Contacting the City of Joplin

Emergency – Police/Fire ............. 911
City’s Main Number ............. 417-624-0820
Department Ext.
Animal Control ..................... 280
Building Codes/Inspections ............. 521
City Clerk ..................... 220
City Manager ..................... 201
Community Development ............. 542
Engineering ..................... 530
Finance ..................... 241
Human Resources (Personnel) ............. 429
Jail ..................... 460
Mayor/City Council Information ............. 221
Municipal Court (Traffic Tickets, Court Dates, Fines) ............. 233
Neighborhood Improvement ............. 518
Public Information Office ............. 204
Prosecutor’s Office ............. 228
Recycling ..................... 501
Zoning & Planning ............. 511

City Departments/Direct Dial:

Airport ............. 623-0262
Animal Control ............. 623-6122
Athletic Complex ............. 625-4750
Cemeteries ............. 623-7990
Convention & Visitors Bureau ............. 625-4789
Emergency Management ............. 623-5858
Fire Dept. (non-emergency) ............. 623-0403
Health Dept. ............. 623-6122
Library ............. 623-7953
MAPS (Metro Area Public Transit System) ............. 626-8607
Memorial Hall ............. 623-3254
Parks (Shelter reservations) ............. 625-4750
Parks Office ............. 624-6937
Police Dept. (non-emergency) ............. 623-3131
Recreation Programs ............. 625-4750
Schifferdecker Golf Course ............. 624-3533
Sunshine Lamp Trolley ............. 626-8609
Trash Service – Residential 1-800-431-1507
WIC (Women, Infant & Children Supplemental Food Program) ............. 623-1928

Allied Waste Services to Deliver FREE Polycarts to Joplin Households

Taking out the trash may no longer be the dreaded chore of households by the end of January. It could be easier because only one trip to the curb (or alley in some cases), should be needed with the new 96 gallon polycart each household will receive from Allied Waste Services, Joplin’s residential trash service provider.

The Joplin City Council recently passed a change to the solid waste agreement with Allied that includes residents using roll-out carts for trash. Allied will deliver 96 gallon polycarts to every living unit inside the city limits unless a request from the resident is made preferring the smaller 65 gallon polycart. Cart delivery starts January 17, and will take approximately two weeks to deliver to all in Joplin.

Residents may begin using the carts as soon as they are distributed. Residents are asked to place all of their trash (except bulky items) into the cart. There is no additional charge for the polycart. Other noteworthy items include:

• Allied’s third-party contractor will deliver the polycarts along with instructions and a toll-free customer service telephone number.

• Additional trash set next to the polycart will be picked up at no charge by the driver.

• Additional polycarts will be issued for free on an “as needed” basis and determined by Allied.

• Physically impaired customers (who do not have an able-bodied person living at the house) will be given a 65 gallon polycart and will continue to have their trash picked up at their door instead of the street/alley. If the resident is physically unable to place the trash in the cart, the Allied driver will place the trash in the polycart. To be placed on the special pickup list, residents or their representative may call the City at 624-0820, ext. 501.

• Polycarts should be placed at the curb, away from vehicles and mailboxes in a manner that the arm of the automated truck is able to grab the polycart. (Cart has directional arrows.)

• For residents with existing “alley service”, their polycarts will continue to be serviced in the alleys. A “front-load” truck will be used instead of the new “automated” trucks.

• Polycarts will remain the property of and be maintained by Allied. If a polycart becomes damaged, stolen, or missing, the resident should call Allied customer service. The polycart must stay with the property if resident moves from that location.

• Bulky Items will continue to be picked up at no additional charge by Allied, however the resident will need to call customer service prior to trash day so a “non-automated” truck can be dispatched.

(Continued on page 7…)
Fun Family Entertainment Offered at Memorial Hall

Looking for something to do? Why not check out one of the upcoming shows featured at Joplin Memorial Hall? Below are some of the highlights for the next few months. Other events at Memorial Hall are listed on page 6. If you would like more information, please call 623-3254.

RIVERDANCE, the thunderous celebration of Irish music, song and dance that has tapped its way onto the world stage thrilling millions of people around the globe will be here at the Joplin Memorial Hall on their “Farewell Tour” to perform ONLY ONE outstanding show. Mark your calendar for Wednesday, January 26, 2011 to catch this performance. Show time is 7:30 p.m.

Tickets are on sale now. Price are: front part of the Main Floor: $55; back part of the Main Floor and all seats in the Mezzanine: $45; Balcony seats: $32. Ticket prices include service fees. Purchase tickets through www.joplinmemorialhall.com, by phone at 417-623-3254, or you can buy them at the Joplin Athletic Complex 417-625-4750.

Shrine Circus offers a great event for everyone in the family. With tigers, trapeze artists and tons of thrills, audience members are sure to enjoy the show. Held during the weekend of January 28-30, show times are:

- Friday, Jan. 28th at 6:30 p.m.
- Saturday, Jan. 29th at 2 p.m. & 6:30 p.m.
- Sunday, Jan. 30th 2 p.m. & 6:30 p.m.

Children 12 years and younger are $12, and adult tickets are $16. Tickets sold at the box office one hour before each performance.

JEREMY CAMP LIVE! with Special Guests Lindsay McCall and Adam Kappa, will appear at Joplin Memorial Hall on Friday, February 4. Concert begins at 7 p.m.

Ticket prices are: VIP $38 with “meet and greet” opportunity and a souvenir poster; $23 for Main Floor and Mezzanine seating; $17 for Balcony seating. Tickets may be charged by phone at 417-623-3254 or 417-625-4750 or purchased online at www.joplinmemorialhall.com. Groups of 10 or more will receive a $4 discount in all sections except for VIP. Ticket prices include $3 service fee.

Congratulations, Kudos & Applause…

Joseph Njenga, MPH, MHA, Community Health Planner and Regional Epidemiology Specialist for the Joplin and Jasper County Health Departments, has recently completed a second Masters Degree; a Masters in Health Administration (MHA) from Missouri State University. Congratulations Joseph!

Lawrence R. “Mac” McKeough, MPA, CEM, Regional Response Planner for the Joplin and Jasper County Health Departments, was certified as a Missouri Certified Emergency Manager (MoCEM) in November, 2010. His commitment to Standards of Excellence in Emergency Management, and a thorough knowledge of all aspects of emergency management, training, experience, and formal education lead to this certification. Congratulations Mac!

Joplin, Missouri has been chosen as the host site for the 2012 National Fireworks Association Trade Expo that will be held September 5 through September 8, 2012. The Joplin Convention and Visitors Bureau worked closely with Holiday Inn and Residence Inn by Marriott to acquire this show. The annual Expo brings together manufacturers, importers, wholesalers and retailers from the USA, China and other countries. Over 500 attendees will converge on Joplin for four days of meetings, product expo, and demonstrations.

The Expo will feature seminars and a trade show at Holiday Inn & Convention Center, with over 100 booths of product display. Although this event is not open to the public, residents can expect to see/hear a series of fireworks each evening after dark as there will be nightly fireworks demonstrations at Schifferdecker Park. The demos are scheduled to run from 8 p.m. until 10 p.m. each night.
The New Year brings many new opportunities and prospects for the City of Joplin and our citizens. If 2011 is similar to years past, we will witness a positive energy throughout the community.

In 2010, many contributed to Joplin by supporting various events such as Boomtown Days and 3rd Thursdays. Some attended meetings or completed surveys to voice their opinions about City services, or partnered in community cleanup work by volunteering for the Great Day of Service this past September. It is evident that when people get involved, positive things happen.

On February 10, the Joplin Regional Airport will welcome a new commercial air service. American Eagle, the regional carrier for American Airlines, will offer two flights a day to Dallas/Fort Worth (DFW) at competitive prices with other airports in the outlying regions.

In a recent study of people who fly to and from this area, they indicated their desire for a service that provided better connectivity at affordable prices. Basically, they wanted a legacy carrier that flies into a large hub that can offer numerous flight options to other parts in the United States, as well as the world. In addition, they wanted a carrier that offers this service with a convenient flight schedule.

American Eagle does all of this. DFW is one of the largest airline hubs in the U.S. with connections to 184 destinations, including every major U.S. city. Flights leave Joplin for DFW at 7 a.m. and at 3:30 p.m. Inbound flights arrive at 2:55 p.m. and 8:55 p.m. The cost of flights is very reasonable compared to our other regional options. To check this, a local travel agent ran some round-trip comparisons as follows:

<table>
<thead>
<tr>
<th>Destination / From</th>
<th>Joplin</th>
<th>Springfield</th>
<th>Northwest Ark.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atlanta</td>
<td>$293.40</td>
<td>$314.80</td>
<td>$368.80</td>
</tr>
<tr>
<td>New York</td>
<td>$253.40</td>
<td>$501.80</td>
<td>$349.40</td>
</tr>
<tr>
<td>Los Angeles</td>
<td>$293.40</td>
<td>$490.80</td>
<td>$497.80</td>
</tr>
</tbody>
</table>

Along with reduced travel time and free parking, the convenience of traveling into and out of the Joplin Regional Airport is hard to beat. Flights offer 66 passenger seats, along with other passenger conveniences of flight attendants, onboard service and a restroom.

American Airlines recognizes the positive momentum in our community – Joplin and our region are on an upswing, and they are now a part of this new energy. Representatives indicated that if their service is used, then additional flights and destinations can and will be added. But we have to use the service for it to grow.

This is a turning point for Joplin. Commercial air service is a great asset to the community. Let’s join together and keep Joplin flying by flying Joplin.

You can get more details about American Airlines service in Joplin at www.jlnairport.com.

Joplin Regional Airport
Air Service for the Fourstates

Keep Joplin Flying! by Mark Rohr, City Manager

January 26
Riverdance

January 28-30
Shrine Circus
Joplin Memorial Hall, Friday at 6:30 p.m., Saturday and Sunday at 2:00 p.m. & 6:30 p.m. Adults $16. Children 12 years & under $12. Tickets on Sale one hour before each performance at Memorial Hall box office. Information: 417-623-3254. www.joplinmemorialhall.com.

February 4
JEREMY CAMP LIVE! With Special Guests
Lindsay McCall and Adam Kappa
Joplin Memorial Hall, 7 p.m.. VIP Tickets $38 with meet and greet and souvenir poster, Main Floor and Mezzanine $23, Balcony $17. Charge by phone 417-623-3254 or 417-625-4750 or online at www.joplinmemorialhall.com. Groups of 10 or more $4 discount in all sections except for VIP.

March 1
“Germany, Pale Mother” Film Festival
Cornell Auditorium in Plaster Hall at MSSU, 7 p.m., FREE. Information: 417-625-9614 or www.mssu.edu.

March 15
“The Joke” Film Festival
Cornell Auditorium in Plaster Hall at MSSU, 7 p.m., FREE. Information: 417-625-9614 or www.mssu.edu.

March 29
“The Lady with the Dog” Film Festival
Cornell Auditorium in Plaster Hall at MSSU, 7 p.m., FREE. Information: 417-625-9614 or www.mssu.edu.

Events listed from the Joplin Convention & Visitors Bureau’s website at www.visitjoplinmo.com and are printed as space allows. If your organization would like to be listed, please contact the CVB office at 417-625-4789 for details.

(Continued on page 5…)
In review of the past projects completed with funds generated through the Parks and Stormwater Sales, citizens are now enjoying the two aquatic centers, numerous improvements at neighborhood parks, the construction of Phase I of the Joplin Athletic Complex, along with general beautification to the green spaces in Joplin and manageable roadways during large rainfall incidents including the main corridors in the downtown area.

These projects were all listed as priorities through the work of the 2001 Citizens Task Force, as the citizens discussed numerous projects before setting the priorities to recommend to Council for the sales tax referendum. The project list resulted in a compilation of $30.6 million of improvements. Since that time, nearly all projects have been completed. Remaining parks projects include Schifferdecker Park, Spiva Park improvements and completion of softball fields in Phase II of the athletic complex.

“Schifferdecker Park has been a recent topic for the City, but due to the age and emerging maintenance issues of the pool, planning had been postponed until we could determine the best options using various scenarios,” said City Manager Mark Rohr. Rohr noted that the park’s plan is scheduled for Council discussion in early 2011.

Recent park improvements at McClelland Park included a new shelter and installation of new playground equipment, adding four parking areas, and paving of two entryways into the parking areas. Playground equipment was also installed at Mohaska Park, located at Mohaska and Sergeant Avenue, and Roanoke Park at Byers and Islington. McIndoe Park benefited with new playground equipment, as did Garvin and Iron Gates Parks along with new shelters and paved parking. Earlier park projects involved both Ewert and Cunningham pools being renovated to aquatic centers and Memorial Hall receiving necessary enhancements to the stage, auditorium, restrooms, kitchen, lobby, and concession stand.

Citizens utilizing the City parks easily identify with these park projects, while those traveling through Joplin may recall the multiple stormwater improvements made, especially if the work area altered their driving routes. Completing a near record number of drainage improvement projects in 2010, City officials noted that these projects were virtually in all areas of Joplin. They included:

- 7th Street & Maiden Lane intersection
- 15th Street and Murphy Boulevard,
- McClelland Boulevard, near 30th Street
- A Street and McCoy Avenue
- 32nd to 33rd West of Connecticut
- Davis Detention Pond — work along Joplin Creek near 25th and Davis Boulevard

These projects significantly improve the infrastructure of Joplin, allowing stormwater to move swiftly through our City without negatively impacting motorists, businesses or homeowners. Citizens may remember rainfall incidents when transportation was not as easy, especially in the downtown area where the Willow Branch Creek runs under roadways and businesses. The first project initiated with these revenues addressed this large underground water source, as it had created downtown floods in years past.

“Many people might remember the downtown area flooding due to the Willow Branch Creek,” said David Hertzberg, Director of Public Works. “Prior to this improvement, many of the buildings in the downtown area remained vacant. Now, the downtown is nearly full and offers retail and office space, restaurants and residential living.”

Willow Branch stormwater improvements, which stretched from 7th and Virginia streets to the southwest area of Joplin, near 17th and Maiden Lane, included a 100-year storm drain replacing existing pipes.

“It was a significant investment in the downtown infrastructure and served as an initial incentive for downtown redevelopment,” Hertzberg noted.

Stormwater projects were initially identified in the 1998 Stormwater Management Master Plan. This plan was updated in 2009 and will be utilized by the Citizens Task Force to prioritize projects to include in a possible renewal request of this sales tax. The City has held several public meetings regarding parks and recreation needs for the community, and this information will also be included in the task force’s work in 2011. Future articles will provide updates of their work.
Police Initiates New Program to Address Crime

In February 2010 the Joplin Police Department implemented IMPACT (Improving Methods Proactively Against Crime Trends) to address community crime problems and quality-of-life issues faced by our citizens. In short, IMPACT is an in-depth analysis of statistical information for the purpose of identifying crime trends, patterns and hotspots. Creative strategies are formulated to counter increasing incidences of crime, and then appropriate resources and police personnel are deployed to confront identified crimes proactively. Effectiveness is continually evaluated through further statistical analysis.

The four principles utilized in IMPACT are:

- **Accurate and timely intelligence:** At the core is the use of computer-generated and other statistical data that are gathered and presented at monthly IMPACT meetings. The analysis of this information then triggers action on geographically impacted areas, patterns and crime trends.

- **Effective tactics:** Supervisors are accountable for the creation, development and implementation of crime reduction strategies for the purpose of minimizing the identified crime trends.

- **Rapid deployment:** Once an issue has been identified, personnel and resources are rapidly deployed to increase the likelihood of affecting the problem before it shifts to another day, time, or area.

- **Relentless follow-up and assessment:** An essential element in any operational plan is the assessment of what, if any, impact the implementation of the plan has had on targeted goals. The primary method for measuring a successful outcome of a crime reduction strategy is via hard numbers, that is, crime statistics.

In the ten months Joplin Police Department has utilized the IMPACT model, police officers have effectively combated crime in the City of Joplin to see a 9% reduction from this same time last year. Each month, officers are directed to concentrate on a specific area and/or crime in which to focus their efforts. As a result of their collective strategies, decreases have been reported for every directed area/crime the following month. This proactive approach to crime has evidenced in a short period that directed patrol produces favorable results. As the police department continues to work toward making Joplin a safer community for its citizens, IMPACT will remain an important element in that effort.
The following events will take place at Joplin Memorial Hall. Other events will be announced as details are confirmed. If you would like more information, please call 623-3254 or the number listed under the event. Ticket information is available at www.joplinmemorialhall.com.

January 3-May 18
Zumba Fitness Spring Session
Mondays & Wednesdays
6:45 p.m. to 7:45 p.m.
$3 per visit.
No classes on Jan. 26 and April 27.

Throughout January 2011
Little Dribblers
Mondays 5:50 p.m. to 6:35 p.m.
For information 417-625-4750

Adult Co-ed Volleyball
Tuesdays 6:45 p.m.
For information 417-625-4750

Adult Basketball
Thursdays 6:30 p.m.
For information 417-625-4750

January 28, 29, 30
2011 Shrine Circus
Show times:
Friday at 6:30 p.m.
Saturday at 2 p.m. and 6:30 p.m.
Sunday 2 p.m. and 6:30 p.m.
Tickets available at the door
1 hour before show time
$12 Children 12 and under; $16 Adult

February 11
Daddy Daughter Date Night
417-625-4750 for tickets

February 19
Joplin High School JROTC Drill Meet
625-5230

March 4 – 5
Tangle Footers Dance Club
417-782-3733

April 21
Senior Citizen Prom Luncheon & Dance
$5 a ticket, 417-781-7562

April 30
Joplin Area Catholic Schools Annual Auction
417-624-5003

UPCOMING EVENTS

The City of Joplin’s Planning and Community Development division offers resources to citizens needing assistance with yard work, minor household repairs and general maintenance issues. To complete their mission, staff members coordinate citizen volunteers with the requested projects, and often also provide the tools to complete the job.

For more than 12 years, the City of Joplin has provided a significant service to our citizens through the public transportation program. In 2011, the City will celebrate its ONE MILLION ride milestone — and that lucky One Million Rider will receive a FREE Pass for 2012 for unlimited rides!

As the One Million Ride celebration draws near, the City will offer various promotions in upcoming months. The first promotion will be on Friday, April 22nd, Earth Day. All rides on the Sunshine Lamp Trolley will be provided free of charge on this day. This is just the first of several promotions, so please watch for more details as the year continues — and YOU could be the lucky ONE MILLION Rider!

Initially started in 1998, five vans shuttled residents to and from their necessary destinations through MAPS (Metro Area ParaTranist Service). In 2007, the City introduced the Sunshine Lamp Trolley with a one-hour loop in the northeastern part of Joplin. In 2009, the City added two more routes which overlapped the existing route. Riders can now reach nearly all areas of the City through public transportation.

On average, 11,000 rides are given each month through the Trolleys and MAPS vans. The service has become very popular and many ride on a regular basis. So climb aboard and discover the benefits of public transportation — and you may be the City’s ONE MILLION Rider!

For more information or to receive a Trolley Route map, please call 417-626-8609.
Power Outage May Affect Food Storage — Simple Guidelines Provide Safe Measures

As weather turns colder, many may remember the bleak icy days of 2008 and recall various methods used by families to store food in an effort to save it from an undesirable and expensive fate – disposal.

In an extended power outage, the safe storage of potentially hazardous food products requiring refrigeration becomes a serious public health concern. Refrigeration and freezer units without power can only maintain a safe product temperature for a short period of time. The Joplin Health Department provides recommendations for safe food storage in order to maintain your food in a wholesome condition.

If electricity has not yet been restored to your home and you have been unable to make alternate arrangements for the storage of your refrigerated, potentially hazardous food products, the following guidelines are to be adhered to:

All refrigerated, non-shelf-stable, potentially hazardous food items must be maintained at a temperature of 45 degrees Fahrenheit or below and be protected from physical damage including water, chemicals, unauthorized personnel, etc.

Potentially hazardous foods are primarily those containing meat, fish, poultry and dairy products.

If the temperature of any non-shelf-stable, potentially hazardous food item exceeds 45 degrees Fahrenheit for more than a two hour period, the product should be disposed.

If the temperature of any non-shelf-stable, potentially hazardous food item exceeds 45 degrees, and you cannot determine how long the product has been above 45 degrees, the product should be discarded.

Frozen foods that become thawed, but remain below 45 degrees Fahrenheit pose quality concerns, NOT public health concerns. Decisions regarding the use/and or refreezing of these products rest with their owner. If, however, the temperature of the thawed products exceeds 45 degrees Fahrenheit for a period of two hours, they too should be discarded.

Do not attempt to be charitable and give potentially spoiled, unsafe food to neighbors or less fortunate people. You may believe you are being helpful, when you may simply be contributing to an illness and opening yourself to a potential liability.

Remember that this is your responsibility for you and your family. Public food establishments will be reviewed by Health Department staff members or their authorized representatives to ensure compliance with food code regulations.

Allied Waste Services to Deliver FREE Polycarts to Joplin Households

• The two-week distribution process will have to be completed first before issues can be addressed. The new automated collection vehicles will be in use by the end of March.

Billing for trash services will continue to be listed on residents’ Missouri-American Water Company bill.

Residents are asked for their cooperation and understanding during this transition. Information will be distributed with the polycart and we encourage everyone to read the handout, as this will explain the program and proper polycart etiquette. Please refer to the www.alliedwastegalena.com website for more information.

All residents who have been paying rent for their existing cart will receive a refund from Allied. Please allow 4-6 weeks. Rent will be cancelled effective December 31, 2010. Carts marked "American Disposal" will get swapped out for a new cart. Carts marked “Allied Waste” will be swapped out ONLY if it needs repair.

Unwanted trash can options: 1) Take them to the Joplin Recycling Center for recycling or reuse. 2) Place on the curb with NO trash inside on the date that will be specified in the cart delivery instruction sheet.

Any resident wishing to receive the smaller 65 gallon polycart should call Allied Waste Services at 800-431-1507 or go online to www.alliedwastegalena.com to make the request. To be placed or removed from the Physically Impaired Pick Up List:

624-0820 Ext. 501

Allied Services Inc. Customer Service:
800-431-1507

Billing Questions: 624-0820, Ext. 501

REMINDER!
Business licenses are due on April 14.
If you have questions, please contact the Finance Department at 624-0820, x 242.

(Continued from page 1…)

45° Fahrenheit

Boomtown Days
June 9 – 11, 2011
Festival of Music, Food & Fun!

January 2011 7
12th Annual Daddy Daughter Date Night

Dads and their daughters are invited to Joplin Parks and Recreation Department’s 12th Annual Daddy Daughter Date Night on Friday, February 11. Dads can bring their favorite gal(s) to an evening of music, dancing, games, buffet dinner and prizes. The event is held from 6:30 p.m. to 9 p.m. at Joplin Memorial Hall. The Parks Department will provide a free picture for each couple.

Tickets can be purchased at the Joplin Athletic Complex, 3301 West 1st Street. Seating is limited to 200 couples. The fee is $25 per couple, and $6 for an additional child.

For more information, call 625-4750.

2011 Boomtown Run Offers Fitness Opportunities for Entire Family — June 11

Ah, January… a new year often brings resolutions for new hobbies and activities. This year, instead of setting weight loss goals, set fitness goals to mark your progress. The Boomtown Run on June 11, 2011 offers several fitness opportunities for families, including a zumbathon, kids run, 5k and half marathon.

Whether a beginner runner or more experienced, you can join a running group that provides incentives to increase your pace or distance. Area fitness clubs offer running classes for all levels, and Zumba classes are offered at Memorial Hall as well as at fitness clubs.

ALL Boomtown Run participants will enjoy a variety of refreshments at the post-race party and receive a FREE event button for the Boomtown Days Festival on June 9 through 11. Half marathon and 5k participants will receive an official Boomtown Run technical shirt and an official Boomtown Run cooling headband, with custom medals for those finishing the half marathon.

For event details, training opportunities, and online registration, visit the new website www.boomtownrun.com. Prefer to participate by cheering on the expected 1,000+ athletes who will participate in Boomtown Run event? Sign up online to be an event volunteer, and take part in one of the region’s fastest-growing events.

Stayed tuned for more event announcements this spring!