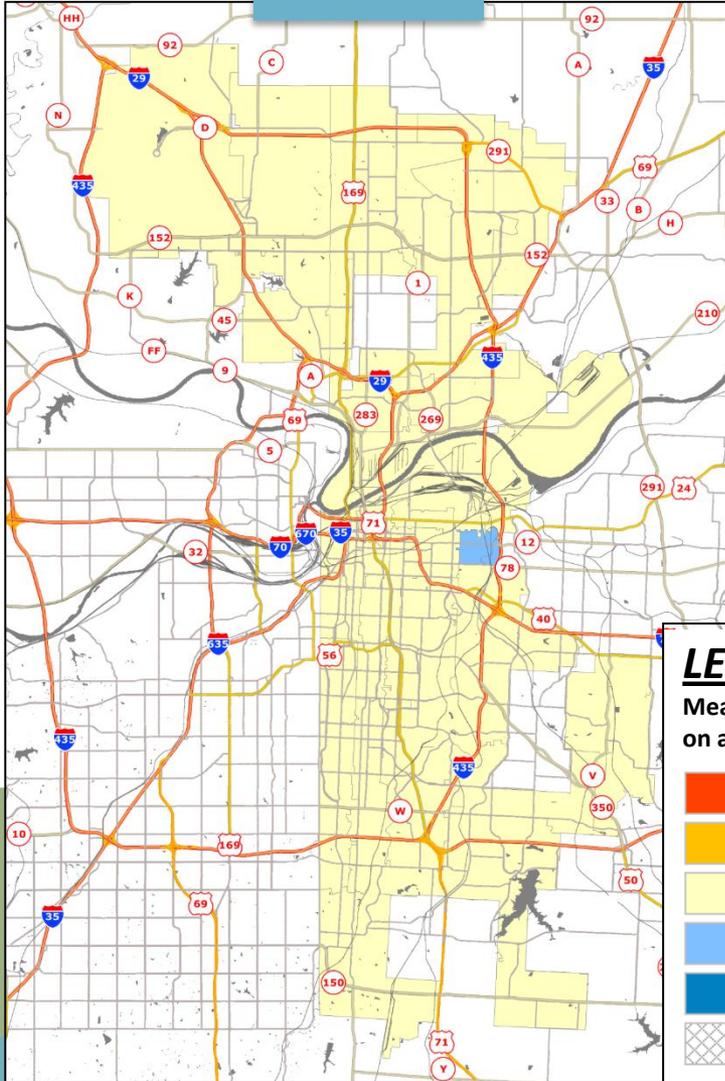


CITIZEN SATISFACTION WITH QUALITY OF CITY'S STORMWATER RUNOFF/STORMWATER MANAGEMENT SYSTEM



GEOGRAPHY OF CITIZEN SATISFACTION WITH STORMWATER MANAGEMENT

FY2013



FY2014



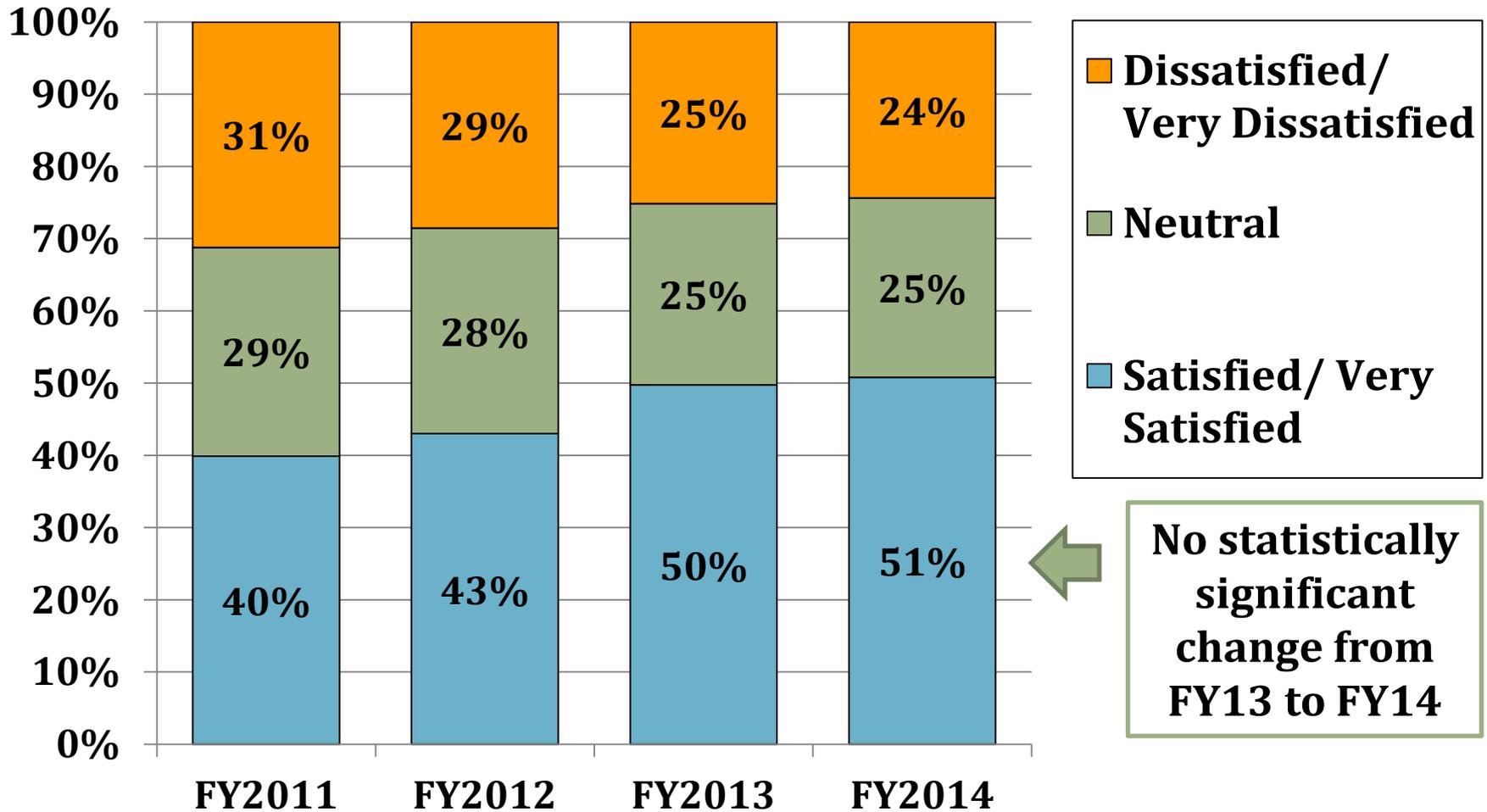
LEGEND

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



CITIZEN SATISFACTION WITH CONDITION OF CATCH BASINS IN YOUR NEIGHBORHOOD

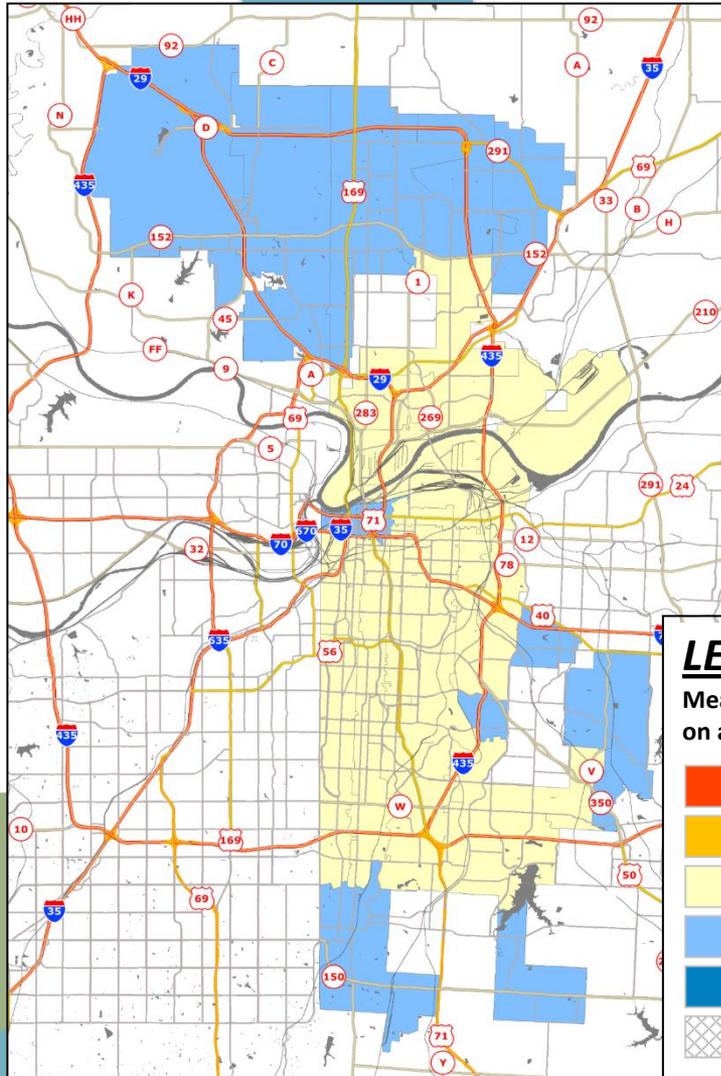


Source: FY2010- FY2014 Citizen Surveys

GEOGRAPHY OF CITIZEN SATISFACTION WITH CONDITION OF CATCH BASINS

FY2013

FY2014



LEGEND

Mean rating
on a 5-point scale, where:

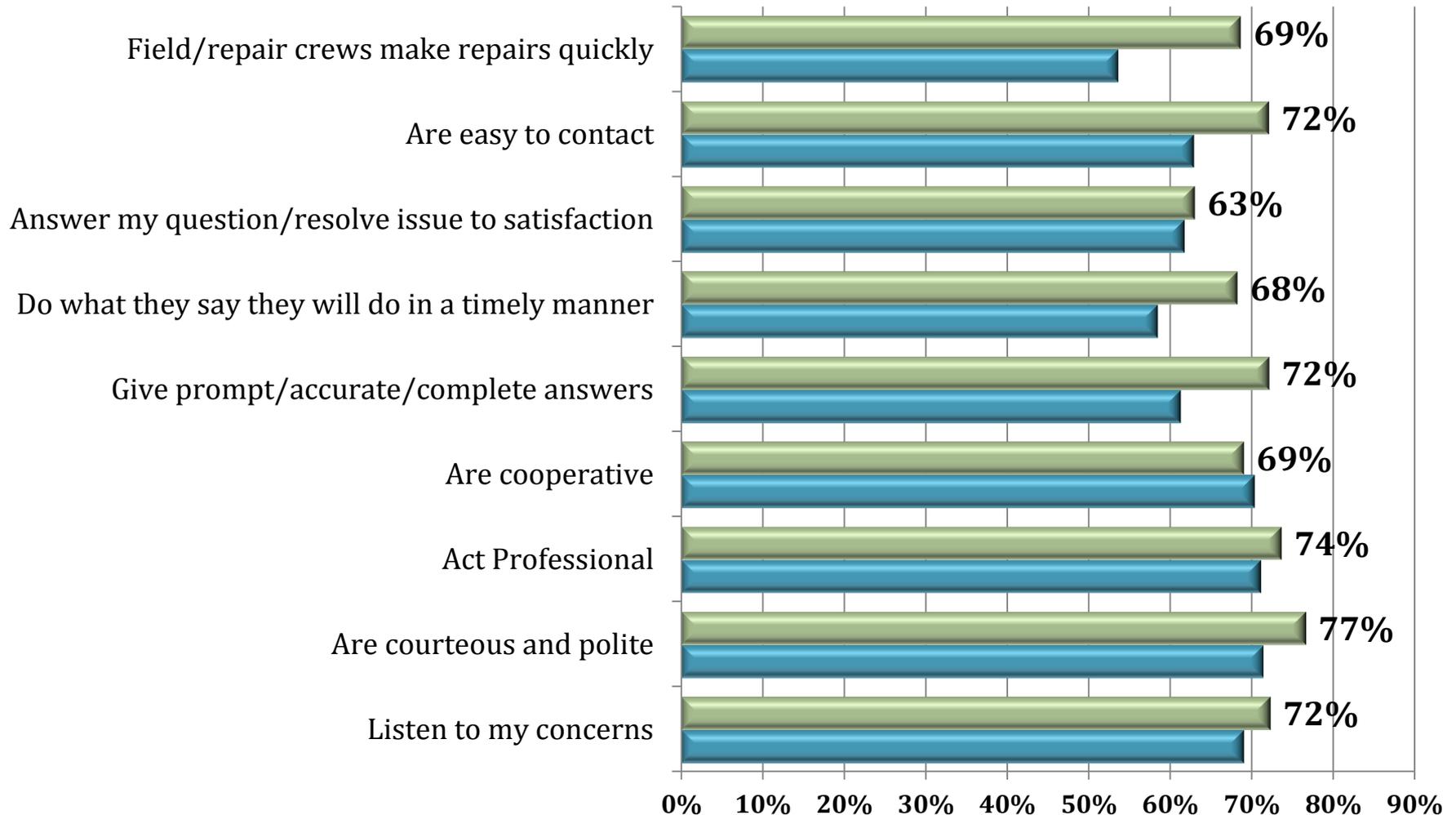
- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



CUSTOMER FEEDBACK - HOW OFTEN WSD STAFF:

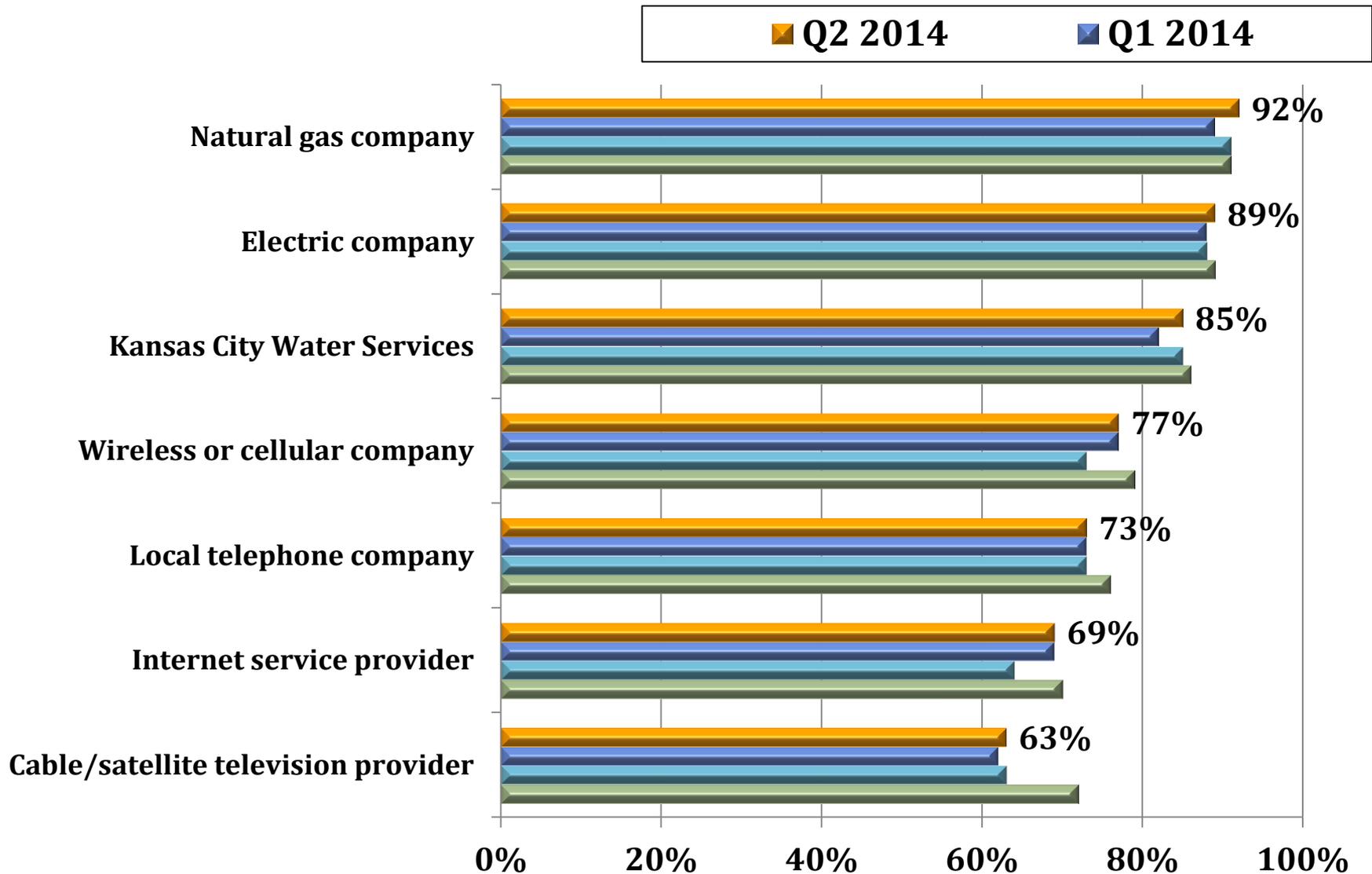
CUSTOMER SERVICES AND FIELD SERVICE

■ Q2 2014 ■ Q2 2013



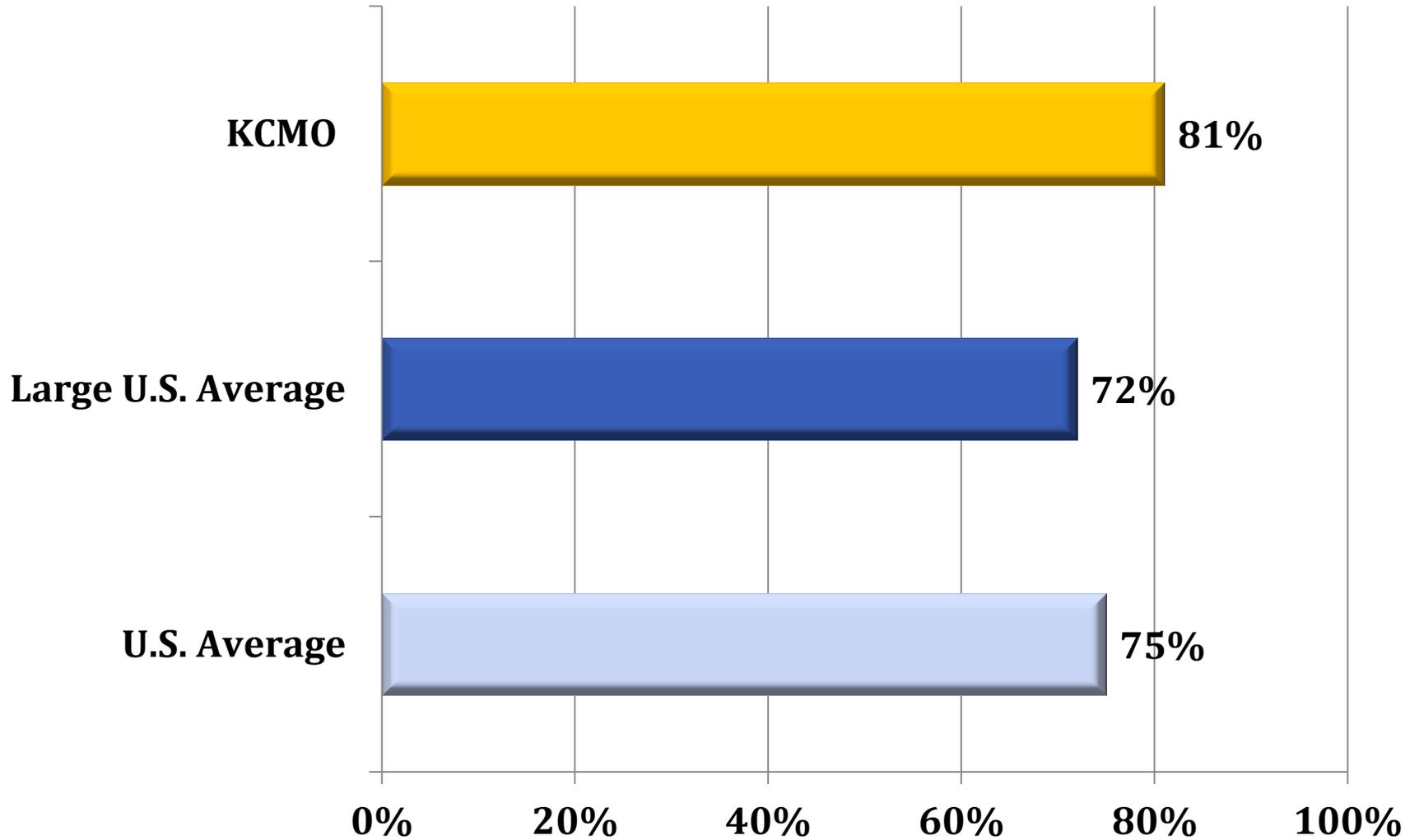
Source: WSD Customer Survey, 2013 and 2014

UTILITY REPUTATION FOR RELIABILITY



Source: WSD Customer Survey, 2013 and 2014

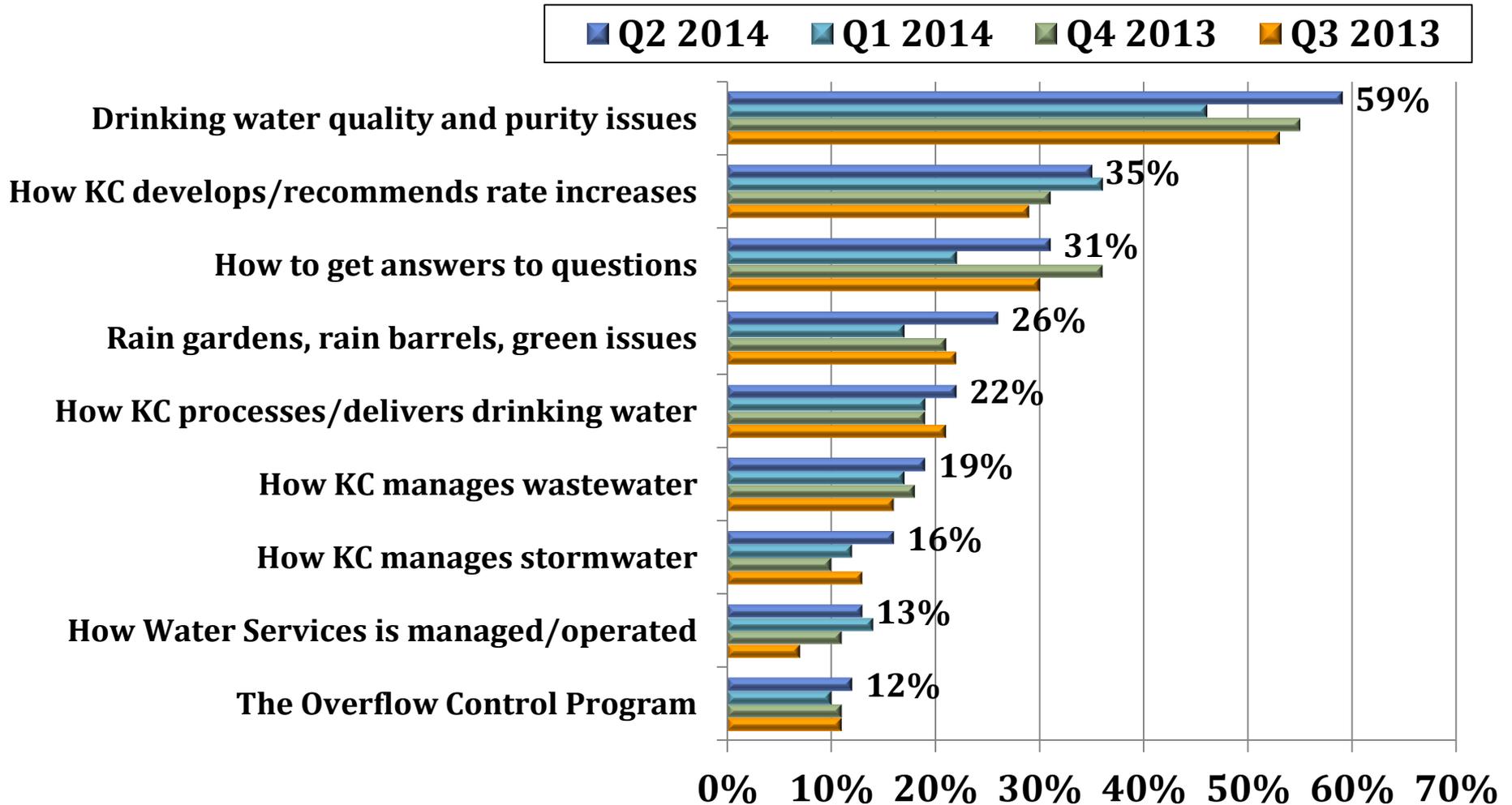
BENCHMARKING THE OVERALL QUALITY OF WATER SERVICES



Source: WSD Customer Survey, 2014

WHAT DO CONSUMERS WANT TO LEARN MORE ABOUT?

Which of the following topics should Kansas City Water Services focus its efforts to educate and inform its customers? (select up to 3)

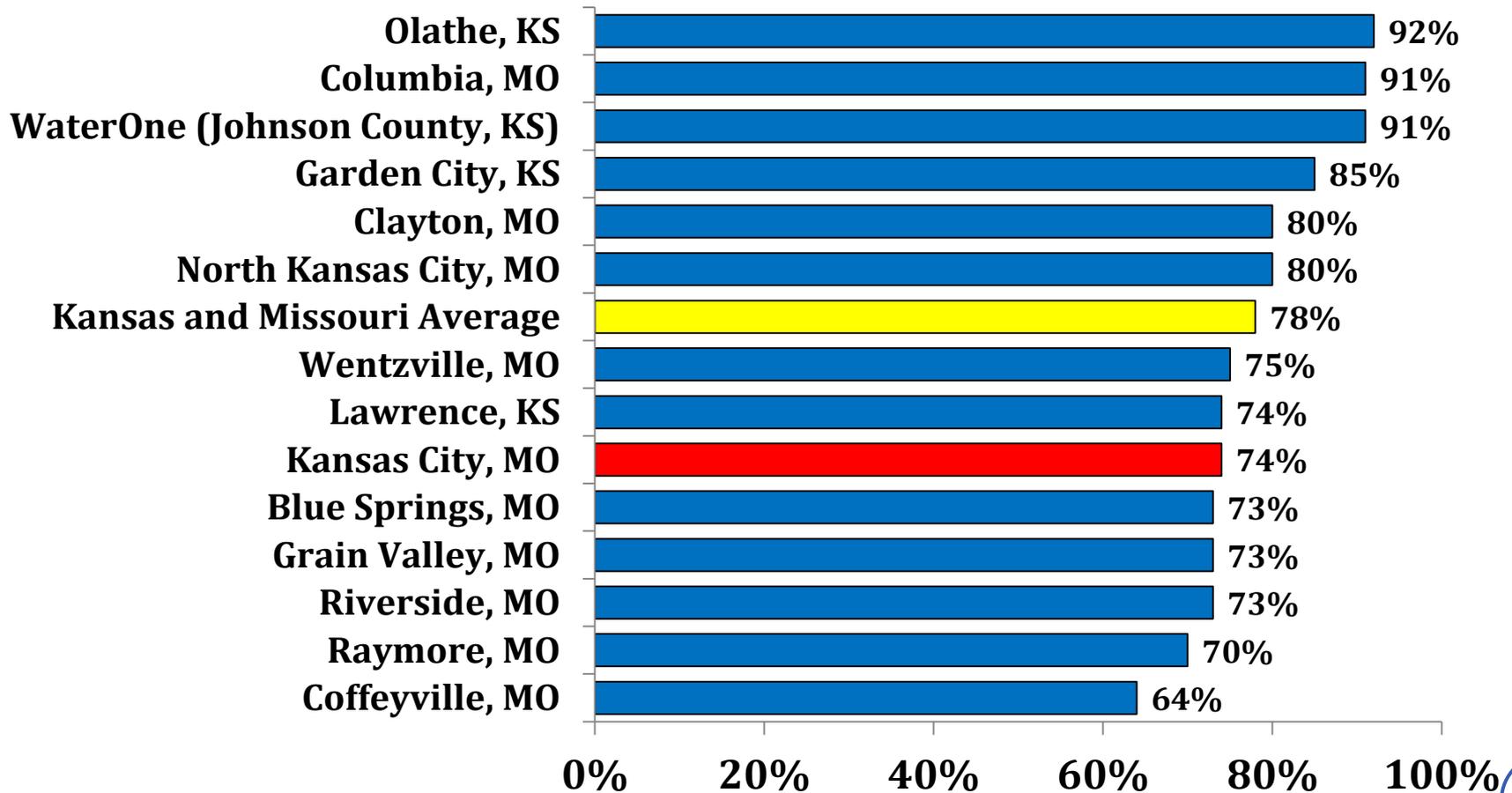


Source: WSD Customer Survey, 2013 and 2014

SATISFACTION WITH THE OVERALL QUALITY OF WATER UTILITY – 2ND QUARTER 2013

Comparisons to Other Kansas and Missouri Utilities

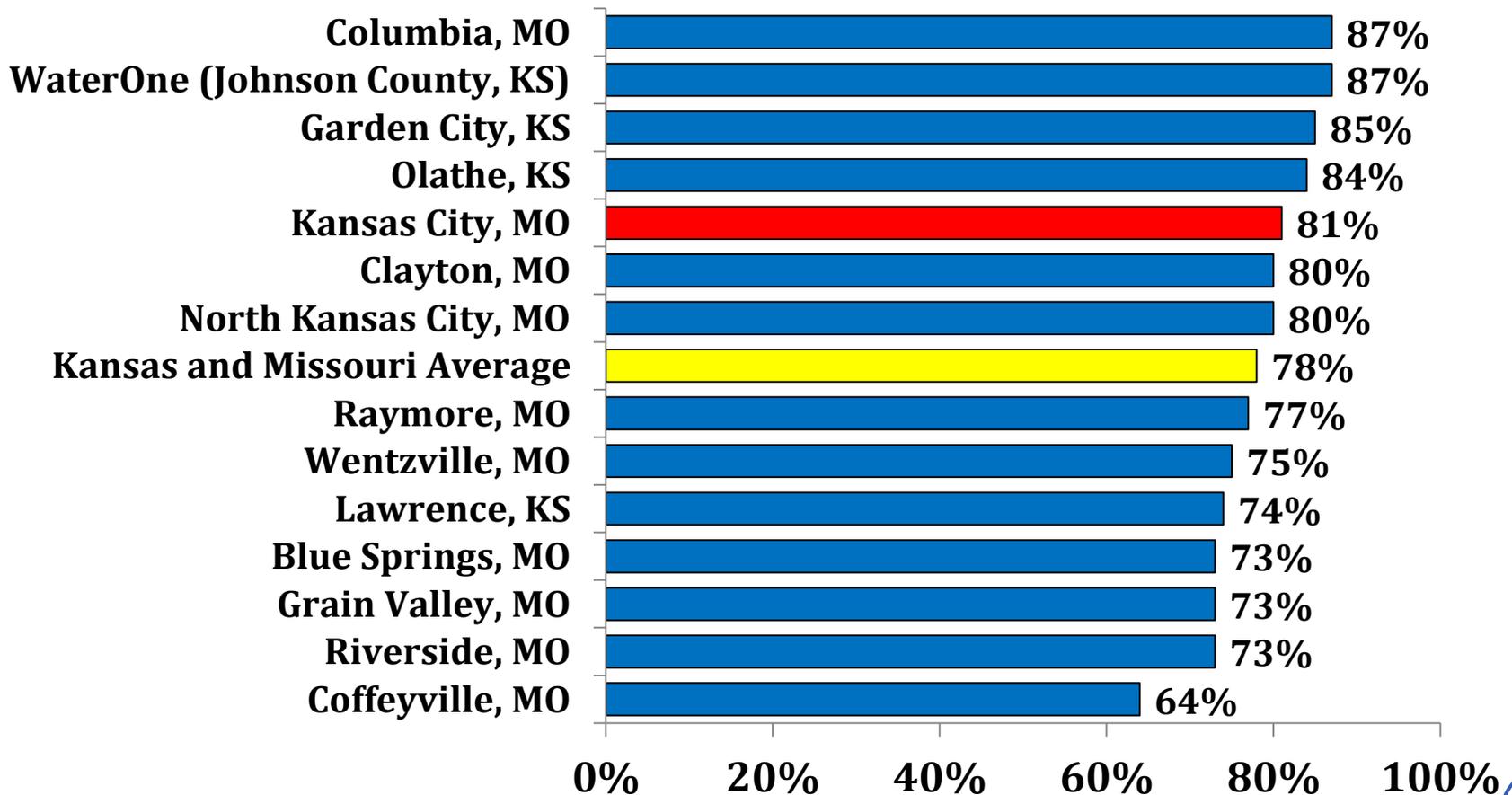
By percentage of respondents who were “very satisfied” or “satisfied” with the overall quality of their water service



SATISFACTION WITH THE OVERALL QUALITY OF WATER UTILITY – 2ND QUARTER 2014

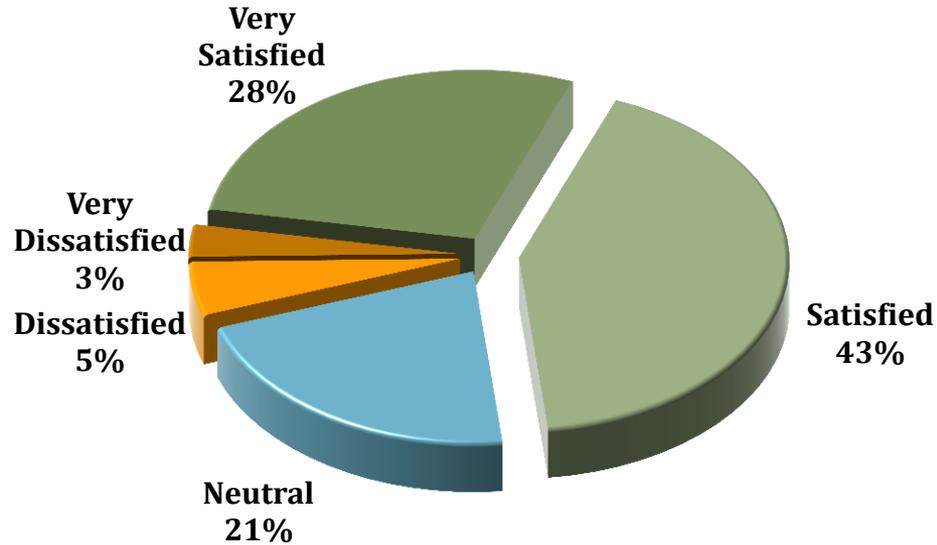
Comparisons to Other Kansas and Missouri Utilities

By percentage of respondents who were “very satisfied” or “satisfied” with the overall quality of their water service

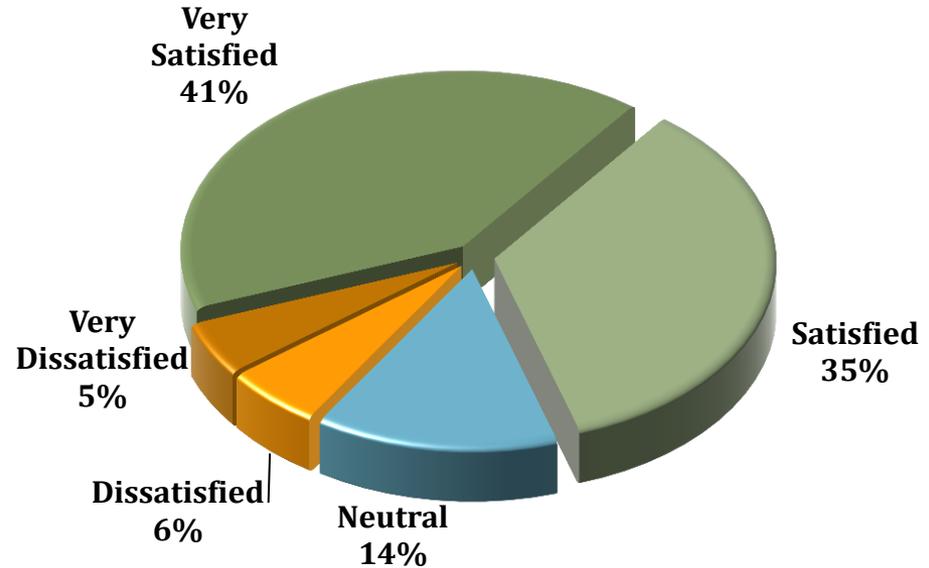


OVERALL SATISFACTION WITH CUSTOMER SERVICE

1st Quarter 2014

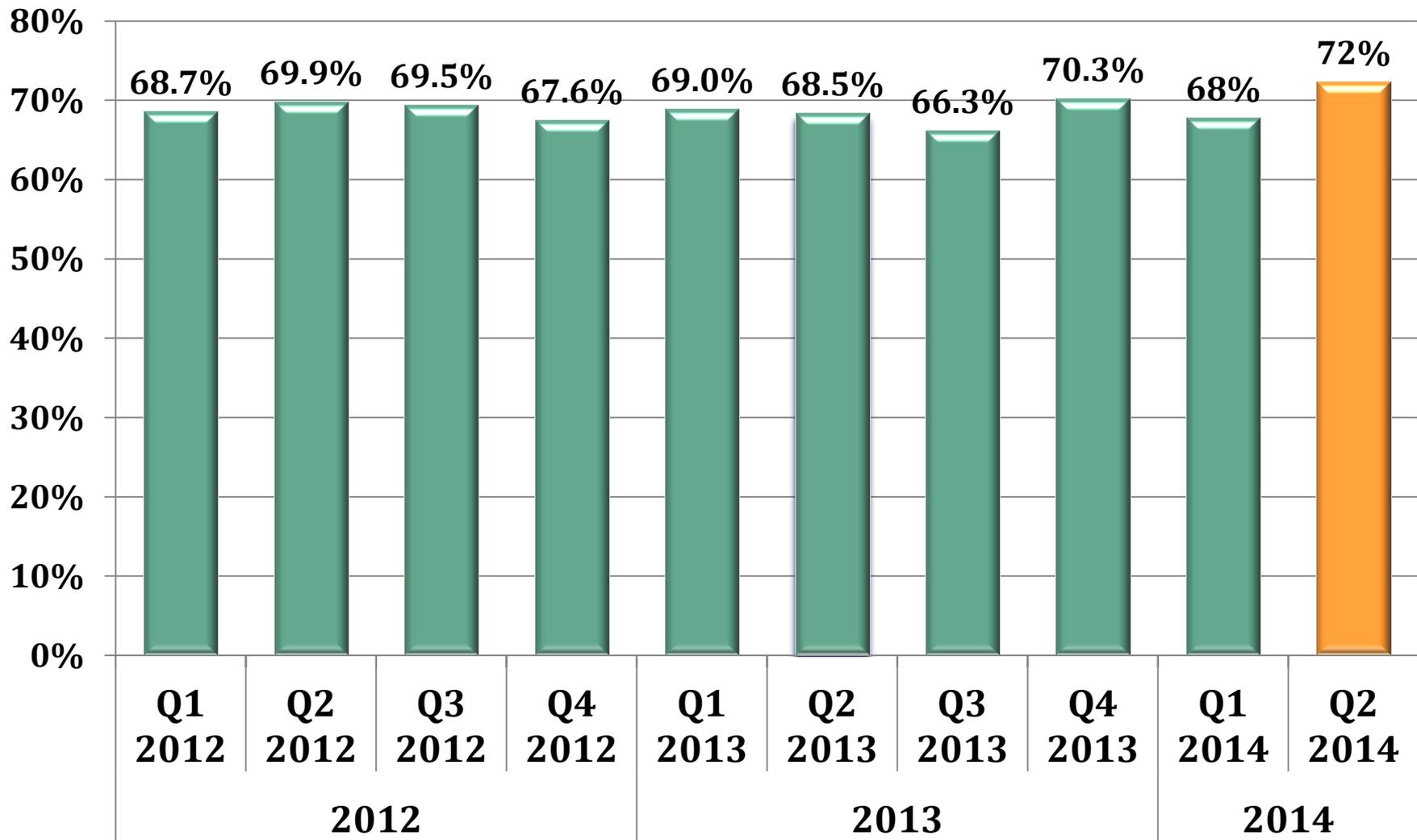


2nd Quarter 2014



“Don’t Know” has been excluded

COMPOSITE CUSTOMER SATISFACTION PERFORMANCE INDEX FOR ALL THREE UTILITIES



Source: WSD Customer Survey, 2012, 2013, and 2014

PUBLIC TRANSIT

Public Transit

40

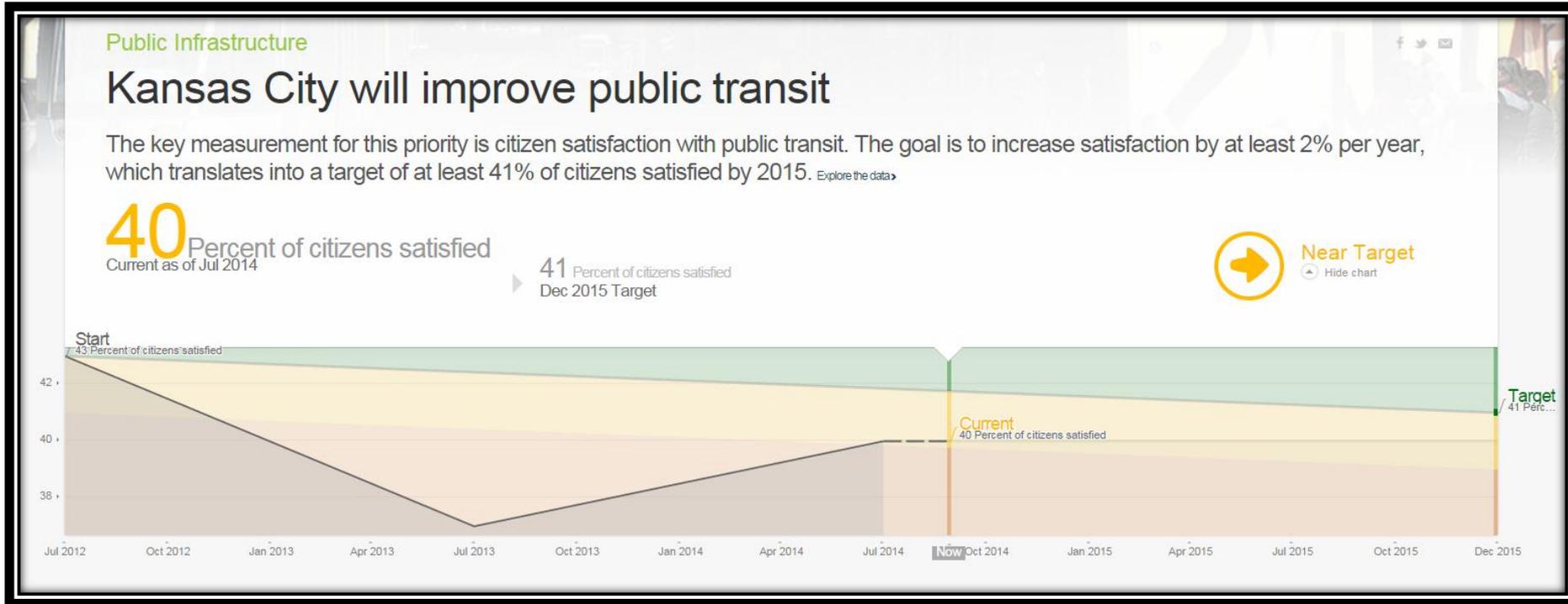
Percent of citizens satisfied



near target

Detail >

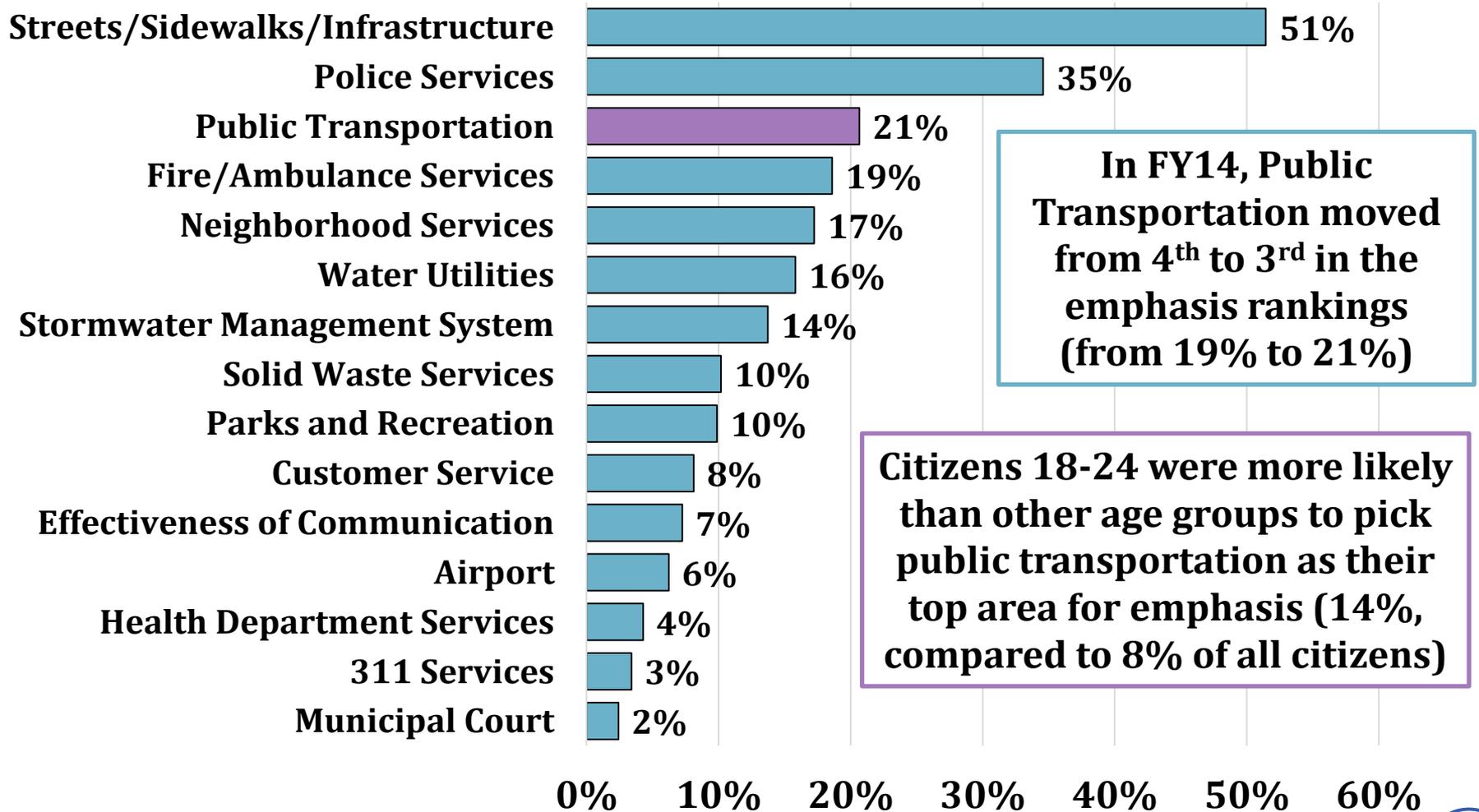
CITIZEN SATISFACTION WITH PUBLIC TRANSIT



CITIZEN SATISFACTION WITH PUBLIC TRANSPORTATION

CITIZEN SATISFACTION WITH OVERALL QUALITY OF PUBLIC TRANSPORTATION

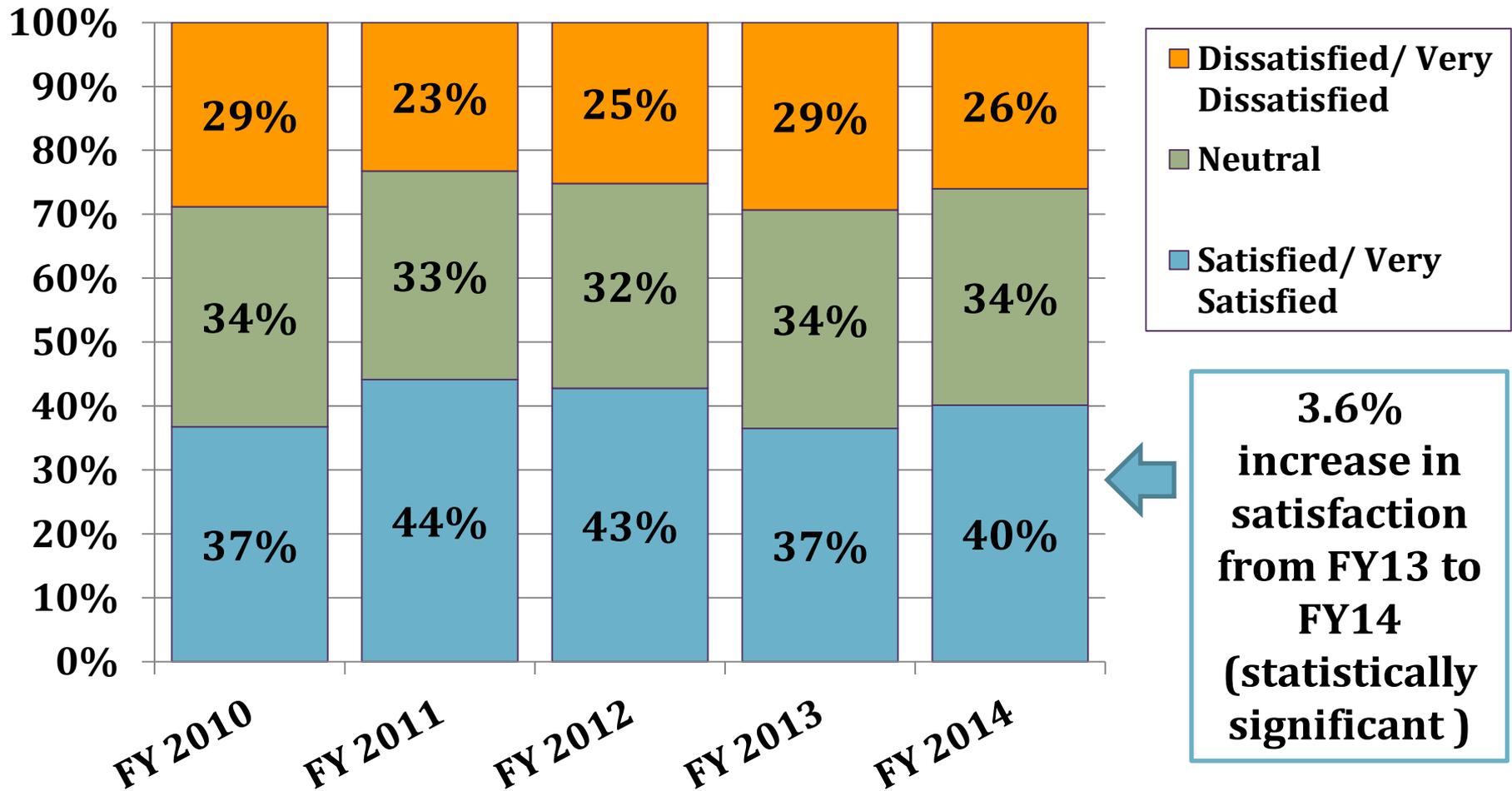
Which 3 Areas Should Receive the Most Emphasis from the City?



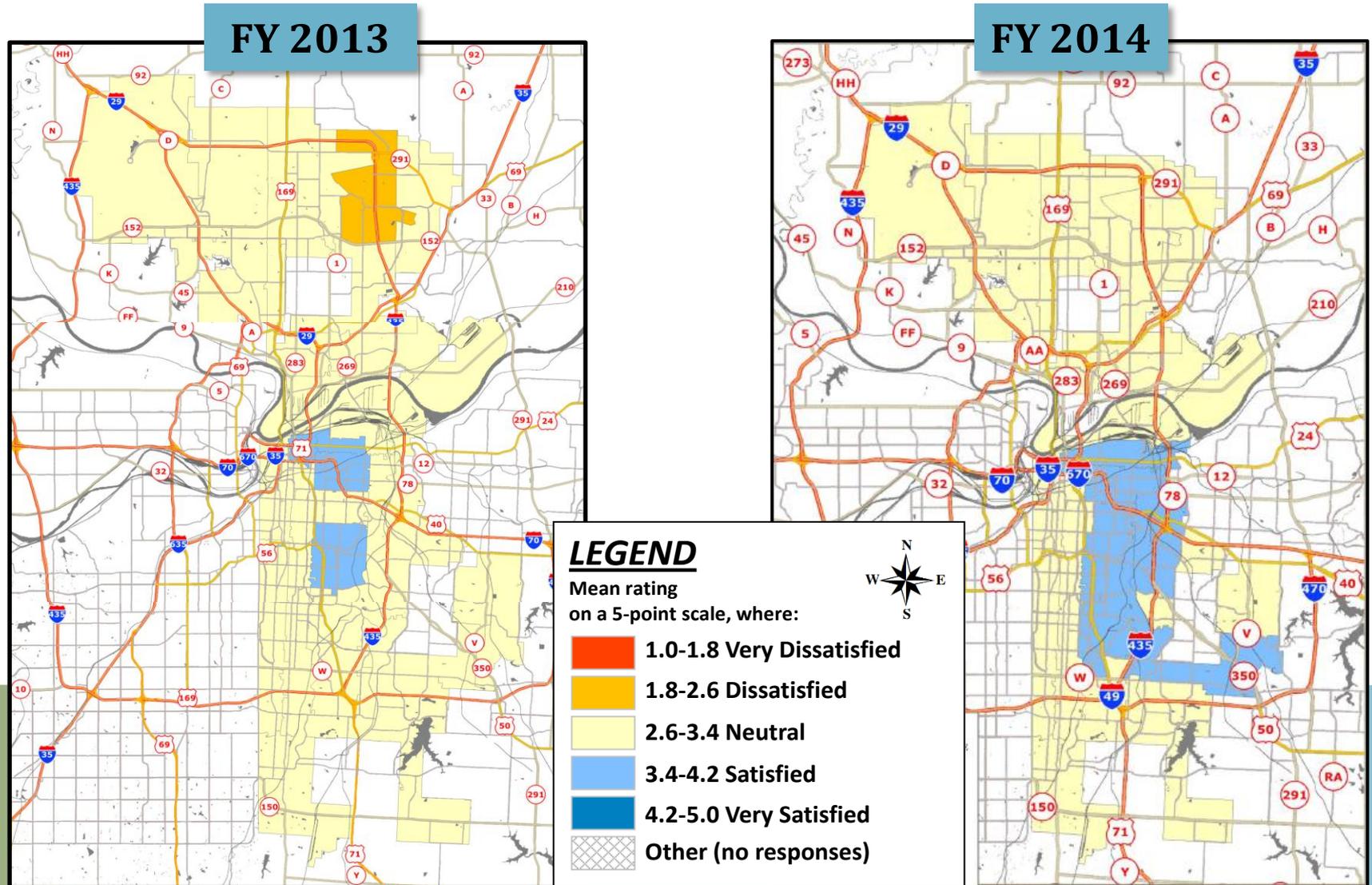
IMPORTANCE-SATISFACTION: OVERALL

<u>Category of Service</u>	<u>Importance</u>	<u>Satisfaction</u>	<u>I-S Rank</u>	<u>I-S FY13</u>
Streets/Sidewalks/Infrastructure	51%	28%	1	1
Police Services	35%	63%	2	2
Public Transportation	21%	40%	3	3
Neighborhood Services	17%	45%	4	4
Stormwater Management System	14%	41%	5	5
Water Utilities	16%	58%	6	6
Fire/Ambulance Services	19%	76%	7	7
Customer Service	8%	48%	8	9
Effectiveness of Communication	7%	43%	9	8
Parks and Recreation	10%	61%	10	10
Solid Waste Services	10%	68%	11	11
Health Department Services	4%	56%	12	12
Airport	6%	74%	13	15
Municipal Court	2%	44%	14	14
311 Services	3%	61%	15	13

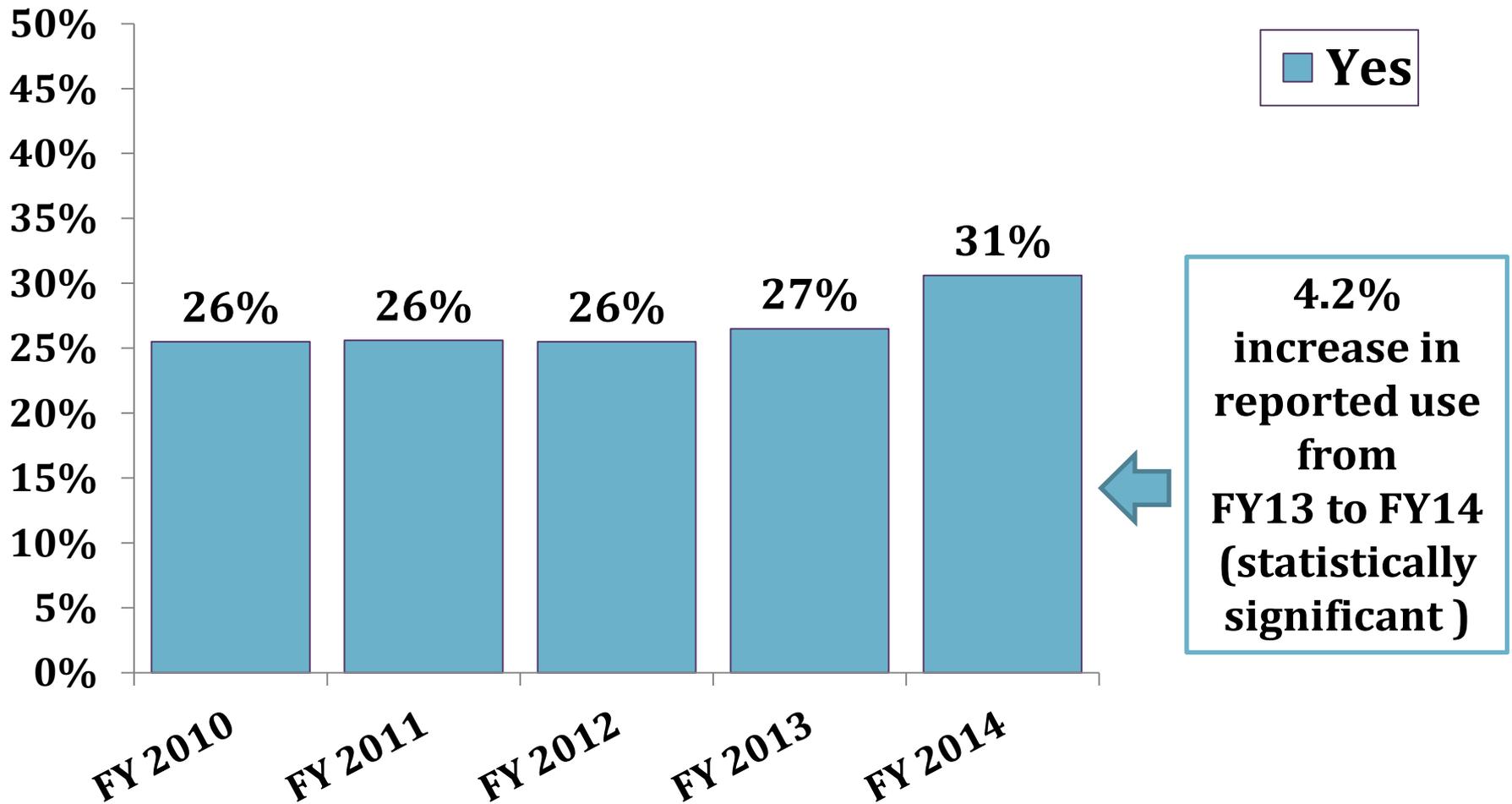
CITIZEN SATISFACTION WITH OVERALL QUALITY OF PUBLIC TRANSPORTATION



GEOGRAPHY OF CITIZEN SATISFACTION WITH OVERALL QUALITY OF PUBLIC TRANSPORTATION

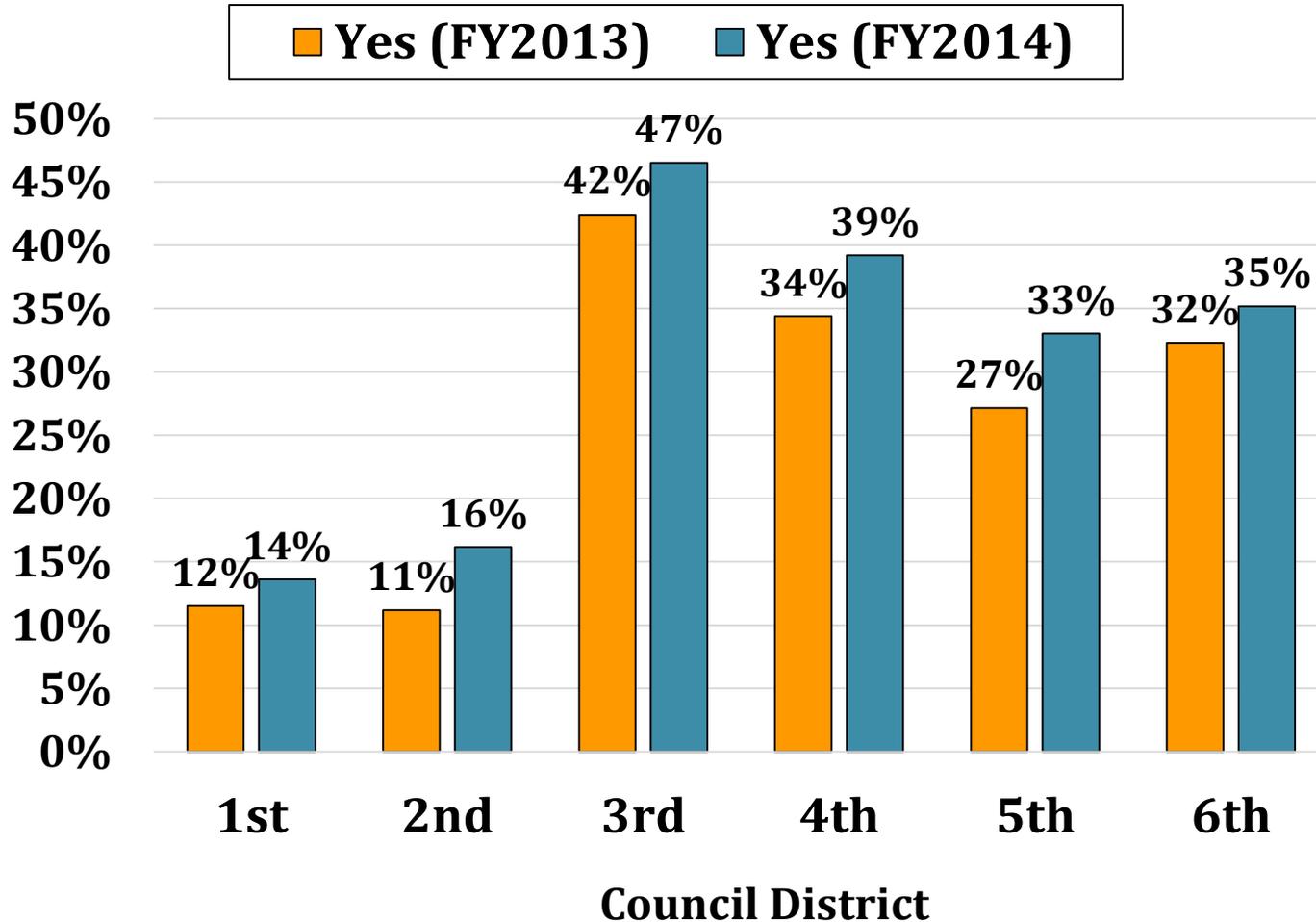


HAVE YOU USED PUBLIC TRANSPORTATION IN THE LAST YEAR?



TRANSIT USERS BY LOCATION

Have you used public transportation in the last year?

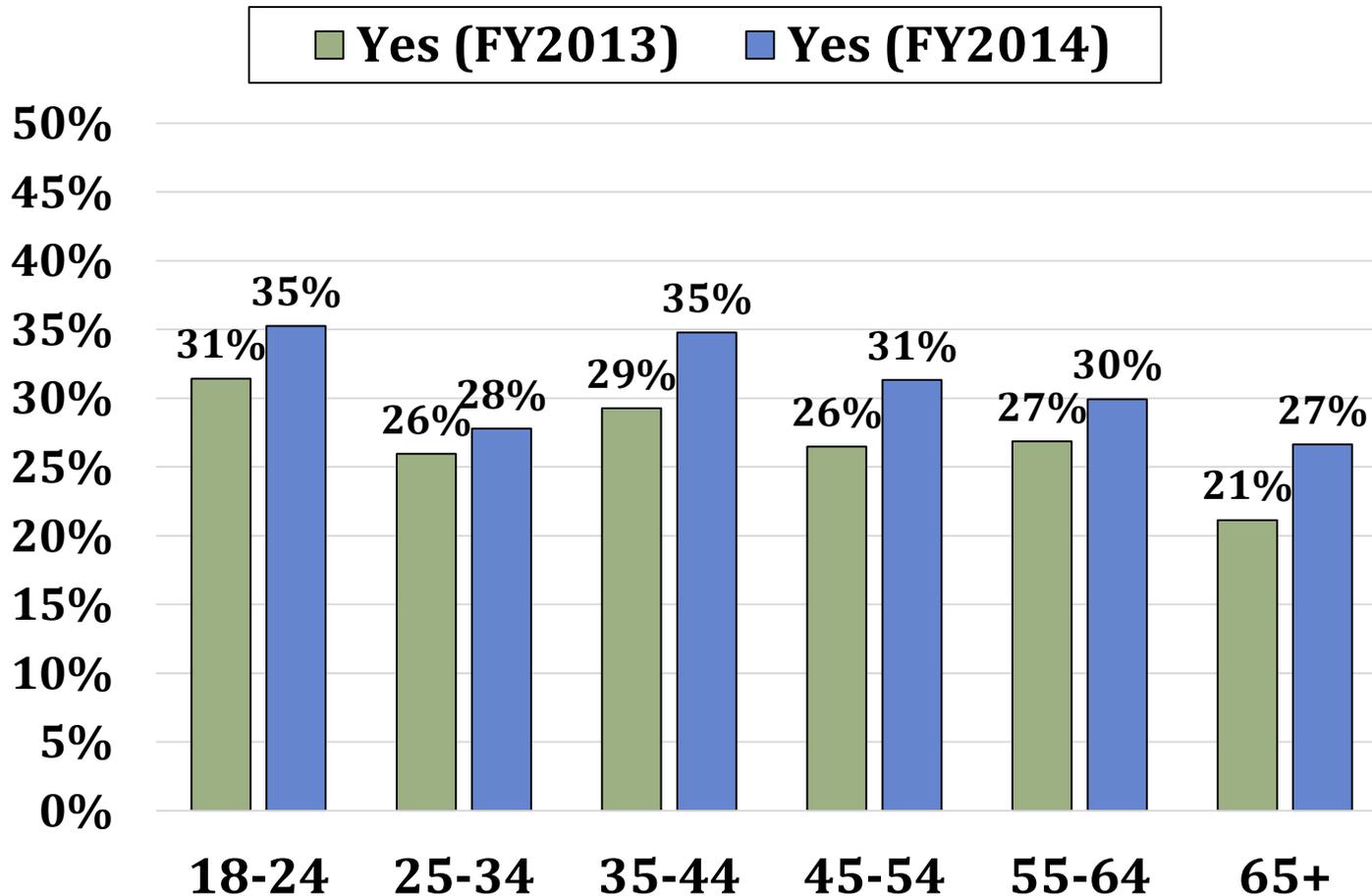


Usage trends by Council District are similar for FY13 and FY14, with the 3rd, 4th, 5th, and 6th all more likely to use public transportation than the 1st and 2nd.

A statistically significant increase in use was seen in the 2nd, 3rd, 4th, and 5th Districts in FY14.

TRANSIT USERS BY AGE

Have you used public transportation in the last year?

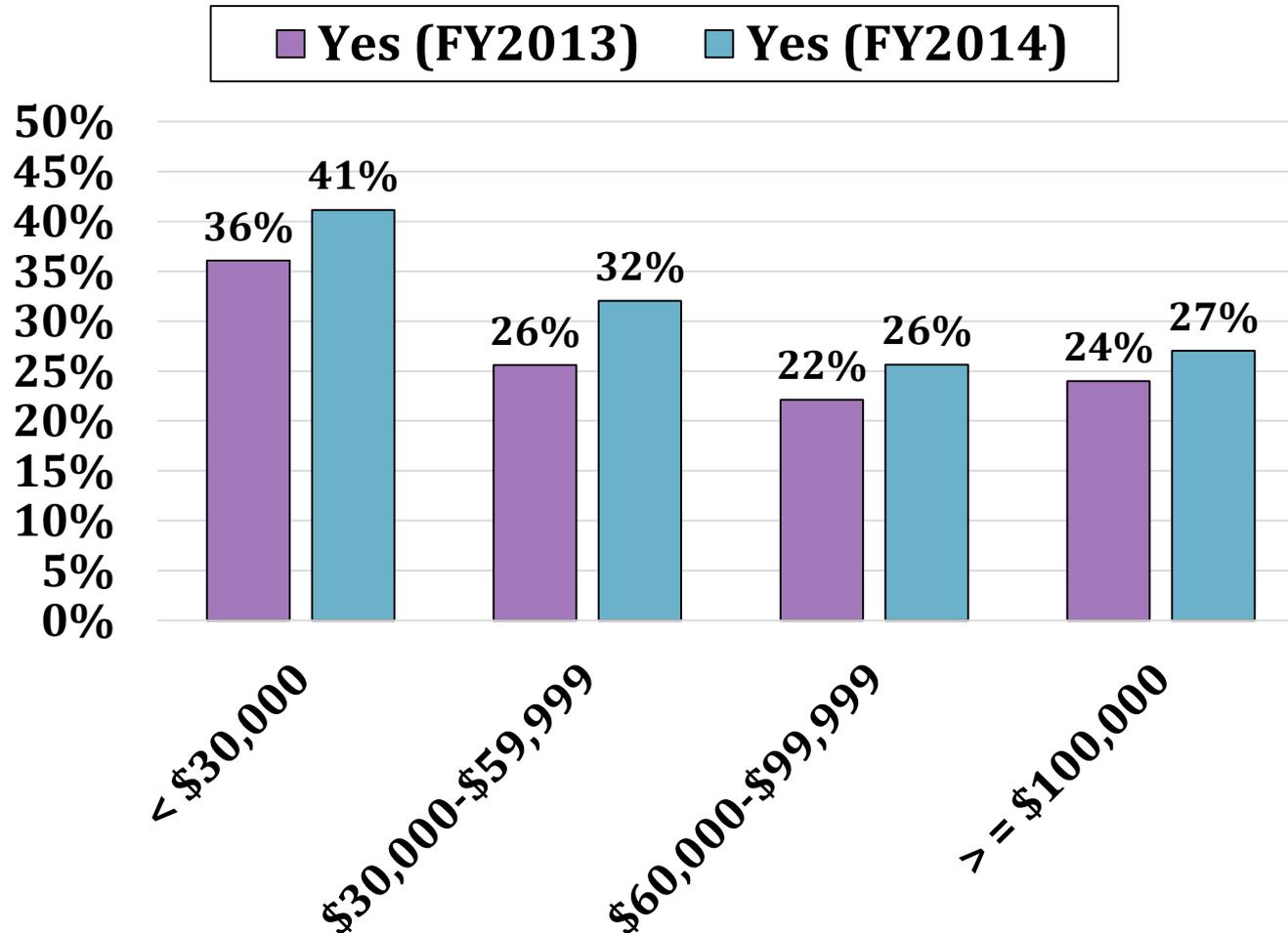


In FY13, citizens of all age groups were equally likely to have used public transportation, except 65+, which were less likely.

In FY14, citizens aged 18-24 and 35-44 were more likely to have used public transportation.

TRANSIT USERS BY INCOME

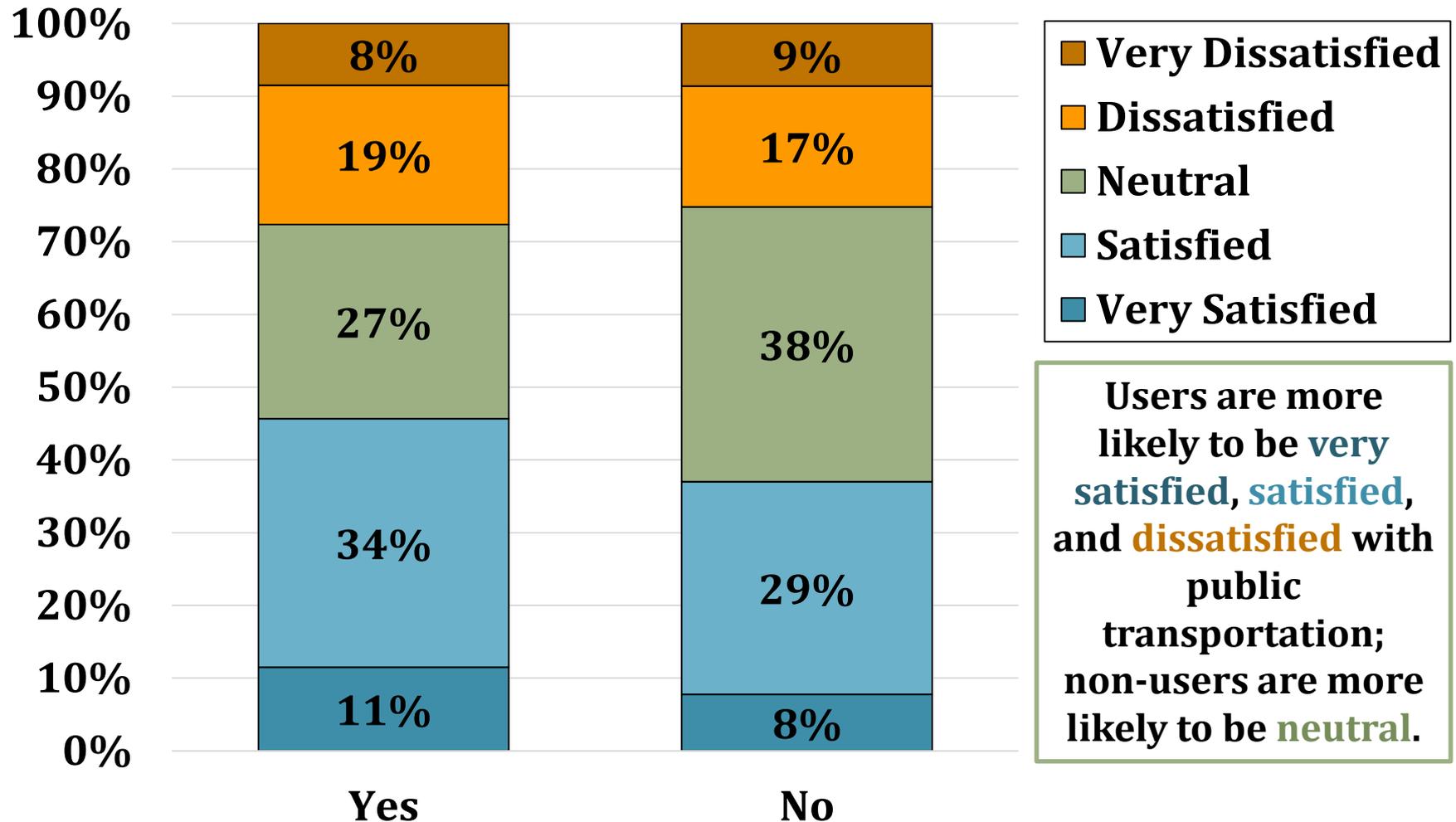
Have you used public transportation in the last year?



In FY13, only citizens with incomes of less than \$30K were more likely to have used public transportation.

In FY14, citizens with income levels of less than \$30K and \$30K-60K were more likely to have used public transportation.

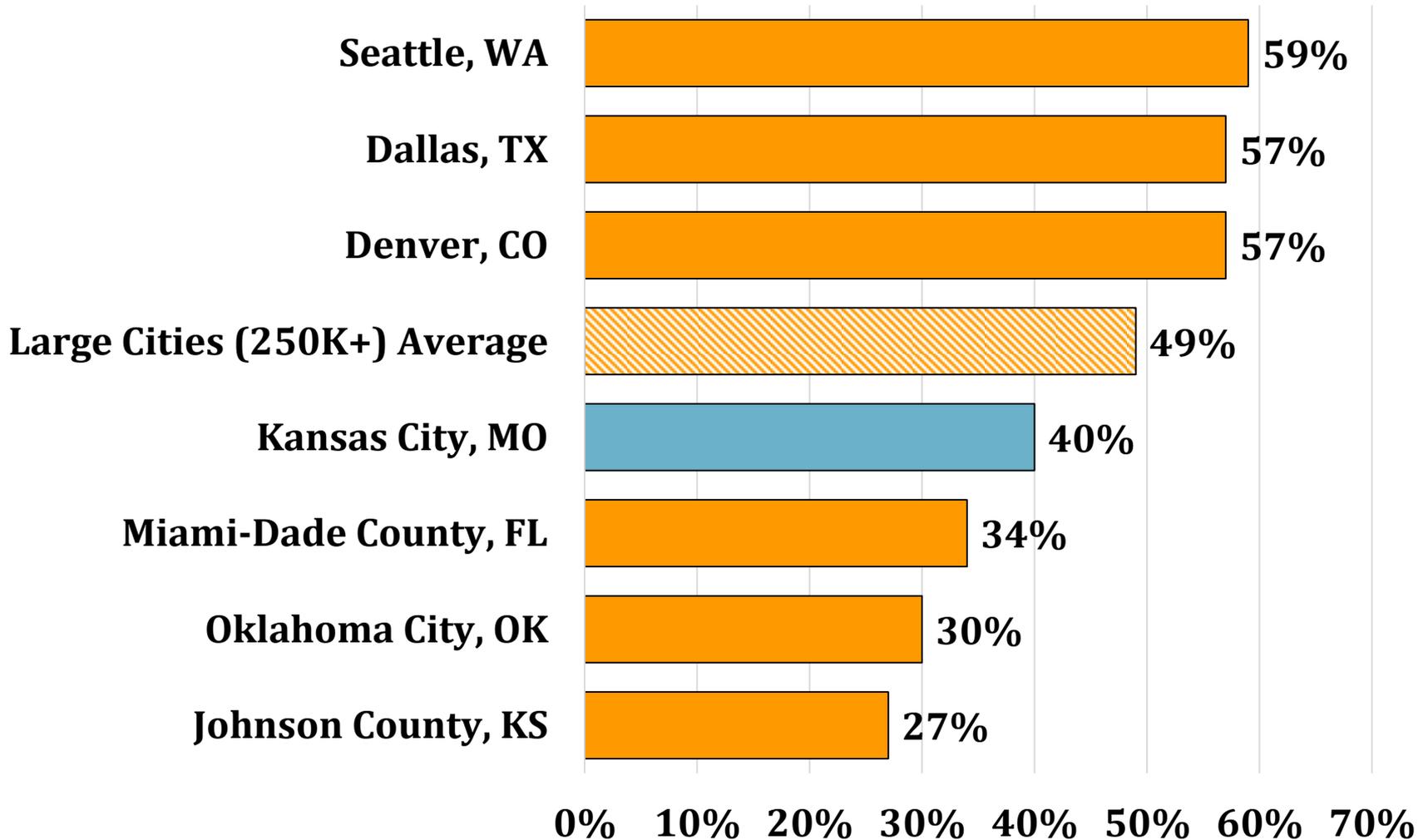
SATISFACTION WITH PUBLIC TRANSPORTATION BY USERS OF PUBLIC TRANSPORTATION



Users are more likely to be **very satisfied**, **satisfied**, and **dissatisfied** with public transportation; non-users are more likely to be **neutral**.

Have you used public transportation in the last year?

BENCHMARKING QUALITY OF PUBLIC TRANSPORTATION



KCATA

KCATA: NEXT PRIORITIES

Prospect MAX Planning

Compressed Natural Gas (CNG)

- Opened Fuel Station August 27, 2014
- Projected savings \$500,000 in 2015

Transit Centers

- Antioch Center (2014)
- Hickman Mills (2015)

Safety & Security

City Partnerships

- Pedestrian Environment
- City Employee Ridership

KCATA: NEXT PRIORITIES

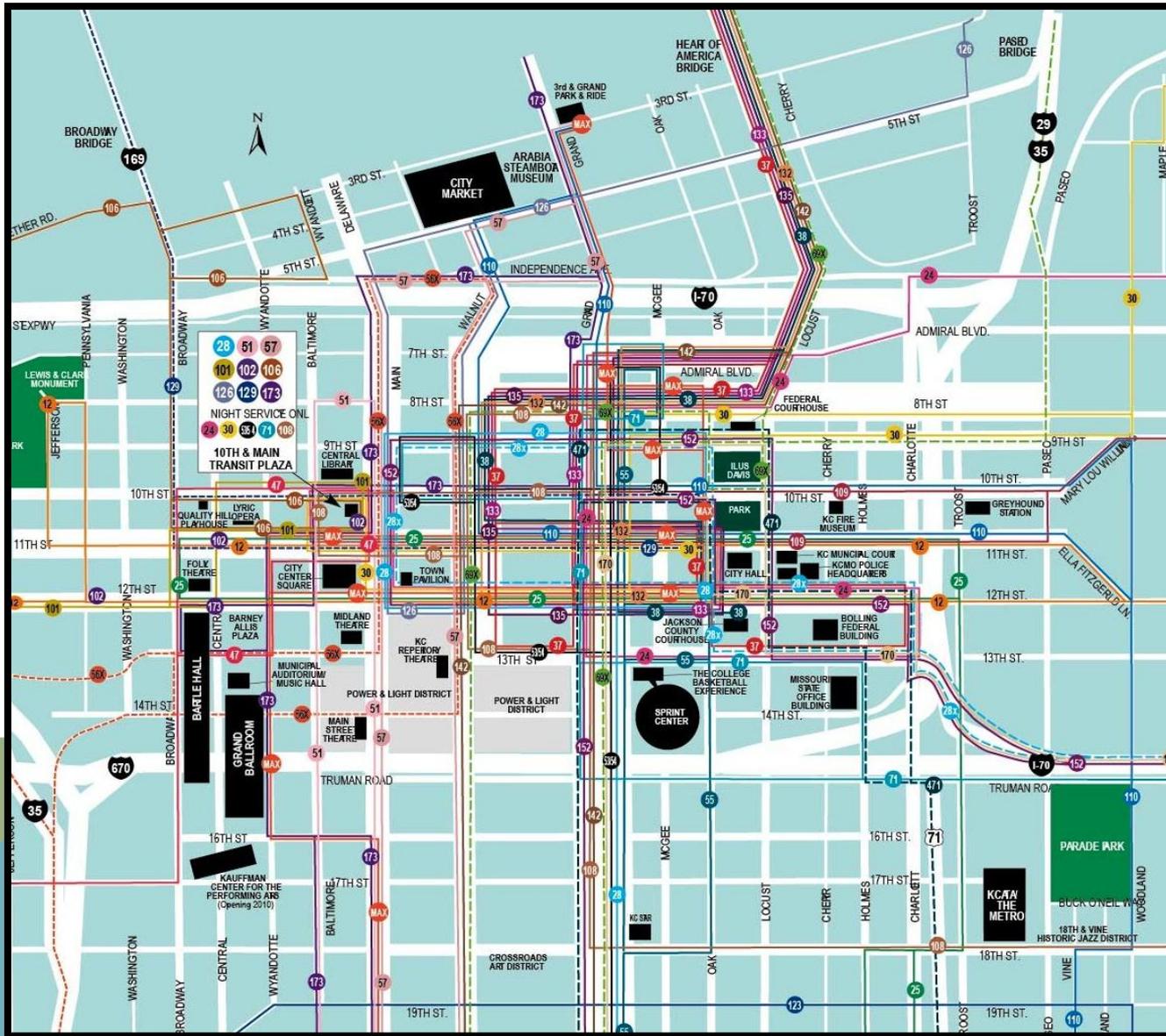
Regional Connections

- KCATA reorganization

Downtown Comprehensive Service Analysis (CSA) Plan

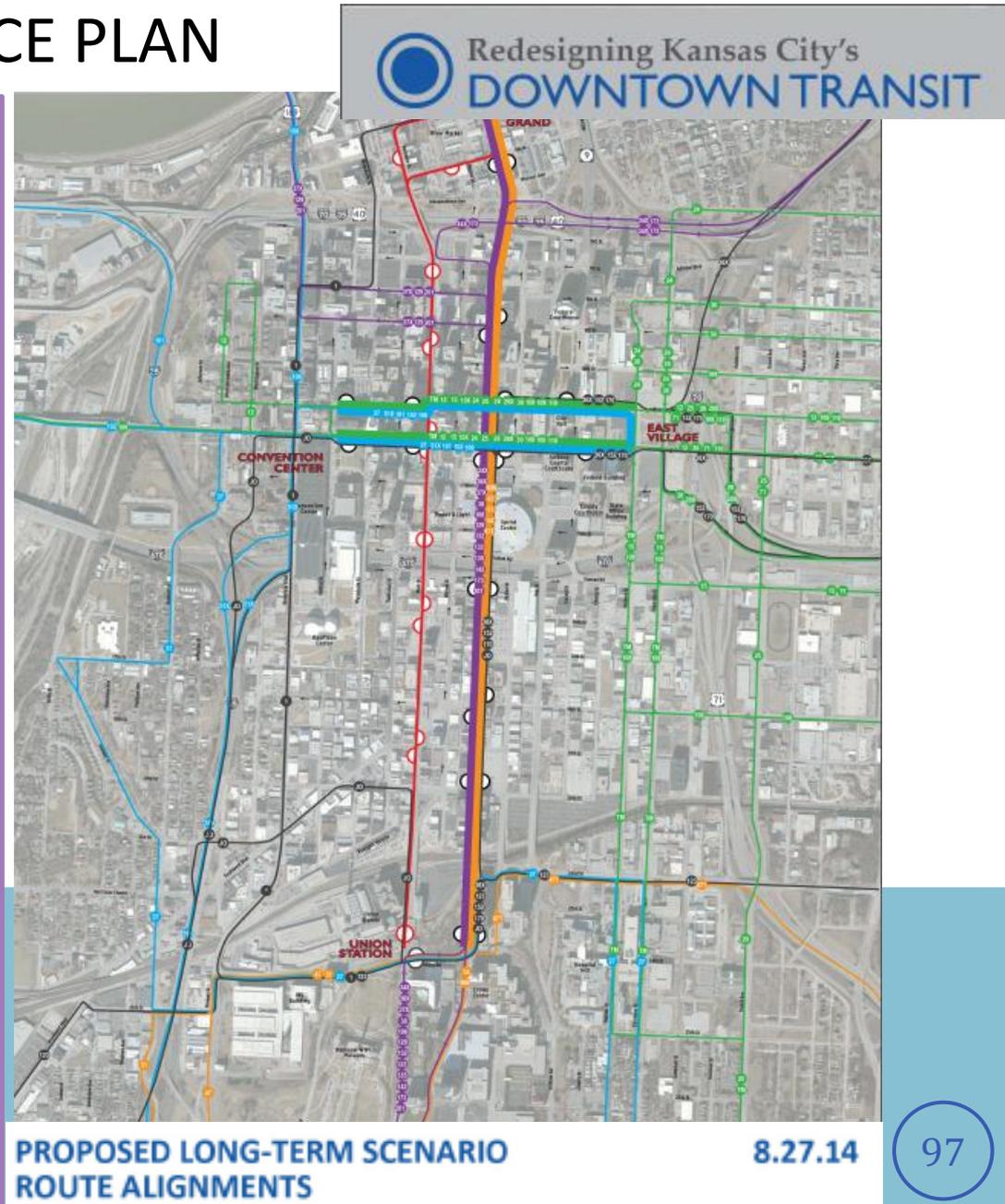
- New route structure
- New transit centers & stations
- Maximize multi-modal connections
 - Bus
 - Bike/Pedestrian
 - Streetcar

DOWNTOWN SERVICE CURRENT MAP



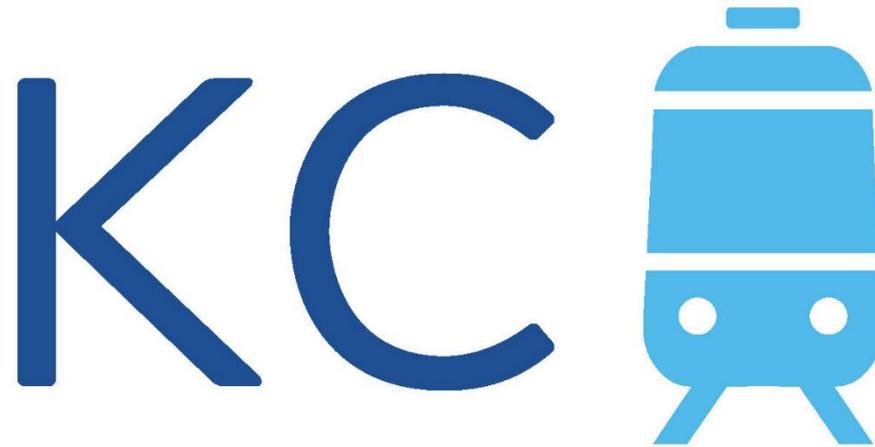
DOWNTOWN SERVICE PLAN

- **Intersecting trunk routes**
 - North-South: Grand Blvd.
 - East-West: 11th/12th
- **Transit Centers**
 - East Village
 - 3rd & Grand
- **Fewer, but better stops**
- **Bus lanes**
- **Federal funding recommended for implementation**



KC STREETCAR

KC STREETCAR – BRANDING AND LOGO



KC STREETCAR

STREETCAR PROJECT UPDATE

Start of
Construction

Track work
begins

Water/ Sewer
work complete

Cars
arrive

Construction
completed

Testing
of system

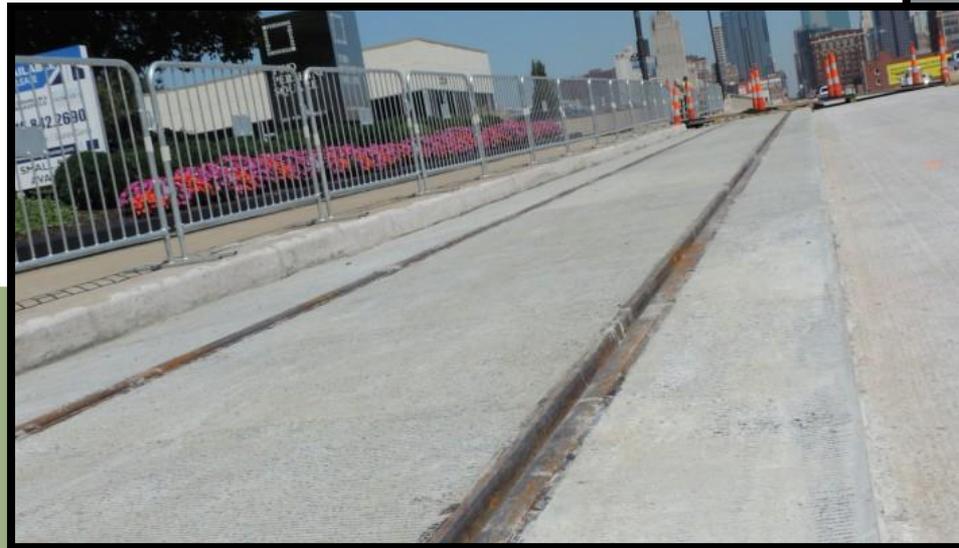
Spring 2014

Summer 2014

Winter 2014

Fall 2015

Fall/Winter 2015



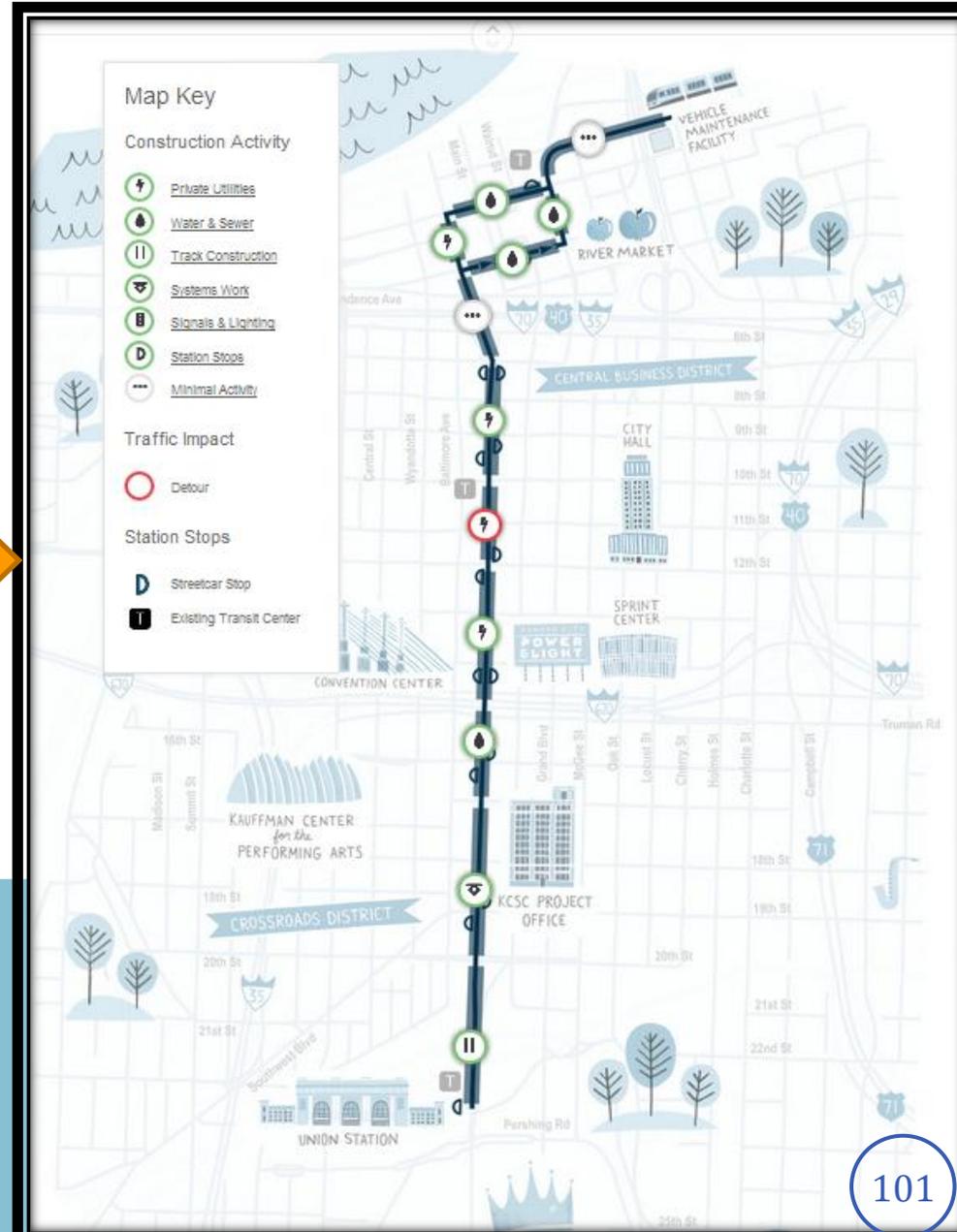
Source: KC Streetcar Constructors

www.kcstreetcar.org

STREETCAR UTILITY RELOCATION ACTIVITY

Project Updates on
kcstreetcar.org

**For any concerns, contact the project
hotline: (816) 804-8882**



Final Thoughts or Questions?

