

2025



# ANNUAL REPORT

Community Development



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## Message from the Director



The Community Development Department plays an important role in shaping the future of Excelsior Springs by supporting investment, preserving neighborhoods, guiding development, and enhancing the quality of life for residents. This annual report highlights the department's accomplishments and activities throughout 2025 and demonstrates the wide range of services provided by our team.

The pages that follow provide an overview of the department's work, performance measures, and key initiatives completed during 2025. As Excelsior Springs continues to evolve, the Community Development Department remains committed to delivering excellent customer service, fostering investment, protecting community character, and implementing the vision established by our residents.

# A Note of Thanks

As we reflect on 2025, I would like to express my sincere appreciation to the many individuals who contributed to the success of the Community Development Department during a year of growth and transition.

The year marked my first as Community Development Director, and I am grateful for the opportunity to serve the City of Excelsior Springs and for the support I have received from our employees, leadership team, elected officials, and community.

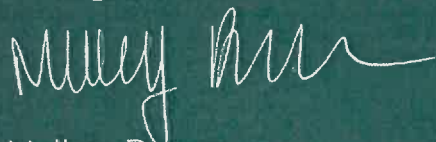
I would like to recognize Lisa Morgan, who retired in 2025 after years of dedicated service as the Community Development Administrative Assistant. Her professionalism, knowledge, and commitment to customer service left a lasting impact on our department and community. I would also like to thank Pam Friedman, who stepped into a temporary role during a period of short staffing and helped ensure we continued to provide excellent service to our customers.

In 2025, we welcomed Joshua Garrett, Lance Lamley, and Julia Goldstein to the Community Development team. We are grateful for their commitment to public service and their dedication to improving the quality of life in Excelsior Springs.

I would also like to thank the Mayor, City Council, City Manager, and City leadership team for their continued support of our department and its mission.

Finally, thank you to our residents, business owners, contractors, developers, and customers for your partnership, patience, and investment in our community. Together, we are helping build a stronger Excelsior Springs for future generations.

With gratitude,



Mallory Brown  
Community Development Director  
City of Excelsior Springs, Missouri



# Introducing Our Team



Mallory Brown  
Director



Joshua Garrett  
City Planner



Michael Thompson  
Building Inspector



Lance Lamiey  
Permit Technician



Laura Mize  
Neighborhood Specialist



Trish Guarino  
Code Compliance Officer



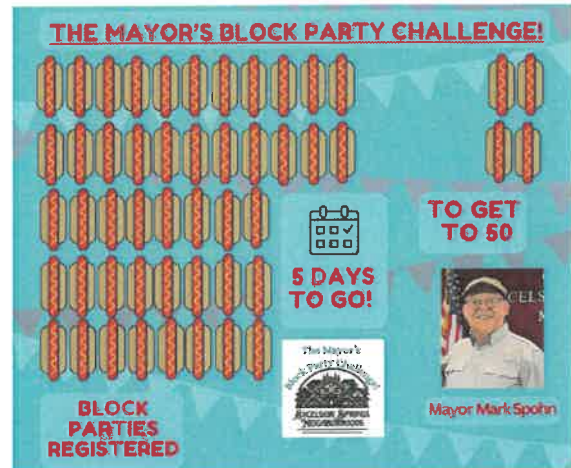
Julia Goldstein  
Administrative Assistant

# Neighborhood Services

## 2025 Highlights

### Mayor's Block Party Challenge

The City's Mayor's Block Party Challenge continued to strengthen neighborhood connections and community pride throughout Excelsior Springs. More than 1,600 residents participated in neighborhood gatherings, creating opportunities for neighbors to meet, build relationships, and foster a stronger sense of community. Community Development staff successfully managed a \$2,013 Neighborhood Leadership Academy grant that helped support and promote the program, contributing to its continued success and positive impact across the city.



### Silver Prom

Community Development partnered with the Excelsior Springs High School Student Council to host Silver Prom 2025, bringing together more than 100 attendees for an evening of fun, entertainment, and intergenerational connection. The event continues to be a valued community tradition while providing students with meaningful opportunities for service and leadership. Due to its success, staff also delivered presentations to other organizations to share best practices and encourage other communities and organizations interested in developing similar programs.

### Vacant Residential

The Program continued to support neighborhood stabilization efforts by monitoring and tracking vacant structures throughout the community. In 2025, the program included 114 registered vacant properties, helping ensure property maintenance, accountability, and communication with property owners.

### Excelsior Springs Neighborhoods



# Neighborhood Services

## 2025 Highlights Continued

### Most Neighborly City!

Excelsior Springs continued to be recognized as a leader in community engagement and neighborliness across Missouri. In 2025, the City was named Missouri's Most Neighborly City for the second consecutive year. In addition, Excelsior Springs was home to one of only 20 Engaged Neighbors statewide and one of only four Engaged Businesses recognized statewide, highlighting the community's ongoing commitment to building strong relationships and fostering a welcoming, connected city.



### Neighbors Helping Neighbors

Community Development continued to support volunteer-driven programs that connect residents and strengthen community relationships. During the major January 2025 snowstorm, the Snow Angels Program matched 15 volunteers with 26 neighbors in need of snow removal assistance. Staff also coordinated the Neighbors Helping Neighbors Program, which connected 6 volunteers with 6 residents requiring assistance with various tasks. These programs demonstrate the community's commitment to serving and supporting one another.

# Code Compliance

**1,791 Inspections Performed**

**925  
Violation  
Notices Sent**

**655  
Voluntary  
Compliance**

**80  
Citations  
Issued**

## Key Accomplishments



- Expanded enforcement and compliance efforts related to temporary business signage.
- Continued proactive removal of signs placed within public rights-of-way.
- Conducted outreach to property owners through 80 courtesy letters addressing boat, RV, and trailer parking violations.
- Addressed numerous parking lot maintenance issues throughout the community.
- Coordinated the removal of a large homeless encampment, improving public safety and environmental conditions.

## Voluntary Compliance



The Code Compliance program continued to emphasize education, communication, and voluntary compliance whenever possible. Through consistent outreach and enforcement efforts, numerous property maintenance and nuisance violations were successfully resolved. Long-term compliance efforts also contributed to the sale, redevelopment, and improvement of several previously problematic properties, supporting neighborhood revitalization and investment throughout the community.

# Planning & Zoning



## Planning Commission

- Preliminary Plats – 5
- Final Plats – 3
- Lot Splits – 1
- Zoning Text Amendments – 8
- Special Use Permits – 2
- Rezone – 3
- Site Plans – 1
- ROW Vacations – 0



## BZA

- Variances – 2



## HPC

- Local Landmark Designation – 1
- Certificates of Appropriateness – 26

In 2025, the Planning and Zoning staff continued to play a vital role in guiding the growth and development of Excelsior Springs while providing exceptional customer service to residents, businesses, developers, and property owners. Staff served as a primary resource for land use and development inquiries, assisting customers with zoning regulations, subdivision requirements, development standards, and project approvals. Through collaboration, problem-solving, and a commitment to customer service, the division helped applicants navigate the development process efficiently while ensuring projects aligned with community goals and adopted regulations. Planning staff also advanced long-range planning initiatives, including implementation of the newly adopted Comprehensive Plan, positioning the community for continued growth, investment, and an enhanced quality of life for residents.

# Comprehensive Planning Efforts

One of the Community Development Department's most significant accomplishments in 2025 was the work to create the Excelsior Springs: Community Rising, the City's new Comprehensive Plan. Developed through an extensive public engagement process involving residents, businesses, elected officials, community organizations, and stakeholder groups, the plan establishes a shared vision for the future of Excelsior Springs.

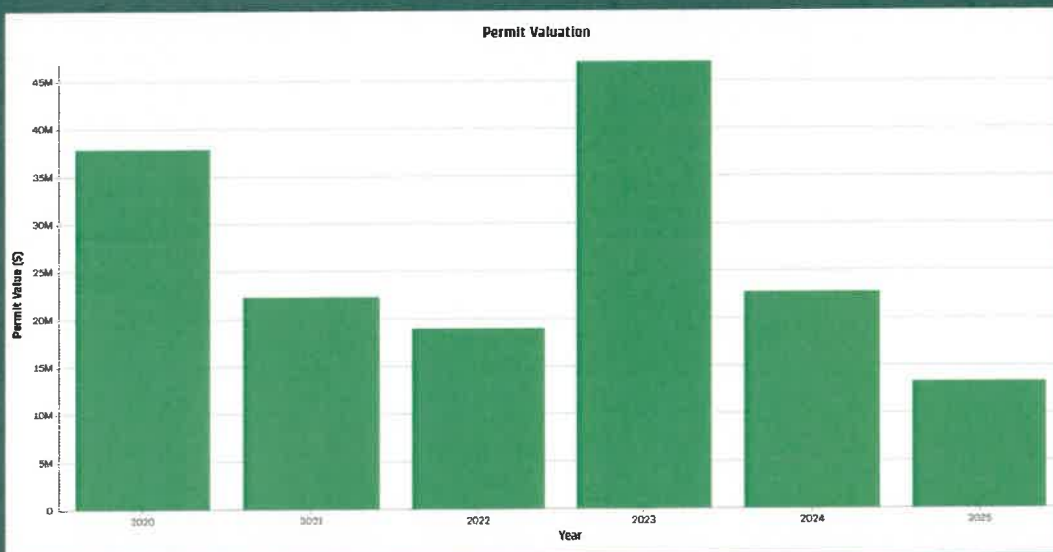
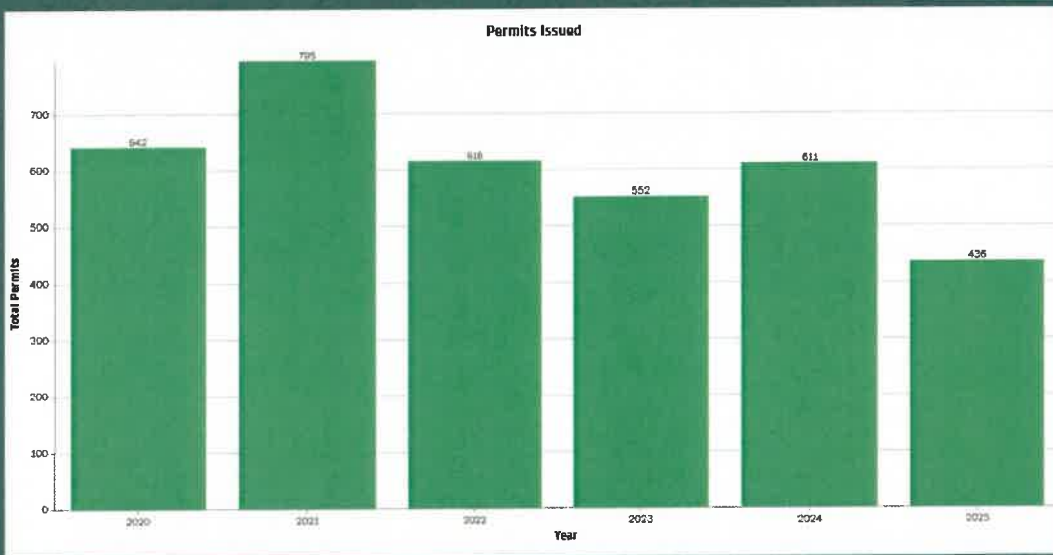
The Comprehensive Plan serves as the City's long-range policy guide for growth, development, infrastructure investment, housing, economic development, transportation, parks and recreation, and neighborhood preservation. The planning process included community surveys, public meetings, stakeholder interviews, youth engagement, and collaboration with City boards and commissions to ensure the final document reflected the community's priorities and aspirations.

With the plan now adopted, the City has a clear roadmap for future decision-making and investment. The document will guide land use decisions, capital improvement planning, redevelopment efforts, economic development initiatives, and updates to City policies and regulations. More importantly, it provides a strategic framework to help Excelsior Springs manage growth, strengthen neighborhoods, expand economic opportunities, and enhance quality of life for current and future residents.



# Permitting & Inspections

In 2025, the City issued 436 permits with a total construction valuation of approximately \$13.1 million. While both permit activity and valuation were lower than recent years, permitting and inspection services remained an essential function of the Community Development Department, supporting residential improvements, commercial investments, property maintenance, and public safety through plan review, permitting, and inspections.



# Permitting & Inspections Continued

## Inspections Performed:

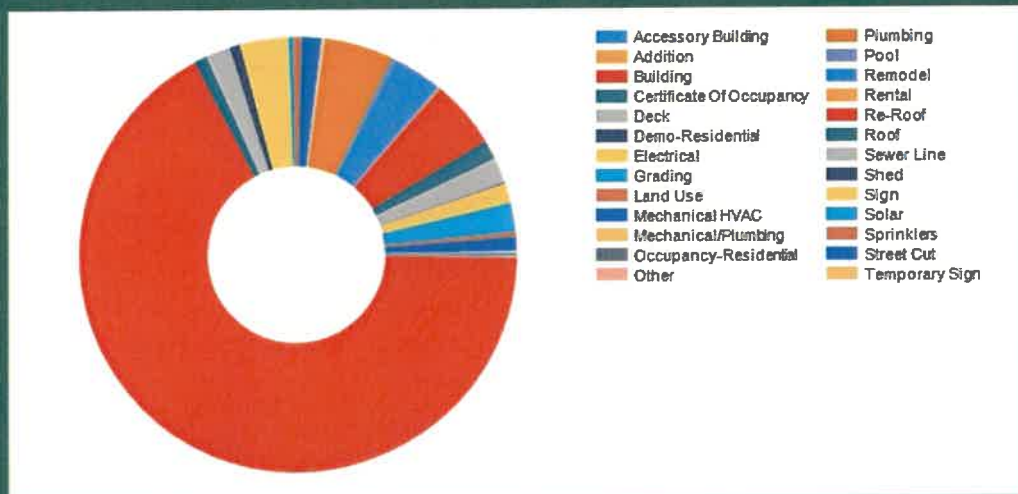
Commercial: 137

Residential: 440

Multi-Family: 22

Rental: 298

## Inspections by Type



In 2025, the Community Development Department successfully implemented a new permitting and inspection software platform, modernizing the way permits, inspections, and code compliance activities are managed. The transition represented a significant investment in customer service and operational efficiency, providing residents, contractors, and developers with improved access to permitting services.

# A Look Ahead



- Online contractor licensing
- Online inspection requests
- Interactive zoning map
- Code Compliance Electronic Ticketing
- Adoption of the Isley Neighborhood Preservation Plan
- Pre-approved home plans
- Continued implementation of the Comprehensive Plan
- Continued neighboring efforts
- Mayor's Block Party Challenge
- Out About program

thank you!