City of Wentzville
2009 Annual Report
I am pleased to present this Fiscal Year 2009 Annual Report to the citizens of Wentzville. Although the state and nation face unprecedented economic difficulties, Wentzville remains a dynamic and resilient community. We are fortunate that the local economy continues to hold its own and our City government is well-positioned to weather difficult economic times better than most, thanks to the financial policies implemented with the cooperation of the Board of Aldermen and a dedicated municipal staff.

Our local government continues to move forward with economic and infrastructure improvements, while fulfilling our role in providing services that maintain quality of life, such as public safety, public services and recreation opportunities.

The City has numerous on-going capital projects and many of them experienced significant progress in 2009. The larger projects included: 1) the construction to widen W Meyer Phase II began, 2) design and pre-construction work began on the widening of Mexico Road 3) design and pre-construction work on the development of Interstate Drive between Wilmer and Hepperman Road began 4) design was completed on the east booster station 5) design for improvements to Church Street began and 6) pre-construction work on the widening of Old Business 61 occurred.

The City made significant progress on several long range planning documents in 2009. A comprehensive downtown master plan was completed. We also developed a master plan for the recently acquired parkland including evaluation of municipal recreation and athletic facilities and fields. An update to the City’s Comprehensive Plan was also completed in FY 2009.

The City embarked on an initiative supporting sustainability by providing recycle bins to all residents which increased recycle volumes by 60%.

The City of Wentzville continues to strive to become as efficient, productive and responsive to the needs of its residents as possible. The City’s success in 2009 was due in large part to the diligence and hard work of the Mayor, the Board of Aldermen, the volunteers on Boards and Commissions, an active and engaged citizenry and dedicated public employees. I invite you to learn more about the City’s many FY 2009 efforts by visiting the pages that follow.

Sincerely,

Dianna Wright
City Administrator
**Your Administration Department at Work**

The Board of Aldermen meetings are held on the second and fourth Wednesday of each month, starting at 6:30 p.m., at City Hall Council Chambers. 310 W. Pearce Blvd.

The Management Team is available at all Board of Aldermen meetings for questions or comments related to items on the agenda.

The City of Wentzville has a Council-Administrator form of government. The Board of Aldermen is the governing body of the City elected by the public, and the administrator is hired by the Board to carry out the policies it establishes. The City is organized into departments, each managed by a professional, municipal Department Director who reports to the City Administrator. The City Clerk is responsible for maintaining the official city records, licenses, and certifying and issuing official documents. The Customer Service Center is located in City Hall and the Customer Service Representatives assist residents and clients with inquiries about city operations, initiate work orders, and register individuals for utilities services and process payments. The Human Resource Division is responsible for policy administration, recruitment, benefits administration, internal communication and training and support for other City departments.

Employees of Wentzville gave back to the community in 2009 through fundraising for DARE, Crisis Nursery, Race for a Cure, Adopt a Family and conducted a very successful food drive for Operation Food Search.

**Service Highlights**

The City currently employs 180 full-time and 34 part-time employees. During the summer months an additional 75 seasonal employees are hired to maintain services in the Parks and Recreation Department.

The personnel budget saw many changes in 2009. The full time workforce was reduced by 4% through attrition, avoiding the need for lay offs. Health benefit programs were re-evaluated and lead to reduction in the City's financial risk of approximately 10%. Cost-sharing measures between the City and employees were also introduced in 2009.

80 Ordinances and 37 Resolutions were approved by the Board of Aldermen in 2009.

The Business Office at City Hall receives all concerns and distributes them to departments for review and correction if required. When the department resolves the issue it is logged and a response is given to the individual if so requested. In 2009 we received 1511 concerns by phone or e-mail.
Your Building Division at Work

The Building Division is dedicated to provide thorough plan review and inspections, accurate and timely permit issuance, effective code enforcement and responsible customer satisfaction. Multiple services within the division are offered to its residents pertaining to construction, maintenance, occupancy and grant administration. Public Safety and Service in the built environment is our number one goal.

Commercial Growth
Nine new Commercial buildings were started in 2009 amid a bleak economic forecast. The picture at the top shows the beginning phase of the Twin Oaks Assisted Living Building. The second phase of this building includes 60 independent living units for seniors.

Residential Growth
In 2009, there were 3,117 permits issued for various construction projects, included in that number was 345 residential construction permits, a 14% increase from 2008. The estimated construction value for all the permits issued is $113,266,346, a 21% increase from 2008. Comparing Wentzville with St. Charles County and the six largest cities in St. Charles County, Wentzville ranked second in the number of residential construction permits issued for 2009.

Service Highlights

Property Maintenance Inspections
The Code Enforcement staff inspected 5,766 properties this year on the Eastern half of the City for exterior minimum code compliance. Inspection of the Western half of the City will begin on April 5th, 2010. Inspectors will be looking for peeling paint, trash, debris and tall grass violations.

Location
The Building Division is located at the Public Works building which is at 200 Fourth St.
The Building Services Division provides HVAC, electrical, and building construction and maintenance support to other City departments.

In 2009, the Utility Service Center was remodeled to accommodate the City’s Finance and Utility Billing operations. Building Services also completed an additional $9,300 of construction improvements, including new siding on the Water Control Building and at Water Well #5; and new roofs at Water Well #5 and on Observation Well #2.

Behind the scenes electrical projects power various concerts, City events, and even the scoreboard at Fireman’s Park.

Construction projects improving aesthetics at City facilities, such as installation of Nova brick at Public Works.

The Service Division maintains City facilities at City Hall, Law Enforcement Center, Public Works, Utility Service Center, Green Lantern, and Mary Martha.

An electrical study and specifications was completed for the emergency operations at Public Works and Progress Park Buildings.

Service Highlights

- Oversee contract for 57.3 acres of grass cutting Citywide.
- $51,775 in construction improvements (new flooring and roof) at Green Lantern Service Center to support community activities.
- 152 work orders completed for all City departments.
Your Economic Development at Work

The Economic Development Department is responsible for the economic growth of the community. They work to attract new businesses to the community. They also work with existing businesses that may want to expand. A major part of this process is building relationships with developers and brokers who serve as “agents” for the businesses we are trying to attract.

In addition, they work with tourism and the general promotion of the community.

In November 2008, the City embarked on the development of a plan for the revitalization of the Village Center (downtown).

The final Downtown Redevelopment Plan was presented to the Board of Aldermen in May of 2008 for official adoption.

This Plan will guide the City’s efforts for years to come in the redevelopment of downtown Wentzville.

You can view the Plan on the Wentzville web site at www.wentzvillemo.org

The Economic Development Department also works to promote the community as a place to live and do business. They work with The Greater St. Louis Renaissance Faire, the St. Louis Pirate Festival, and the St. Charles County Fair to promote tourism. They are also the primary organizers of Wabash Days, a street festival held in August in the Wentzville Village Center.

The City issued 561 Business Licenses in 2009. Of those, 39 were new businesses in Wentzville.

GM produced the 2,000,000th van in Wentzville on December 17, 2009, and we were there. Congratulations GM!!!

The City partners with other area groups and agencies like the Wentzville Chamber of Commerce, the Wentzville Downtown Business Association, and the St. Charles County Economic Development Center to co-sponsor things like the Taste of Wentzville, the Farmer’s Market and a booth at the International Council of Shopping Center's Chicago Trade Show and the St. Louis Business Journal's Business Expo at the St. Charles Convention Center.
Your Engineering Division at Work

11,266 pounds of trash removed from local creeks
120 storm drains marked, and 37 stormwater outreach programs impacted 2,185 people.

141 miles of streets were inventoried and inspected for pavement condition management.

The Engineering Division plans and reviews construction projects for streets, stormwater, residential and commercial developments.

Some of the major highlights in 2009 include the construction of $365,000 in stormwater improvements at six locations: Linda Lane, Bear View Court, Hiawatha Drive, Peine Forest (two sites) and Elm Creek Drive. In addition, roadway improvement projects were designed for Mexico Road, Old Highway 61, and the Wentzville Parkway/Pearce Boulevard intersection.

Service Highlights

16 residential and commercial sites were inspected and dedicated (total cost $5.9 million). This includes 14.5 mi. of streets, 6 mi. of sanitary sewers, 4.6 mi. of water lines, 4.8 mi. of storm pipe, 2 wet wells and 2 lift stations.

City staff and community volunteers keeping Wentzville clean by removing tires and trash from local creeks at Operation Clean Stream.

Improving West Meyer Road from Peine Road to North Point Prairie from two to five lanes ($3.9M).

Stormwater improvements working to reduce flooding in a city neighborhood.
The General Fund is a primary operating fund of the City. Personnel is the biggest expense since the primary mission of a City is to provide services to its citizens such as Police protection and Street maintenance.

“The Village Square Utility Service Center”, located at #5 W Pearce Blvd. Established February 2009 houses Utility Billing, Finance, Purchasing and Information Technology. Citizens can take care of all their utility needs here. For customer convenience, a drive up window and night drop is available at the back of the building.

2009 Property Tax

Your Real Estate and Property taxes are billed and collected by St. Charles County. The amount collected is then disbursed to the various taxing agencies.

Service Highlights

The utility billing clerks handle all utility accounts. Each month approximately 11,000 residential and commercial accounts are billed for water, sewer and trash services.

A Computerized Training Room allows a place to train employees on computers and software.

During 2009, Finance issued almost 800 purchase orders and processed more than 10,000 invoices.
Your Municipal Court at Work

The Wentzville Municipal Court derives its authority from State statute as a Division of the St. Charles County Circuit Court, which is administered by the presiding Circuit Judge of the County. The Municipal Judge is presently elected and serves the Wentzville Municipal Court under the Administration of the Presiding Circuit Judge.

The Wentzville Municipal Court is located within the Law Enforcement Center building at 1019 Schroeder Creek Blvd. Municipal Court is held in the evening twice each month and trials once per month. The court functions to adjudicate alleged violations of Municipal Ordinance. Violations brought before this court consist of building codes, traffic offenses, quasi criminal behavior, and regulatory offenses codified by City ordinance.

The court has the legal authority to fine an offender up to $500.00 for each offense and may impose incarceration in the municipal jail for up to three months.

The fines received through court assessment are used to provide additional services to the community as general revenue. A court cost is assessed with each fine and is distributed to several State funds among which includes the Victims Compensation Fund and Police Training Funds.

Service Highlights

The Court collected $1,335,794.06 in fines for 2009.

10,547 violations were handled through the municipal court system in 2009.
Your Parks Department at Work

The Department of Parks and Recreation provides services to residents and oversees city parks and the recreation center. The department is responsible for scheduling, management of all recreation programs and events, maintaining and developing the city’s parks and recreation facilities.

Some of the major highlights for 2009 include: completion of master plans for Peruque Valley Park and Heartland Park, repair of the lake dam at Rotary Park, and replacement of the gymnasium floor at Progress Park Recreation Center. A grant to rehabilitate Memorial Park was also secured through the Department of Natural Resources.

Service Highlights

- The Hill of Thrills Soapbox race had 27 soapbox cars and 180 children participated in 2009.
- Parks maintenance staff maintains 102 acres of park land.
- The parks department issued 45 scholarships, totaling $2,262.00 to children from disadvantaged families providing them with opportunities to participate in parks and recreation programs.
- Based on the needs of the community, conceptual designs were created for Heartland Park (upper) and Peruque Valley Park (lower).
- In 2009, 33,690 individuals used the Progress Park swimming pool during public open swim hours.
- There were 231 recreation programs and events offered in 2009 with 16,144 individuals participating in those programs.
- Volunteer groups assisted in park appreciation day, tree planting days, and Mission Clean Stream programs.
Your Planning Division at Work

Service Highlights

- Village Center zoning regulations and a revitalization plan to encourage downtown redevelopment and growth.
- Special exterior design guidelines in commercial areas that help achieve improved community appearance.
- Signage and landscaping guidelines to achieve high quality development in various areas of the community.
- The Planning Division plans for and reviews new development proposals to enforce the adopted City Zoning and Land Subdivision Regulations. The Division operates and maintains data layers within the Geographic Information Systems (GIS) and inspects properties for compliance with approved plans and City standards. Code compliance inspections are on-going.

68 applications for approvals were accomplished by the Planning and Zoning Commission, reviewed and processed by staff.

Text updates to the Zoning Regulations and Subdivision Regulations accomplished to maintain a progressive development code.

Update to the City’s Comprehensive Plan, which maintained text, tables and mapping to the City Plan.

Verification of existing addresses in the community with Census officials for a complete count in 2010.

GIS updates to parcel information, water, sanitary sewer, storm sewer infrastructure locations and the creation of new mapping products.
Your Police Department at Work

The Police Department consisting of 56 sworn officers and 19 civilian employees are dedicated to provide a safe and secure environment and add to the quality of life offered by our community. The police department is a service organization that provides our community with a quick and courteous response to any need for police intervention.

The Police Department supports a strong sense of community, a caring for one another, values and principles of good citizenship, and a quality of service that contributes to the common good.

The Police Department maintains a serious stance on traffic safety and encourages aggressive enforcement to insure our motorists enjoy a safe traffic environment in which to travel, shop, and live within our community.

The Police Department aids our schools in creating a safe environment, allowing our students to feel secure and heighten their ability to focus on learning. The Police Department provides drug awareness training to our young students through our school sponsored D.A.R.E. program.

The Division of Emergency Management has the responsibility of planning and coordinating resource in preparation or during natural or manmade disaster situations.

Service Highlights

Responded to 41,867 calls for service. Answered 118,766 emergency calls (911) and non emergency calls. Created 4,088 reports on crimes against property and against persons.

Wrote 8,889 summons, arrested 2,172 subjects, and took 508 auto accident reports.

190 trained C.E.R.T./Teen C.E.R.T. volunteers since 2007, totaling approximately 235 training hours.

In 2009 a new siren was installed in the area of Goodfellow Road, for a total of 13 outdoor emergency weather warning sirens.
The Public Works Department improves our quality of life by planning, designing, building and maintaining infrastructure in our community. Capital improvement projects anticipate future needs, promote environmental quality, and protect public health and safety.

Public Works is a comprehensive team devoted to keeping the City a safe and beautiful community. Collectively, eight divisions manage community services ranging from water supply and building code enforcement, to street maintenance and wastewater treatment.

Service Highlights

- Increased recycling volumes by 60% compared to 2008 with the rollout of larger recycling carts. A citywide Recycling Rewards Program was also developed.
- 371 new construction homeowners received $150 tree certificates to beautify and green city spaces.
- 112 locations across the City were sprayed for mosquitoes to protect public health.
- 81% of Adopt-A-Street groups participated in the Make-A-Difference Day cleanup. These volunteers are now 150+ strong.

- Volunteers with the Adopt-A-Street program participated in Make-A-Difference Day to clean our community.
Your Streets Division at Work

The spring and fall Chipping Program which covers the entire City of Wentzville, where we removed 565 Cubic yards of chipped brush.

Service Highlights

- **In-house removal and replacement of concrete pavement**, totaling 5055.6 sq yds of concrete. Asphalt repairs totaling 353 tons.
- **Street Sweeping**, totaling 5037 miles swept covering 141 days.
- The Street Maintenance Division is responsible for construction and maintenance, care and repair of sidewalks, over 168 miles of City streets, snow and ice removal on all City streets, tree trimming, storm sewer system maintenance associated with City street drainage, traffic control systems and devices on City streets and street striping.

City staff prepare for an incoming storm. Snow service is provided for 168 miles of streets. Five major storms were recorded in 2009.

Hundreds of traffic signs are replaced or repaired each year.

The Street Dept inspects sidewalks to identify and repair potential problems.
The Vehicle Maintenance Division reduces overhead costs by providing internal inspection and routine maintenance support to other City departments.

In addition to typical cars and trucks, the Division performs preventive maintenance and repair on all trailers, dump trucks, a street sweeper, sludge trucks, a jet truck, backhoes, tractors, mowers, and generators.

In 2009, new vehicle and equipment specifications were adopted and reviewed for purchasing. Vehicles and equipment were also prepared for auctions three times.

Service Highlights

129 vehicles were serviced every 2,500 miles; 50% of the police fleet was serviced every 15 to 20 days.

Approximately 700 work orders were completed for vehicle maintenance services.

Backhoes, tractors, mowers, and generators, etc. were serviced every 200 hours of metered use.
The Wastewater Department operates and maintains all infrastructure to ensure the safe delivery and treatment of our community’s wastewater.

To save money on disposal costs and benefit local farmers, byproducts from the treatment plant, or “bio-solids,” are also treated and recycled in a manner that is safe to use it as a soil fertilizer. This produced an average of 328 tons per year of bio-solids fertilizer over the past 5 years.

Wentzville’s Wastewater Treatment Plant operators can process 5.1 million gallons of wastewater per day.

The McCoy Creek Stream Team was established in 1998 and continues to clean up trash from and monitor a one mile stretch of McCoy Creek, the wastewater treatment plant’s receiving stream.

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Service Highlights

- Maintained 219 miles of wastewater collection mains, 32 sewage pumping lift stations, and the 5.1 MGD Wastewater Plant.
- Safely treated 1,061,198,700 gallons of wastewater generated by over 10,000 customers.
- Land applied 346 dry tons of bio-solids as fertilizer on neighboring farms.
Your Water Department at Work

Staff repairing a broken fire hydrant at Callahan Road and Veteran’s Memorial Parkway, one of 37 hydrant breaks in 2009.

Employees climb water storage structures twice a year for inspection and preventative maintenance.

A two million gallon water tower was completed in 2008 in order to keep up with the demands of our growing city.

The Water Division provides a safe quality product 24/7, 365 days of the year. With over 10,000 water customers to serve, dedicated employees work in all weather conditions to ensure and supply safe water to our community.

In 2009, the Water Division delivered over 1.2 billion gallons of water to our community. The Water also supplies adequate fire protection for the Wentzville community.

Service Highlights

Maintained 227 miles of water mains, 3 elevated water towers, 1 ground storage water tank, and 2 water booster pump stations.

300 new water customer connections added, and 2,140 backflow prevention devices are in service.