City of Wentzville
2010 Annual Report
Undoubtedly our city, state, and nation continue to face one of the most difficult economic periods in our history. In our own ways, all of us have experienced this recession and its impacts on employment, housing prices, retail sales, and budgets. Despite these challenges, it’s gratifying to see our residents, businesses, and employees rising to the occasion. Each of us has remained committed to mitigating the impacts of the recession on our city and working to preserve the great qualities of Wentzville together. From beautiful neighborhoods to engaged residents to vibrant commercial areas, Wentzville continues to be a wonderful community in which to live and/or work.

The 2010 Annual Report highlights a number of the ways in which we work towards maintaining our high quality of life and touching the lives of people in our community. With examples ranging from our 24-hour prescription drop-box to the funds raised by the employee committee for local charities, we believe passionately in our purpose of helping the community.

I’m particularly proud of the continued collaboration between City government and the community. From our volunteer opportunities to community dialogue on key land use planning issues, this spirit of collaboration runs throughout our organization. This collaboration was evident in the community’s support of Project Parks, which will provide additional funding to build three new parks; Peruque Valley Park, Heartland Park and Splash Station. The City conducted a Citizen Satisfaction Survey which provides valuable information to prioritize our services and manage our resources to meet the needs of the community. Like households and businesses, our organization will take the necessary steps to adapt to this changing fiscal reality and be even more efficient in how we provide services.

On behalf of your City government, thank you for your continued support and involvement.

Sincerely,

Dianna Wright  
City Administrator
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 2010 we received 1809 concerns by phone or e-mail.

The City currently employs 178 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 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.

In January 2010 the City launched a new user friendly website. The site was named one of the top five City Government websites in the State by Juggle.com.

Employees of Wentzville gave back to the community in 2010 through fund raising and volunteer efforts supporting: DARE, Crisis Nursery, Mary Martha Thrift Shop, Adopt A Family, Adopt A Street and Operation Clean Stream.

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Service Highlights

Document imaging began in 2010 to greatly improve efficiency and allow staff to provide documents electronically to customers.

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 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.
Your Building Division at Work

This year’s Property Maintenance Program was conducted on the western half of the City to help keep our community clean and healthy. Most violations were pools without permits, gutters, tall grass, derelict vehicles, trash and debris.

The Building Division provides thorough plan review and inspections, accurate and timely permit issuance, effective code enforcement and responsible customer service. The division offers multiple services to residents and business’s pertaining to construction, maintenance, occupancy and grant administration. Public safety and service in the built environment is our number one goal.

Service Highlights

**Property Maintenance**
5,262 properties were observed with the property maintenance program. Code Administration also saw an increase in tall grass concerns, for a total of 463 incidents resolved.

**Commercial Growth**
Six new commercial projects began in 2010. The Green Gables project (above) includes two buildings and a community center. A total of 54 commercial improvements were issued for new businesses.

**Residential Growth**
The City experienced an increase in growth over the past year with 379 new home permits issued. Overall, 2,771 various construction permits were issued in 2010.

Building Inspectors completed 13,224 inspections including 1,315 residential occupancy inspections and 247 residential concerns.
Construction improvements continued at Green Lantern Senior Center by removing and replacing the old asbestos-wrapped air duct and replacing the front foyer and entrance flooring.

New electrical services were installed at Rotary Park Amphitheater for concessions.

Service Highlights

238 total work orders completed for all City Departments.

Began implementing the electrical operations study recommendations at Progress Park by starting the installation of the emergency generator system.

The Building Services Division provides HVAC, electrical, building construction and maintenance support throughout the City's buildings.

In 2010, the Division spent a lot of time at the Law Enforcement Center inspecting and replacing the roof at a cost of approximately $301,000. In-house staff also painted the second level of the complex and replaced the drywall soffit with aluminum.

Sometimes the work to better serve the community is 150 feet off the ground, like this electrical repair on top of Water Tower #1 on Wentzville Parkway.
Your Engineering Division at Work

- Improving Old Business 61, now Luetkenhaus Blvd., from a two-lane asphalt to a three-lane concrete street (estimated cost $2.3M).
- Creating new routes with the construction of Interstate Drive Phase III from Wilmer Road to Hepperman Road ($2.18M).
- Helping keep Wentzville clean - 175 volunteers removed over 200 tires and 29,700 pounds of trash from local creeks at the 7th Annual Mission: Clean Stream.

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

Some other highlights in 2010 include the construction of $414,000 in slab replacements across the City and $185,000 in stormwater improvements at three locations: Northview Park Court, Bethany Lane, and the intersection at Callahan Road and Mall Parkway. A GIS inventory was also completed for 2,724 street lights.

Service Highlights

- 25 residential and commercial sites were inspected and dedicated (total cost $4.5 million). This includes 3.62 miles of streets, 4.9 miles of sanitary sewers, 4.4 miles of water lines, and 3.9 miles of storm pipe.
- 106 miles of streets were inspected for pavement condition management.
- 31,880 pounds of trash were removed from local creeks, 772 storm drains marked, and 47 stormwater outreach programs impacted 3,588 people.
Your Finance Department at Work

The Certificate of Achievement for Excellence in Financial Reporting has been awarded to City of Wentzville by the Government Finance Officers Association of the United States and Canada (GFOA) for its comprehensive annual financial report (CAFR). The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting, and its attainment represents a significant accomplishment by a government and its management.

Real estate and property taxes are billed and collected by St. Charles County Government. The amount collected is then disbursed to the various taxing agencies.

Service Highlights

The drive up window at the Utility Service Center handled approximately 7,000 transactions.

During 2010, Finance issued 858 purchase orders and processed 10,712 invoices.

In 2010 the City sold surplus items on www.govdeals.com. The City Revenue for these items was $37,825.23. Items can range from bicycles to vehicles, office equipment & other misc. items.

The Finance Department provides professional support to City Management allowing them to make sound fiscal and organizational decisions. The department provides fiscal management and processing of account transactions for all City funds. This includes processing accounts payable, accounts receivable, centralized payroll, purchasing and utility billing. In addition, the Finance Department manages IT, the information technology function of the City.
Your Marketing & Business Development Division at Work

The Marketing & Business 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 large part of this process is building relationships with developers and brokers who serve as “agents” for the businesses we are trying to attract.

New businesses that came to Wentzville in 2010 includes Rural King Distributing; Olive Garden Italian Restaurant; IHOP; Unkorked Wine Garden; Chuy's Authentic Mexican Cuisine; Black Dragon Martial Arts & Fitness; Missouri Garage & Entry Door, Inc.; Twin Oaks Estate at Heritage Pointe Senior Living Complex; Heartland Gun & Ammo; Bamboo House Restaurant; Fire 'n Ice Retail & Resale; Weight Watchers; Avery Security; Crossroads Laundry; Wendy's; Gutenberg's Galley and TNT Golf Car & Motorsports.

The Marketing & Business 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 also assist in organizing Wabash Days, a street festival held in August in the Wentzville Village Center.

The City issued 569 Business Licenses in 2010. Of those, 33 were new businesses in Wentzville.

The City partners with 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 events and programs like the Taste of Wentzville, and the St. Louis Business Journal's Business Expo at the St. Charles Convention Center.

We continue to work with the downtown businesses to preserve and revitalize the Village Center.
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 administrated 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 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 Wentzville Municipal Court is located within the Law Enforcement Center building at 1019 Schroeder Creek Blvd. Municipal Court is held in the morning three times a month and trials once per month in the evening. The court functions to adjudicate alleged violations of Municipal Ordinance. Violations brought before the court consist of building codes, traffic offenses, quasi criminal behavior, and regulatory offenses codified by City ordinance.

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 $1,178,599.99 in fines for 2010.

11,088 violations were handled through the municipal court system in 2010.
The City of Wentzville has two ball fields, and maintains a total of eleven ball fields. These ball fields were used by 747 children in the Wentzville Parks and Recreation leagues during 2010.

**Service Highlights**

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 2010 include passage of the ½ cent sales tax making it possible to begin Phase I of construction of Perquie Valley Park, Heartland Park and Splash Station Aquatic Center concurrently the latter part of 2011.

Memorial Park soccer field was completed. A playground, safety surfacing and landscaping will be finished in 2011 thanks to a grant received from the National Park Service.

Twenty-nine scholarships were provided for children wishing to participate in youth programs.

Recreation staff offered 243 programs. The top three in participation were:
- Camp Wentzville - 1576
- Youth Baseball/Softball - 747
- Swim Lessons - 818

The maintenance branch of the Parks Department has over sight of 305.38 acres of parkland.

Progress Park swimming pool had 52,443 visitors in 2010.

310 individuals volunteered their time and abilities throughout the year assisting in special events, programs and leagues.
GIS updates to parcel information, aerials, water, sanitary sewer, storm sewer infrastructure locations.

2010 Census data collection assistance. The current population per U.S. Census is 29,070.

Service Highlights

72 applications were reviewed and processed by staff and the Planning and Zoning Commission.

Near completion of the David Hoekel Parkway Environmental Assessment and break-in-access for a new I-70 Interchange.

2010 Census data collection assistance. The current population per U.S. Census is 29,070.

Village Center Zoning Regulations and a revitalization plan encourage downtown redevelopment and growth.

Overlay Districts work to maintain high commercial and industrial design standards along main corridors.

Planning and Zoning plans for and reviews new development proposals to enforce 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.

In 2010, a new Community Development Department was created which consists of three divisions – community development associated with land use, building code and marketing operations.

The Public Works facility was renovated to improve operations and customer service.

New mapping products and 2010 aerial photos are available at www.wentzvillemo.org under “City Maps.”

Redevelopment of the downtown area per the Downtown Revitalization Study. This artist’s rendering shows Church Street improvements near west Fourth Street. (Construction to begin late 2011).
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 Detective Bureau has the responsibility of investigating all major crimes committed within the City of Wentzville. The Bureau processes crime scenes, collects evidence, and handles recovered property. The Bureau is also involved in crime prevention presentations and home/business security checks upon request.

There are three Firearms Instructors that provide yearly training to all patrol officers of the Wentzville Police Department. The officers are trained in shooting techniques, tactical methods, home safety, and weapon maintenance.

The Wentzville Police Department in partnership with the Wentzville School District has been providing School Resource Officers (SRO’s) since the mid-1990’s. Currently there are three officers who cover the two high schools, the middle schools, and all elementary schools within the corporate city limits. The current SRO staff has a combined total of 45 years of police experience.

Service Highlights

Responded to 45,691 calls for service. Answered 124,639 emergency (911) and non-emergency calls. Created 4,338 reports on crimes against persons and crimes against property.

Wrote 9,116 summons, arrested 2,222 subjects, and took 569 auto accident reports.

204 trained C.E.R.T./Teen C.E.R.T. volunteers since 2007, totaling approximately 286 class hours.
Your Public Works Administration at Work

The Public Works Department improves our quality of the 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.

The Public Works Department consists of four divisions – engineering, street maintenance, water supply and wastewater treatment operations.

In December, residents and staff answered the challenge to recycle 25% of our waste citywide by the end of 2010! Overall, Wentzville recycled 2,099 tons of material and disposed of 8,547 tons of waste for an average of 19.7% for the year.

This year 72 residents received Recycle Rewards Prize Baskets full of eco-friendly products. Two Grand Prize Winners also received $1,500 in Energy Star appliances. All prizes are funded by recycling.

Public Works is a comprehensive team devoted to keeping the City safe and beautiful. Sanitation and recycling is monitored and maintained by the Administration Staff.

Through the year, City employees made tremendous improvements and recycled approximately 105,000 pounds of material at Parks, events, and City facilities.

Service Highlights

The Public Works building remodeling began to improve the public space and meeting rooms near the front counter to better assist the public.

221 locations throughout the City were sprayed for mosquitoes to protect public health.

Wentzville received the Missouri Recycling Association Award for Outstanding Community Program.
Your Streets Division at Work

696 cubic yards of chipped brush were removed with the spring and fall Chipping Program (which covers the entire City of Wentzville).

3,416 miles of streets were cleaned with the street sweeping program.

6,716.4 square yards concrete pavement were removed and replaced in-house, in addition to 330 tons of asphalt repairs.

Snow service is provided for 168 miles of streets. Seven major storms were recorded in 2010.

Due to new federal regulations hundreds of traffic signs are being replaced to increase the visibility of these signs at night.

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.

Service Highlights

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696 cubic yards of chipped brush were removed with the spring and fall Chipping Program (which covers the entire City of Wentzville).
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 2010, new vehicle and equipment specifications were adopted and reviewed for purchasing. Vehicles and equipment were also prepared for auctions three times during 2010.

Repairs on emergency equipment, such as this snowplow’s lighting, ensure safe and speedy snow removal in the winter.

To help ensure public safety, Vehicle Maintenance maintains 36 police vehicles. This includes repairing and/or replacing tires and police lights in addition to normal maintenance and modifications.

Service Highlights

- 129 vehicles were serviced every 2,500 miles; 50% of the police fleet was serviced every 15 to 20 days.
- Nearly 700 work orders were completed for vehicle maintenance services.
- Backhoes, tractors, mowers, and generators, etc. were serviced every 200 hours of metered use.
Service Highlights

- 358,934 feet (68 miles) of sanitary sewer mains were cleaned with the preventative maintenance program using the City’s sewer jet truck.

- 224.6 miles of wastewater collections mains and 33 sewage pump stations were maintained.

- Operate a 5.1 million gallon per day wastewater treatment plant to serve the community. 1,024,633,200 gallons of wastewater was safely treated in 2010.

Your Wastewater Division at Work

The Wastewater Division operates and maintains all infrastructures to ensure the safe delivery of our community’s wastewater.


One member of the McCoy Creek Stream Team #1062 collects a water quality sample from the Wastewater Treatment Plant’s receiving stream.

The Wastewater Treatment Plant laboratory runs over 100 tests per week to ensure the water quality leaving the plant meets all DNR and EPA limits.

There are two methods used to apply the bio-solids as fertilizer on our local farm fields: 1) dewatering by filter press produces a cake that is hauled to the field (above), and 2) the Floater Tanker Truck applies liquid bio-solids directly to the field.
Your Water Division at Work

315 new customers were added to the water system.

Service Highlights

- Flushed, inspected and painted 812 of the 1,946 fire hydrants as part of the ongoing preventative maintenance program to maintain all fire hydrants every three years.
- 315 new customers were added to the water system.
- Maintained 231 miles of water mains, 3 elevated water towers and 2 water booster pump stations.

The Water Division provides a safe quality product 24/7, 365 days a year. With over 10,000 water customers to serve, this is not an easy task with the extreme weather changes that our community can experience.

In 2010 the Water Division delivered over 1.23 billion gallons of water to our community. This includes water for fire protection in the community.

Upgrades to the backup emergency Well #5 at Callahan Road included adding insulation, new siding covering the old block walls, pitch roof, emergency access doors and a chlorination system.

The Water Booster Station (constructed in 2007) is located on West Meyer Road. A second water booster station is scheduled to be constructed in 2011 near Prospect Road and Hwy. 40 (estimated cost $2.45 M).

Dedicated employees fight the cold and wet conditions to get a water main break near 701 Meyer Road repaired and back in service for customers.