

KCStat

kcstat.kcmo.org

June 4, 2019

#KCStat

Customer Service and Communication





Customer Service and Communication

“To create an internal culture that focuses on the customer across all services provided by the City, supports essential internal and external communication, and fosters public engagement”.

How To Get There: 2018-2023 City Objectives and Strategies For Customer Service and Communications

1. Continually seek innovative and creative ways to connect with the public and staff while applying an integrated and strategic approach to all communication efforts.

- A. Implement the City's strategic communication plan and ensure that it includes an integrated, strategic approach for communicating with residents about pressing operational issues. (City Communications Office)
- B. Expand customer service and communications training for supervisors and managers through multiple channels in order to reinforce learning and further refine skills in these areas (Human Resources, Education and Development) - COMPLETE
- C. Create at least one Public Service Announcement (PSA) per quarter on important City issues. (City Communications Office)

2. Expand resident engagement in activities throughout the City, including the Citywide Business Plan and budget review processes.

- A. Identify new methods of promoting resident participation at events, such as the Citizen Engagement University, Citizen Works sessions, and other public hearings. (Finance, Organizational Development)
- B. Identify and utilize interactive technologies to communicate directly with citizens on a remote basis, such as the City's virtual town hall and other social media channels. (City Communications Office)

How To Get There: 2018-2023 City Objectives and Strategies For Customer Service and Communications

3. Promote trust and understanding through transparency.

- A. Determine ways to make information about the City's performance, operations, and financial condition more transparent, user-friendly, and understandable to elected officials and the public. (Office of the City Manager)
- B. Respond to the most frequent public information request by providing data on the Open Data Portal. (Office of the City Manager)
- C. Identify ways to impart information more effectively to personnel in the field. (Office of the City Manager)
- D. Disseminate a manual on best practices to improve intra- and inter-departmental communication. (Finance, Organizational Development)

4. Improve the internal and external customer experience.

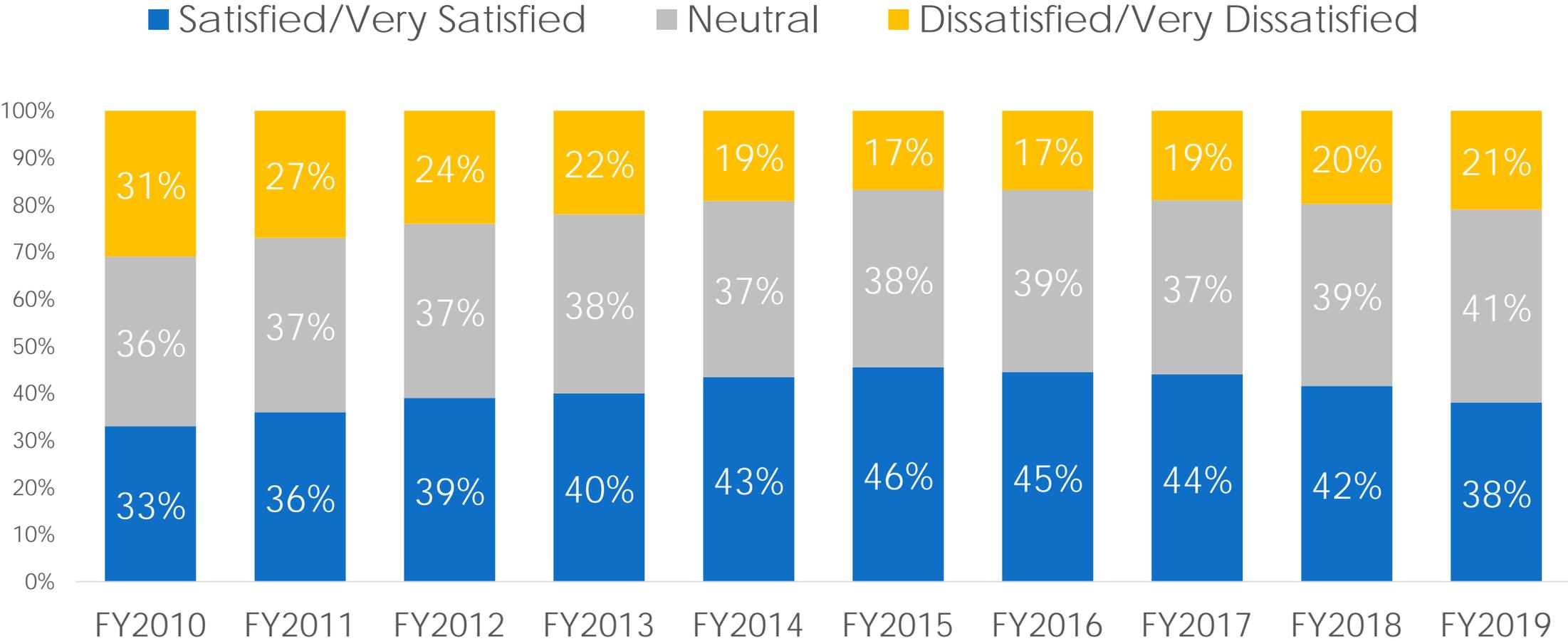
- A. Monitor established customer service standards that can be applied across all departments, and report performance. (Office of the City Manager)
- B. Create a central repository for collecting feedback about customer service citywide. (Office of the City Manager) - COMPLETE
- C. Develop a Coaching to a Culture of Service training for supervisors and managers. (Human Resources, Education and Development)

Measures of Success

Objective	Measures of Success	Actual FY15	Actual FY16	Actual FY17	Target FY18	Actual FY18	Actual FY19
1	Percent of residents satisfied with effectiveness	46%	45%	44%	47%	42%	38%
2	Percent of residents satisfied with opportunity to engage provide input into decisions made by the city.	-	30%	30%	33%	29%	30%
3	Number of open data sessions.	156,313	202,256	200,527	206,301	201,829	127,146
4	Percent of resident satisfied with customer service from city employees	50%	47%	48%	54%	48%	46%

Objective 1: Continually seek innovative and creative ways to connect with the public and staff while applying an integrated and strategic approach to all communication efforts.

Effectiveness of Communication Over Time



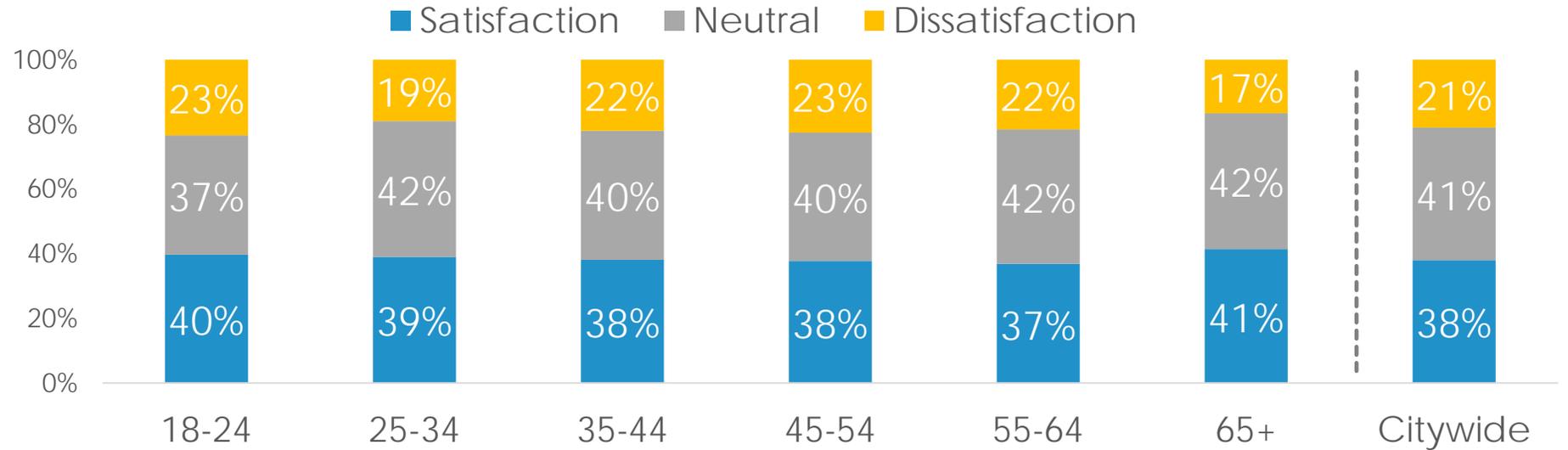
Source: Resident Satisfaction Survey

Effectiveness of Communication

Satisfaction By Age

Satisfaction Compared to FY18

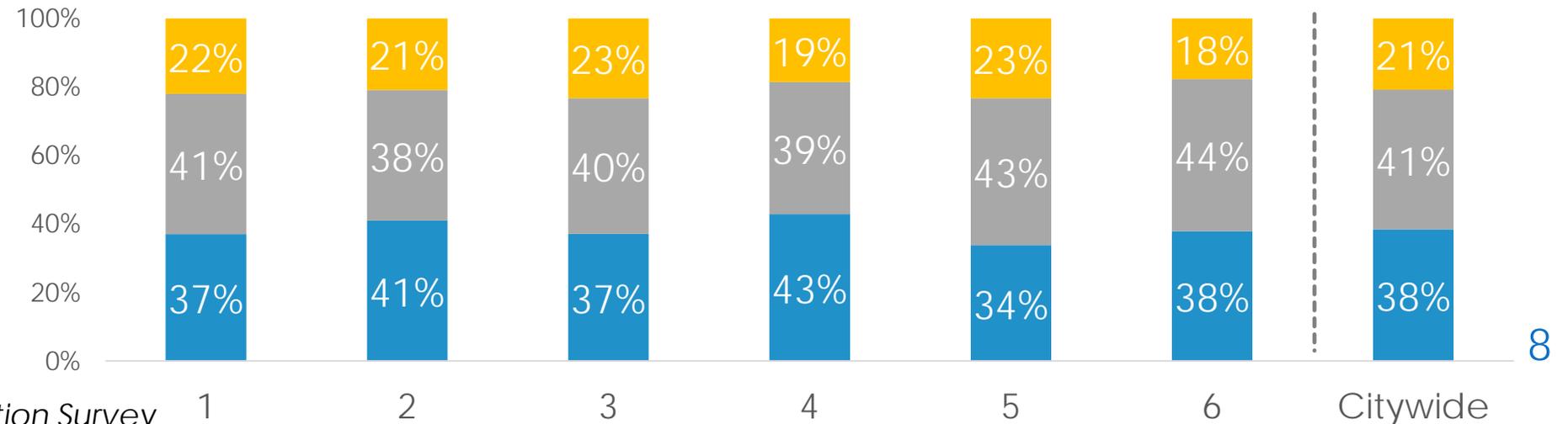
- Age 55-64 ↓ 6%
- Age 25-34 ↓ 4%



Satisfaction By Council District

Satisfaction Compared to FY18

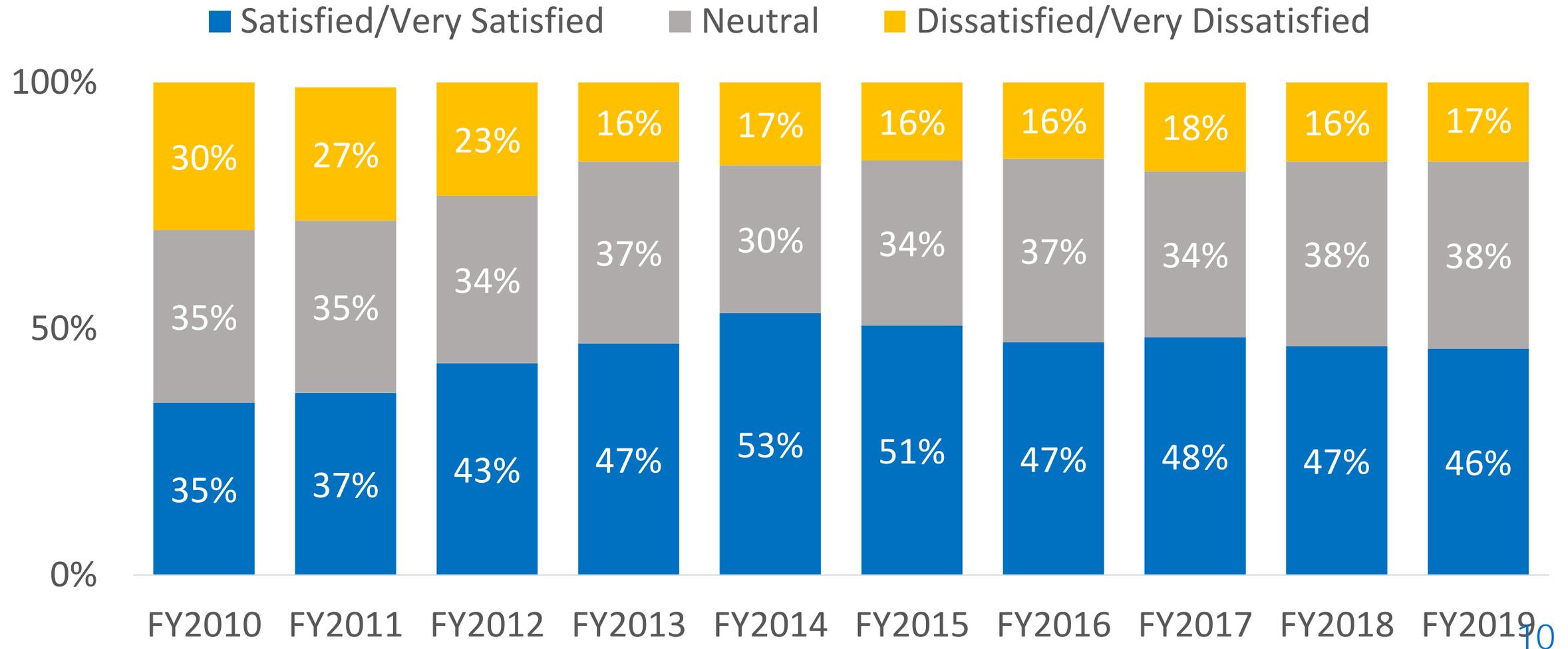
- CD 1 ↓ 6%
- CD 2 ↓ 5%



Importance-Satisfaction - Communication

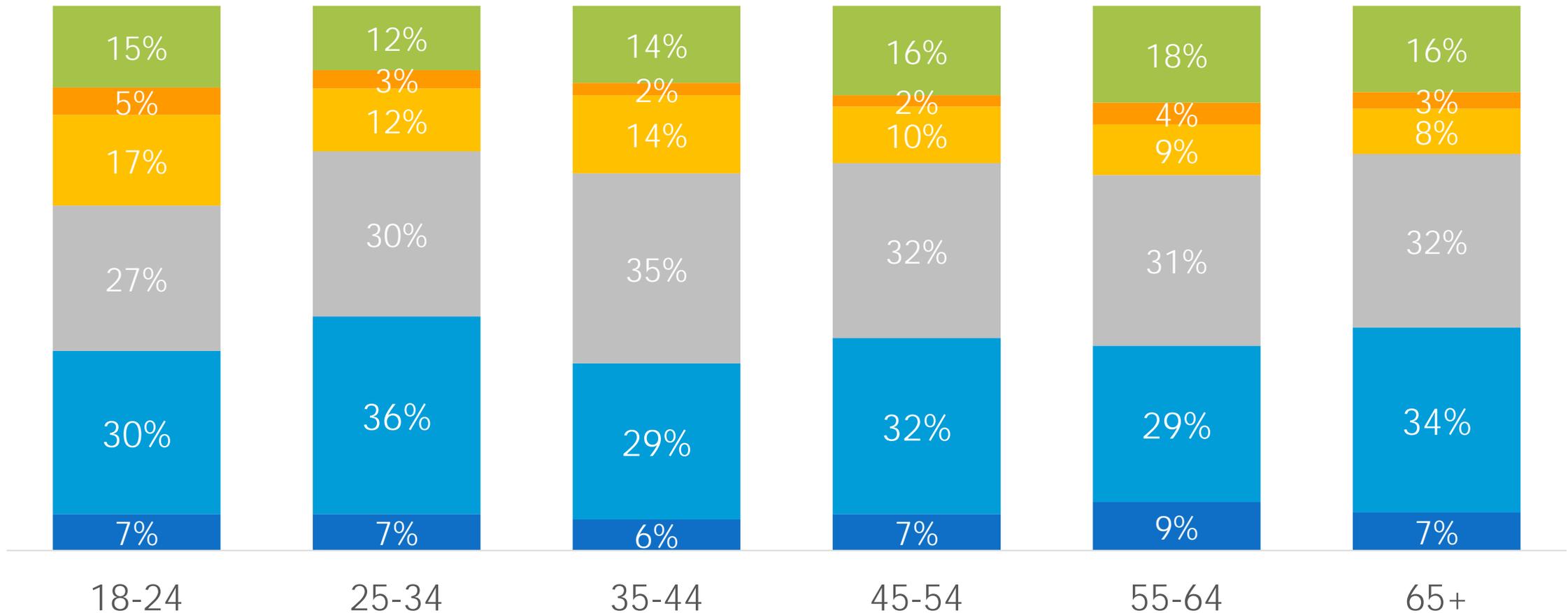
<u>Communications Category</u>	<u>Importance</u>	<u>Satisfaction</u>	<u>FY2018 I-S Rank</u>
Opportunity to engage/provide input into decisions made by the city	37%	30%	1
The availability of information about city programs and services	46%	46%	2
Overall usefulness of the city's website	27%	46%	3
The city's use of social media	16%	42%	4
Quality of city video programming including city television channel (Channel 2) and web streaming	7%	40%	5
The content in the City's magazine KCMore	6%	44%	6

Resident Satisfaction with the Availability of Information about City Programs and Services



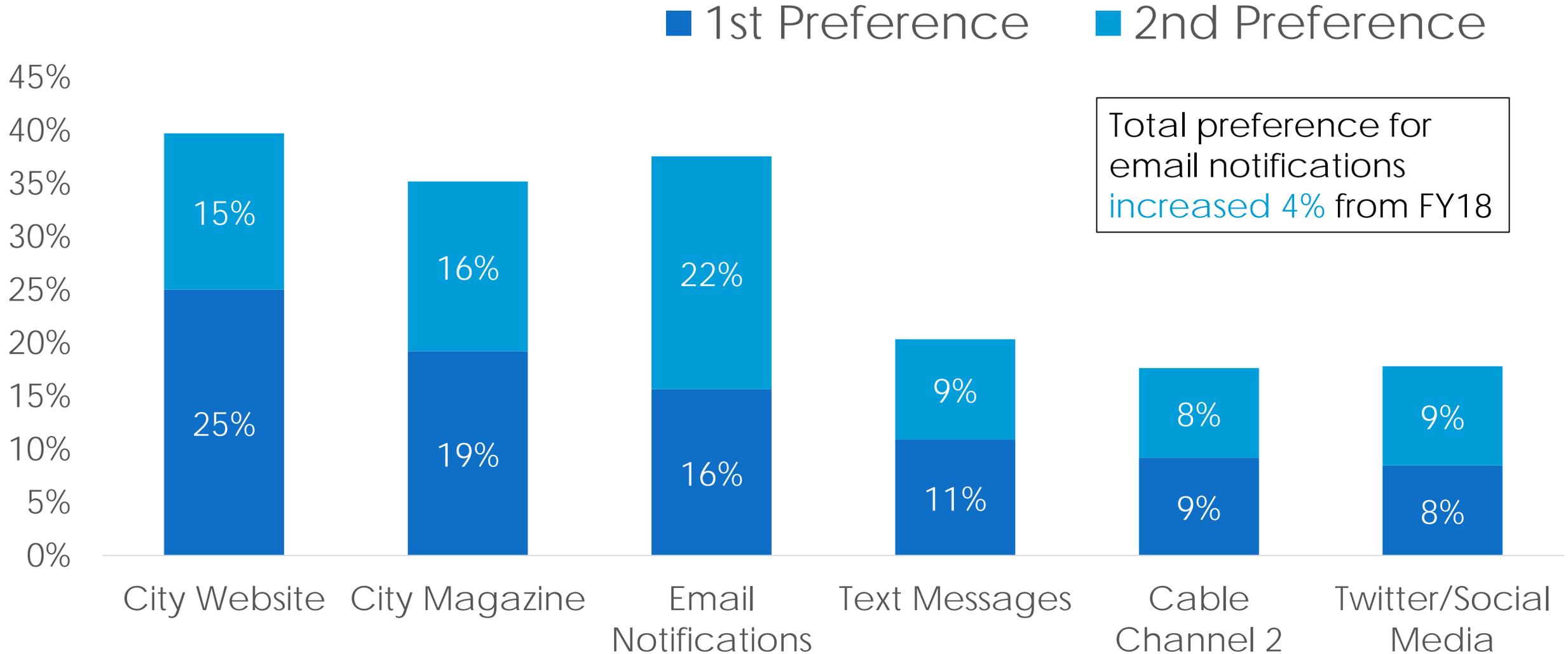
Availability of Information by Age Demographics

■ Very Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Very Dissatisfied ■ Don't Know



Source: FY19 Resident Satisfaction Survey

1st and 2nd Preference for Receiving Information



Strategy A

- a) Implement the City's strategic communication plan and ensure that it includes an integrated, strategic approach for communicating with residents about pressing operational issues. (City Communications Office)

Strategy
Complete



Citywide Strategic Communications Plan



CITY OF
KANSAS CITY,
MISSOURI

GO KC Year Two Progress Report

YEAR 2 PROGRESS REPORT MAY 2019

The GO KC groundbreaking that began a year ago are continuing in 2019, with new sidewalks, tramways and bridges being repaired. This progress report summarizes the latest activity generated by our 20-year, \$900 million capital improvement program.

The Kansas City Museum enjoyed a major restoration and renovation to Cornerhill Hall, accounting for 28

trillion over the years. The \$6.1 billion Metrolink Road project between 35th and 50th St. wrapped up in May. Some \$2 million in improvements ready to the Beacon Hill Southwest Quadrant are complete, and the list of projects moving to completion keeps growing.

One of the splashiest efforts completed in the second year of GO KC is the Deliber Hall Fountain restoration

The \$750,000 investment began in 2018 and features a new basin, piping and transformer for renewable energy. Plus, more new ADA access on the East side.

This update supplements our GO KC Project Explorer in Open Data KC, which allows residents to track progress and review details of ongoing projects. More complete information is also available at kcmo.gov/gokc

YEAR TWO PROJECTS

PROJECT NAME	TYPE	STATUS
East Edge Professional Rowell	Bridge	Active
Resister Go Bridge	Bridge	Active
Water Creek	Bridge	Active
Swape Park Road at Flower Edge	Bridge	Active
KC Mayday	Buildings	Active
Wings ADA	Buildings	Active
City Hall ADA	Buildings	Active
Animal Shelter	Buildings	Active
North Fire Station	Buildings	Active
Sevier Park Industrial Lines	Road Control	Active
Donora Sandy Creek Overpass	Road Control	Active
City of St. Joseph Project	Sidewalk	Active
ADA Civil Rights	Sidewalk	Active
Maple Woods Parkway	Streets	Active
North Oak Traffway	Streets	Active
Southwest Quadrant Beacon Hill	Streets	Active
25th Street Access Rd to M-100	Streets	Active
15th Street Access Rd to Scott Ave	Streets	Active
Casey Hill Rd to Park Avenue to 25th St	Streets	Active
Gregory Blvd and Big Blue River	Streets	Active
Parkway Gateway	Streets	Active
Prospect Hill	Streets	Active
Englewood Road	Streets	Active
Wornal Road, 43rd to 45th	Streets	Active
Stardley Road/Ludlow	Streets	Active
Ward's Lane	Streets	Active
Madison High Community Improvement	Streets	Active
Park Valley Park Levee/Levee	Streets	Active
Braddock Traffic Signalization	Streets	Active
15th Street	Pavement	Active

ACTIVE (Red) | IN PROGRESS (Yellow) | COMPLETE (Green)

YEAR THREE

The second year allowed us to begin our road and bridge program for the first 30 days so they look to the first year!

- \$40.7 million dedicated to improving 32 roads, bridges and sidewalks along with 11 flood-control and public resilience projects.
- RECONNECTION OF NORNALL from 24th to 74th accounts for 24.1 million.
- FRONT STREET (Citywide) is Universal account for another \$18 million in big-ticket road repair.

Road control investments include:

- \$76 million Dodson/Turkey Creek detour.
- \$23 million Swice Road, 24th St.

The much anticipated animal shelter gets \$22 million in new forward with construction that began in 2018 and is expected to start in late 2019. Once completed, this state-of-the-art facility will be a public-private partnership sure to reap stellar outcomes.

KEY STATISTICS

- 36 PROJECTS IN MOTION
- 79 BLOCKS OF NEW SIDEWALKS
- \$105.8 MILLION INVESTED

LEARNING FROM SIDEWALKS FOR IMPROVED MOBILITY

Following a year of 140,000 blocks of newly installed sidewalks, the success of GO KC's mobility investments is a shining example of the city's commitment to improving its infrastructure. The city is currently in the process of installing 79 blocks of new sidewalks, which will be a significant improvement in the city's infrastructure.

Key statistics include:

- 79 blocks of new sidewalks installed
- \$72 million invested in sidewalks
- 25 blocks of sidewalks to be installed in 2019
- New projects (approximately 140,000 blocks) to be installed in 2019

Website: kcmo.gov/gokc/latest

GO KC: An integrated, strategic approach

The screenshot shows the GO KC website interface. At the top, there is a navigation bar with links for 'CITY OF KANSAS CITY HOME', 'CITY OFFICIALS', 'DEPARTMENTS', 'CAREERS', '311', 'PAY', and 'TAX'. A search bar is located on the right. Below the navigation is a large banner image of a park with a stone bridge and a green hill. A search bar is also present below the banner with the text 'WHAT ARE YOU LOOKING FOR?'. The main content area is divided into sections: 'GO KC latest updates' with a paragraph about voter approval and project launch; 'GO KC yearly project lists' with a 'YEAR 1' graphic and icons of people; and 'GO KC sidewalk projects' with a paragraph about a city-funded sidewalk repair program. There are also links for 'Read More' and 'Get This'.



GO KC: An integrated, strategic approach



Sidewalk Repair

Timeline
This is the repair of sidewalks, curbs and drainage pipes. Budget and design is complete. Construction is under way. The funding below is for the repair of sidewalks, curbs and drainage pipes. The funding below is for the repair of sidewalks, curbs and drainage pipes.

Funding Source	2018						Total
	April	May	June	July	August	September	
City Revenue	1,251,115	2,151,115	2,151,115	2,151,115	2,151,115	2,151,115	13,000,000
State	5,000,000	5,000,000	5,000,000	5,000,000	5,000,000	5,000,000	30,000,000
Total Project	6,251,115	7,151,115	7,151,115	7,151,115	7,151,115	7,151,115	43,000,000

Website: www.kcmo.gov/gokc

SIDEWALK REPAIRS

Coming Soon

YOUR TAX DOLLARS AT WORK

www.kcmo.gov/gokc

ADA CURB RAMPS

Accessibility for All

YOUR TAX DOLLARS AT WORK

www.kcmo.gov/gokc



Social Media Reaction to GO KC Projects

 **Martin City CID**
@MartinCityMO

Follow

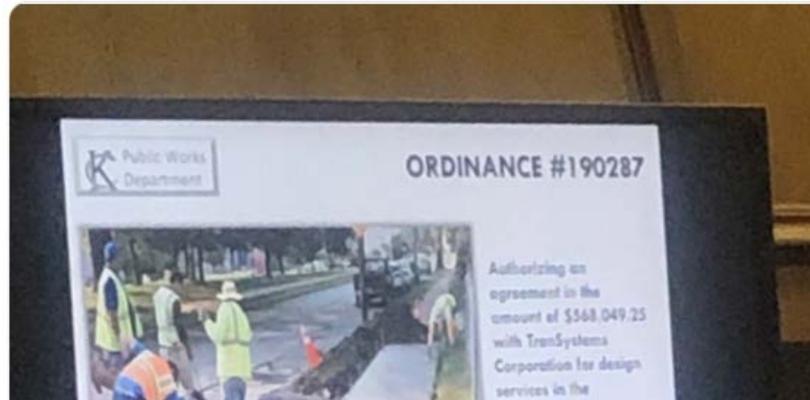
Our new sidewalks & landscape design make a HUGE difference when it rains! 🙌
#GoodbyeMuddyDitches 🌿 #GoKC #econdev



10:44 AM - 30 Apr 2019

Eric Rogers @erogers · Apr 18

At City Hall waiting for the Bike Plan hearing and happy to see several sidewalk improvement projects moving forward. Big thanks to everyone who helped make sure the #gokc bond included \$150 million for sidewalks!



Northland Chamber @northlandregion · 16 Oct 2018

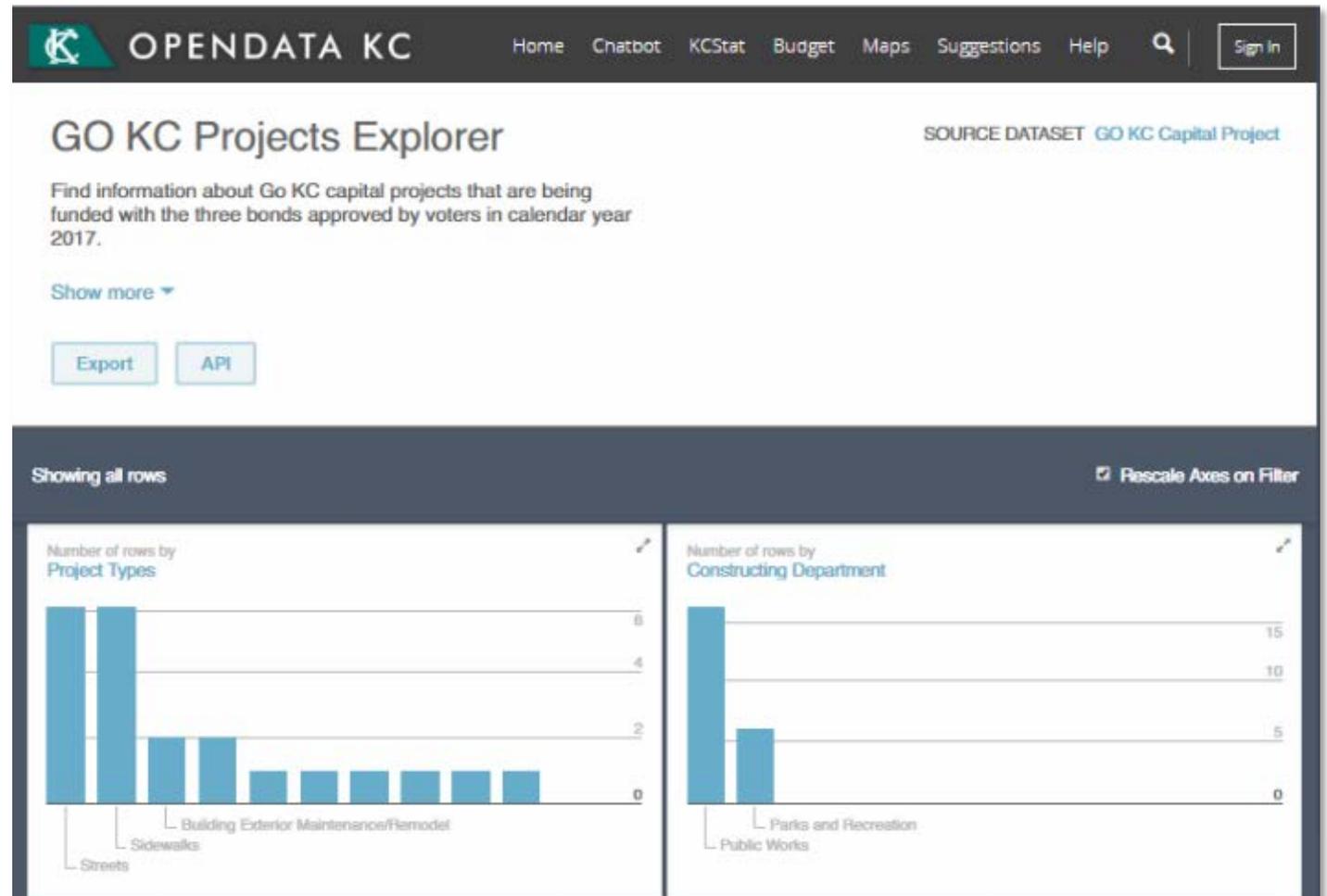
This morning, City leaders held a Groundbreaking Ceremony to kick off a #GOKC project for reconstruction of North Oak Trafficway from Indianola Drive to city limits of @cityofnkc. This will feature bicycle/pedestrian access with addition of sidewalks on both sides.



How to Find GO KC Project Info

kcmo.gov/gokc

- Include website address on all communications.
- Promote the **KC Project Explorer** in the open data catalog, which allows residents to track the progress 24/7.
- Playlist on YouTube channel



Strategy B

Expand customer service and communications training for supervisors and managers through multiple channels in order to reinforce learning and further refine skills in these areas. (Human Resources, Education and Development)

Strategy
Complete



Training Expansion

Since May 2014, all newly hired employees complete Customer Service Training as part of their onboarding experience

In FY19, we offered 15 sessions in order to meet the needs of the organization.



1,602

employees have attended

36%

Workforce is represented

2.5 Days

Of training

Thinkzoom Updates

- **3,018 active employees** have logged in and used the Thinkzoom platform
- Allows for a blended approach to learning for Human Resources, Education & Development programming, including:
 - First Line Leadership Certificate Program,
 - Human Resources Management Academy
 - Overtime Pay Training
- Mandatory trainings include:
 - Ethics Refresher Course
 - The Health Department's Annual HIPAA Policy Training
 - General Services' Reporting of Workplace Injuries

Strategy C

- Create at least one Public Service Announcement (PSA) per quarter on important City issues. (City Communications Office)

KCFD Hands-only CPR PSA:

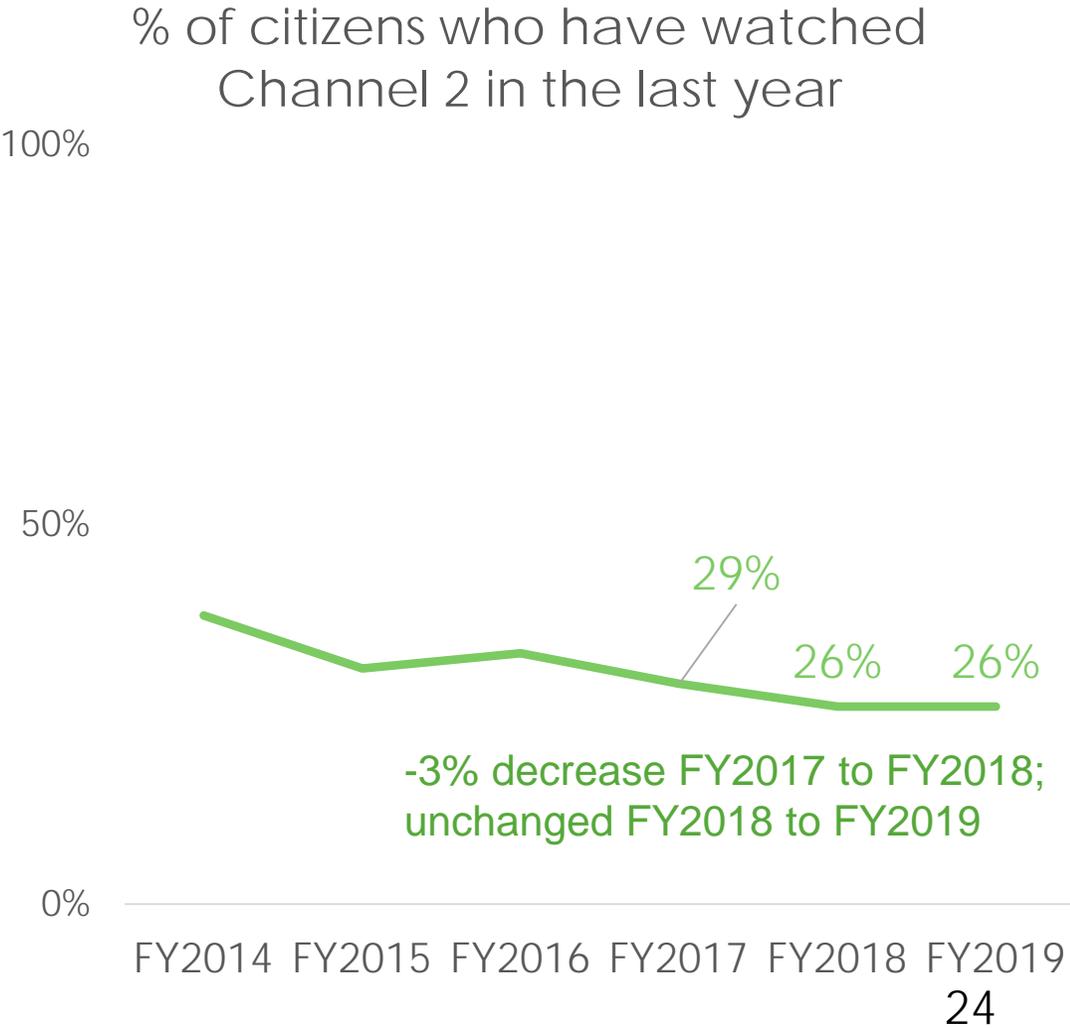
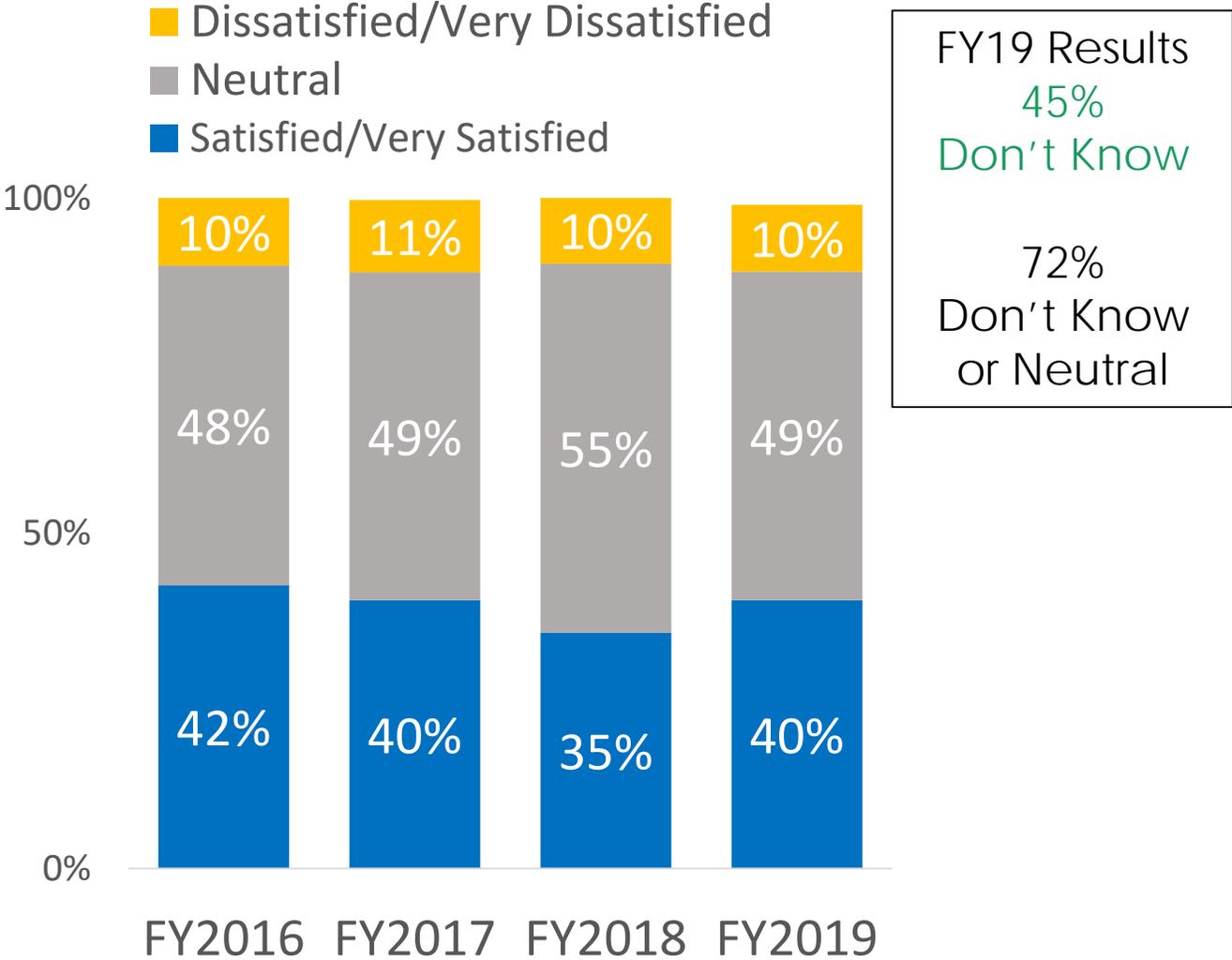
Created two versions, including one condensed version to be played at Kauffman Stadium.

https://www.youtube.com/watch?v=7_JRc2z6TfA&list=PLyKXo9nCHoXQotVQXFnPm3LZcbTRWmEx6&index=1

Mayor's Challenge to prevent suicide:

<https://www.youtube.com/watch?v=rV3xHi9qdY>

Citizen Satisfaction with KCMO Video Content (TV and Online)



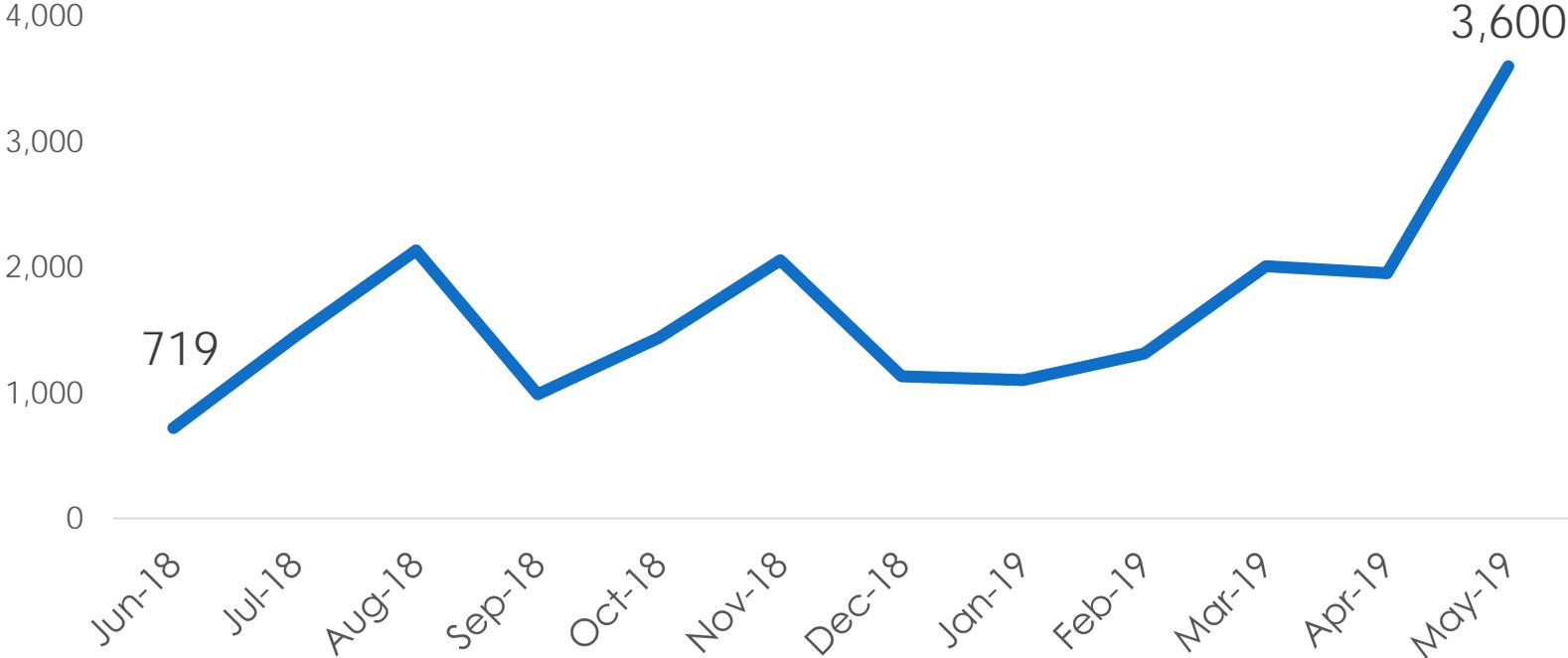
Source: Resident Satisfaction Survey

KC in 60 – Twitter Views

KC in 60 Embedded video views via Twitter
Total views

Total Annual Views
Between June 2018-
June 2019: **16,274**

Average Views Per
Month: **2,075**



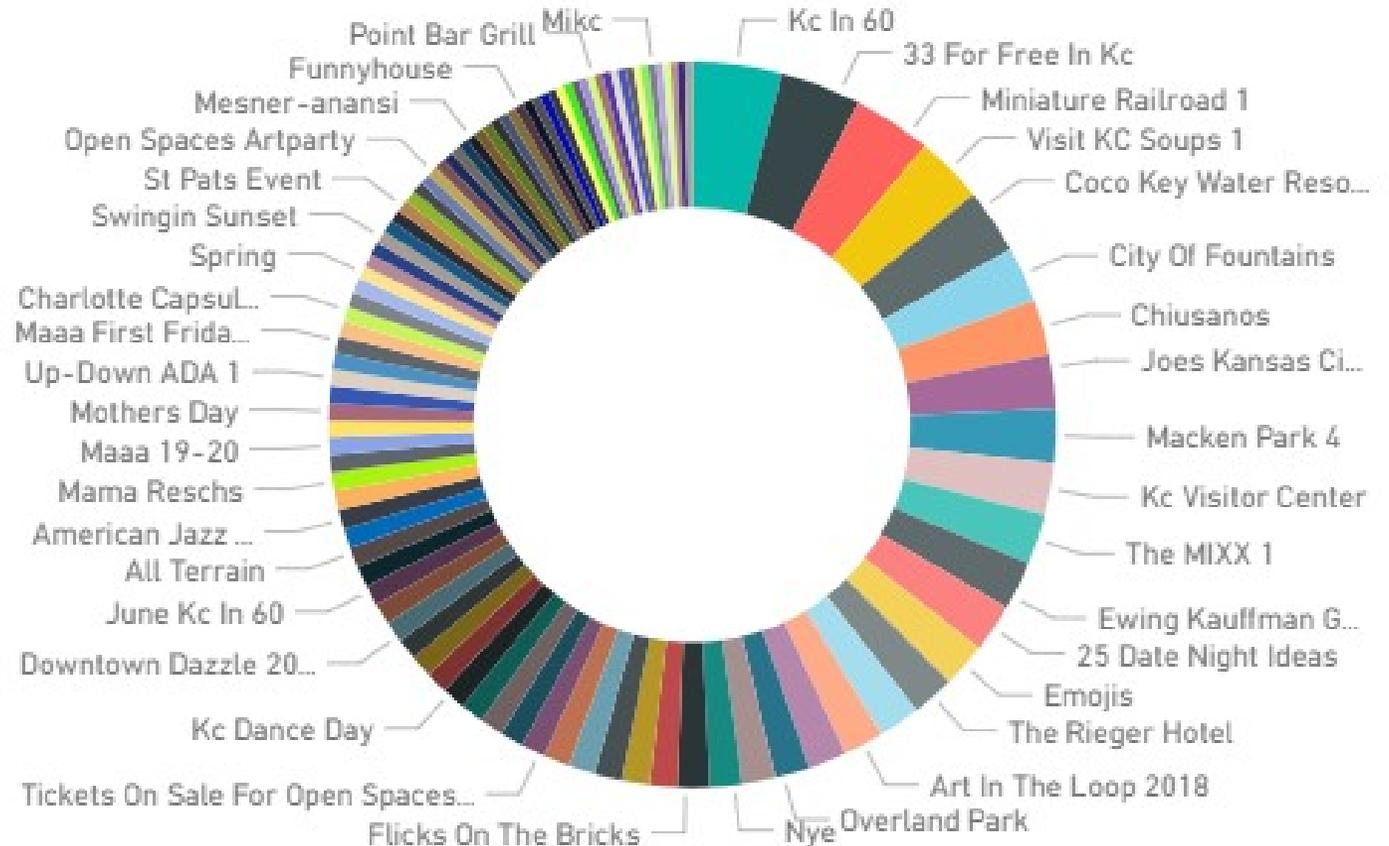
Source: KCMO City Communications Office

KC in 60 – Kiosk Views

Kiosk Content Views
July 2018 – May 2019

KC in 60 is the #1 most viewed content on the kiosks.

There have been 2,191 views of KC in 60 since July 2018.



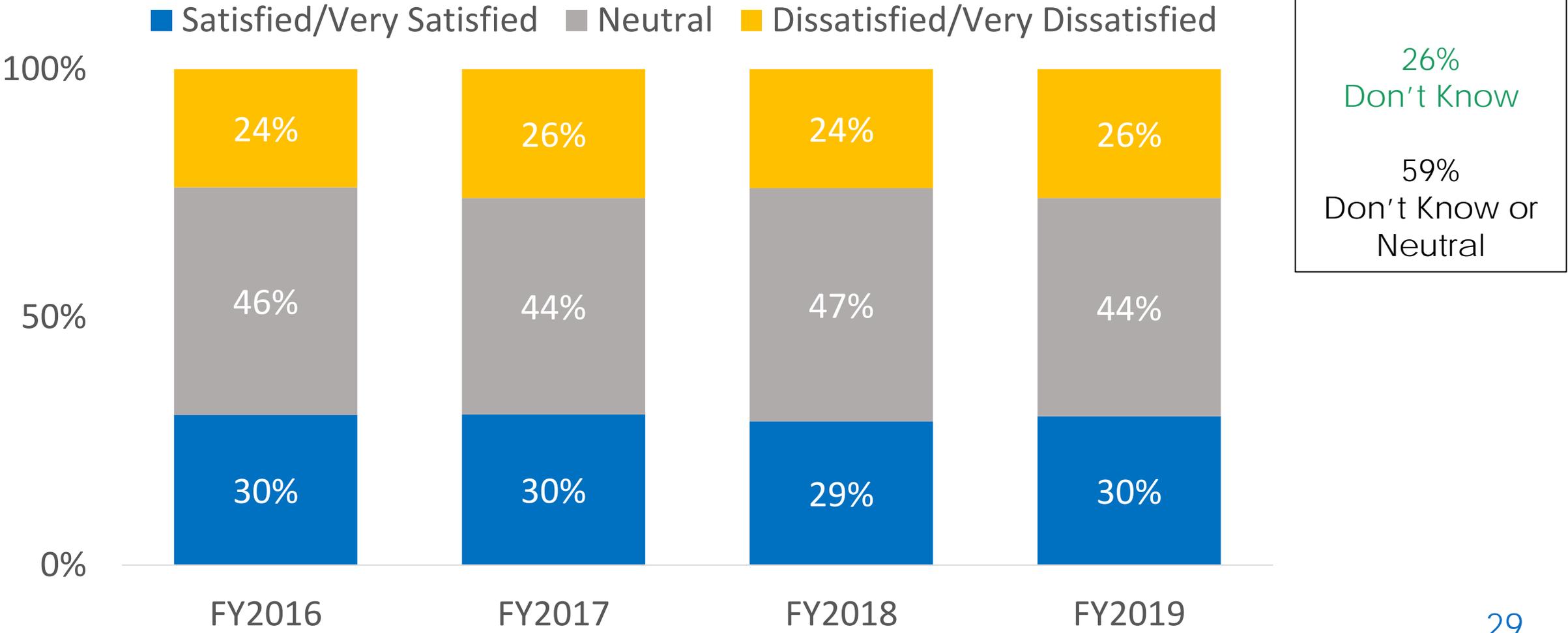
KC in 60



May 2019 - KC in 60: <https://youtu.be/tlptGF1ijr4>

Objective 2: Expand resident engagement in activities throughout the City, including the Citywide Business Plan and budget review processes.

Resident Satisfaction With Opportunity To Engage/Provide Input Into Decisions Made By The City

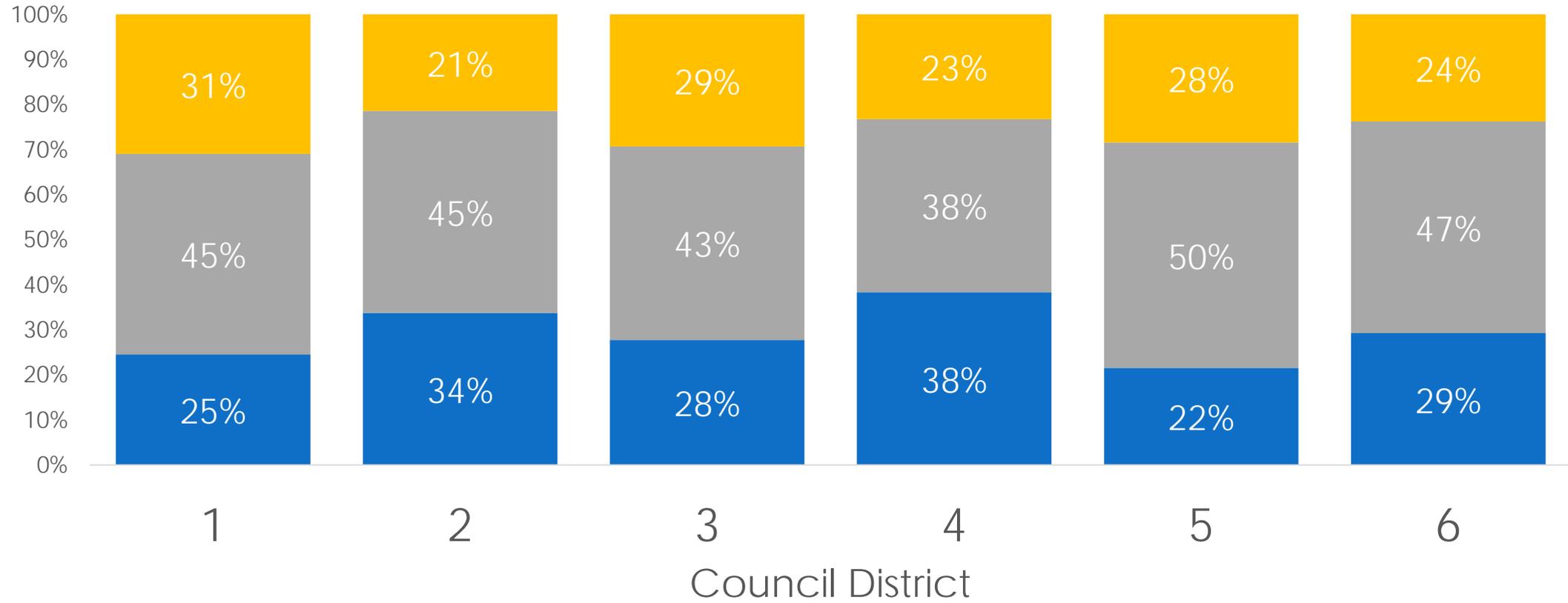


Source: Resident Satisfaction Survey

Resident Satisfaction With Opportunity To Engage/Provide Input Into Decisions Made By The City

Opportunities to engage/provide input by Council District

■ Satisfied ■ Neutral ■ Dissatisfied



Source: FY19 Resident Satisfaction Survey

Strategy A

Identify new methods of promoting resident participation at events, such as the Citizen Engagement University, Citizen Works sessions, and other public hearings.
(Finance, Organizational Development)

2018 Resident Work Sessions – Budget Office

Number of Resident Works Sessions in 2018:

3

Number of residents (not including KCMO staff) that attended the 2018 Resident Work Sessions:

130*

Attendance at each 2018 Resident Work Session:

Central (Liberty Memorial) – 61

South (Southeast Community Center) - 41

North (Briarcliff Church) - 28

*The 2018 Resident Work Sessions were the highest attended Resident Work Sessions that the City has hosted

98%

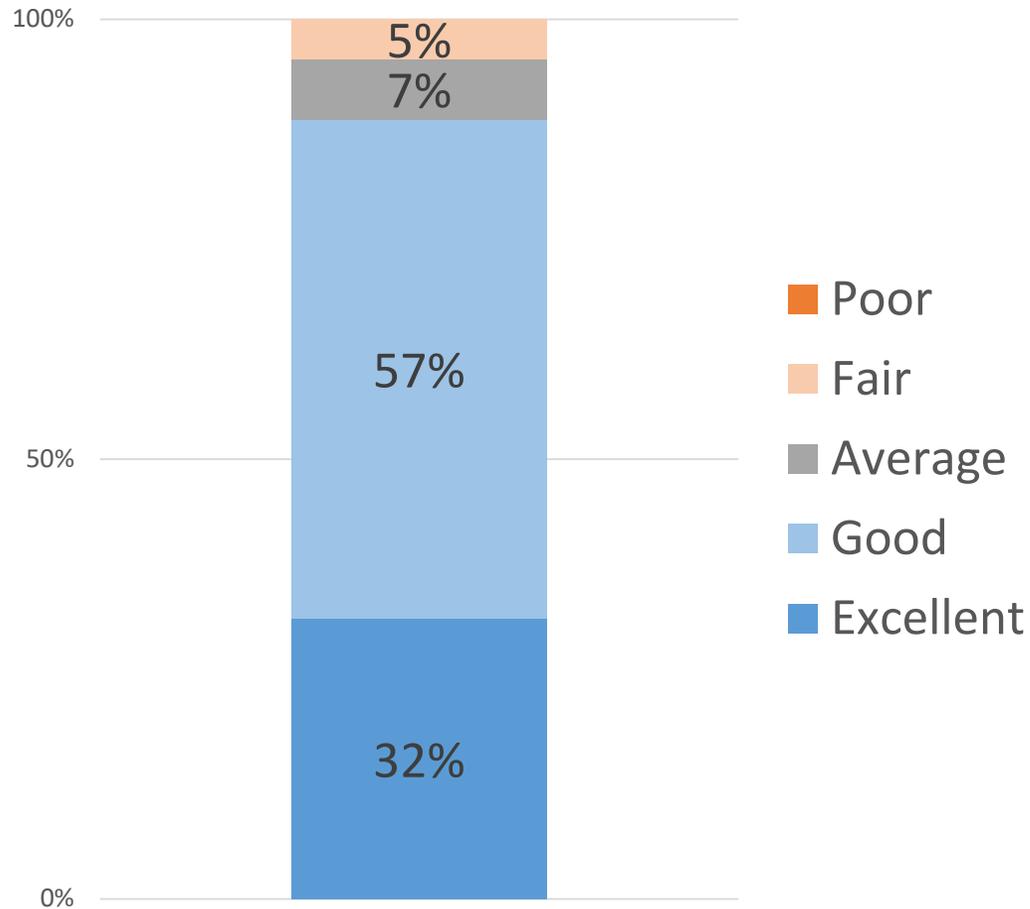
Of attendees would **recommend** the Resident Work Session to a friend, colleague, or family member.

45%

Of attendees felt **more connected** to the City after being a part of the Resident Work Session

2018 Resident Work Session (Continued)

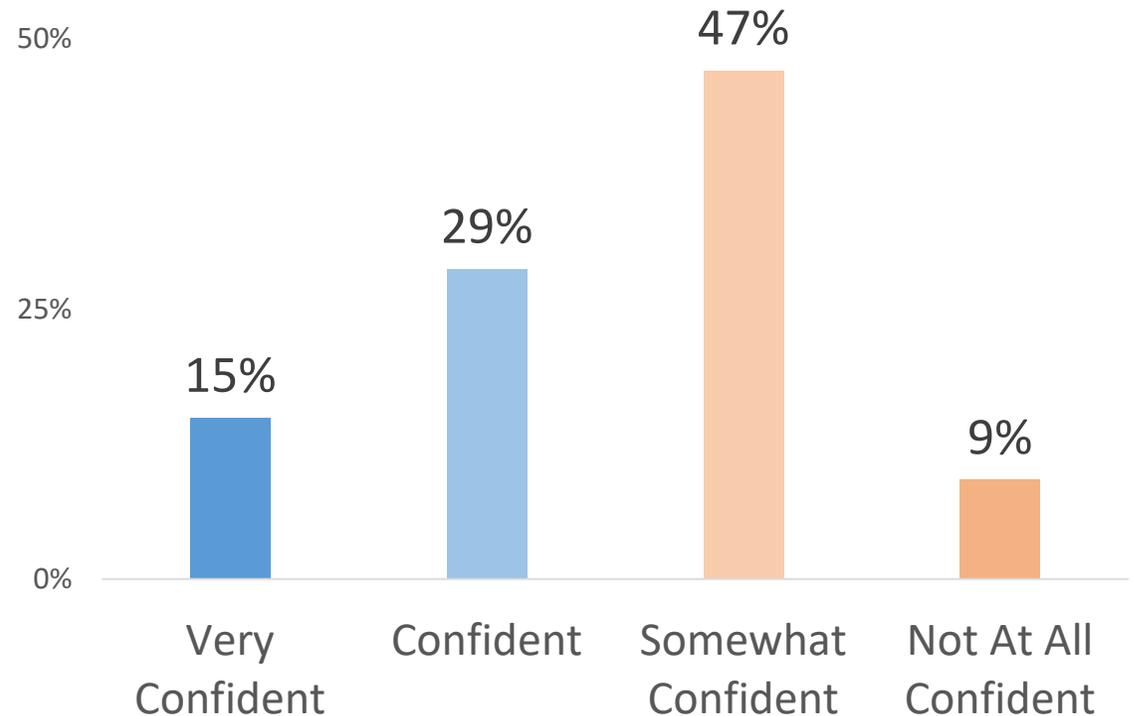
Rate the Resident Work Session



Sample Size: n=93

Source: 2018 Resident Work Session Survey

How Confident Are You That Your Feedback Will Be Utilized by the City?



Sample Size: n=93

2019 Resident Work Session Planning

2019 will be the **final update** to the current four-year Citywide Business Plan.

Resident Work Sessions will be crafted to determine:

- What gaps residents see between the **plan and their priorities**
- An assessment of the **weight** currently given to all priorities
- If residents feel appropriate **progress** has been made in achieving objectives and goals in the Plan
- What **next steps** residents would like the City to take in the plan

2019 Resident Work Session Dates

South: Saturday morning, August 3rd, Southeast Community Center

Central: Monday afternoon, August 5th, National WWI Museum and Memorial

North: One evening the week of August 5th, TBD (north)



Community Engagement University



22
Graduates



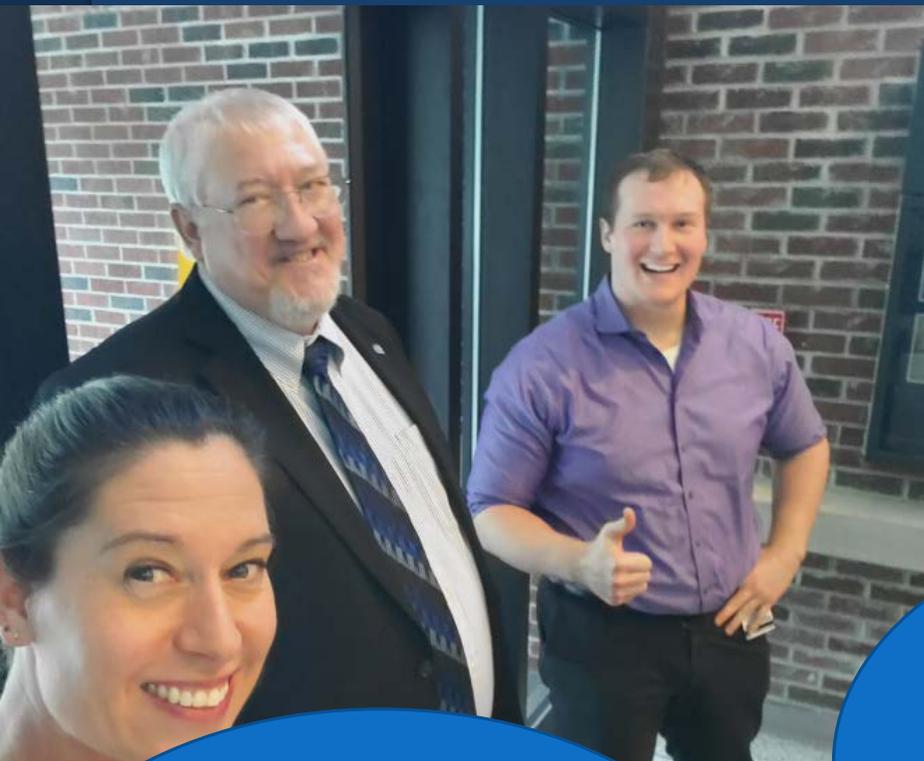
Source: KCMO City Manager's Office

Objective: To help participants gain a better understanding of what the City does and how they can get involved in their local government.

CEU Spring
FY2019

- Eight Sessions
- Every Tuesday
- 3 off site visits
- Started April 2nd

Community Engagement University



311

Total CEU Graduates since
Spring 2014

4000

Hours of resident
Participation

Fall 2019

Early planning stages for
an internal CEU program
for employees wanting to
know more about
different city
departments.



**FREE
EVENT**

TRUCK-A-PALOOZA

November 3 • 9am – 12pm

Worlds of Fun Parking Lot • 4545 Worlds of Fun Ave

- Collaborating with Worlds of Fun, allowed the city to utilize their parking lot for this event.
- Over 30 different city service trucks were represent, including firetrucks, dump trucks.



Explore the vehicles that help to build our city and keep our city safe and clean.

Resident Engagement Committee

This Spring, a multi-departmental Resident Engagement Committee was convened to identify ways to **increase participation** and **involvement** for residents of KCMO.

Three subcommittees were formed to explore the various areas of resident engagement and provide recommendations:
Feedback Subcommittee, **Participation Subcommittee** and **Technology Subcommittee**

IAP2'S PUBLIC PARTICIPATION SPECTRUM



The IAP2 Federation has developed the Spectrum to help groups define the public's role in any public participation process. The IAP2 Spectrum is quickly becoming an international standard.

		INCREASING IMPACT ON THE DECISION				
		INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL		To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
	PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. We will seek your feedback on drafts and proposals.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.



Step 1: Understand approaches to integrating feedback

We seek different kinds of feedback...	From different stakeholders...	For different products/issues...	Which can be utilized in different ways.
Open ended ideas	All residents	Policies	Improve operations/ services
Choosing between options	Customer base	Plans	Modify or create policies or plans
Priorities	Business community	Capital projects	Mitigate problems
Level of satisfaction	Neighborhoods	Service experience	Develop tests or pilot programs

Resident Engagement Overhaul Branding



CITY OF
KANSAS CITY,
MISSOURI

RESIDENT ENGAGEMENT BRANDING

Brand Objectives

RELATIONSHIP
WITH THE CITY

INCLUSIVE

BETTER
POLICY & DECISIONS

Main Mark



- Informal name, easy to approach, graphic and recognizable, specific to meetings with a testimony/input element
- Specific to Kansas city, historical, authentic, interesting
- Brand will be consistent, with reporting back to where resident input was/will be used, where to get more info and when or where to give more feedback, and **background on the topic so residents can prepare**

Custom Marks by Department/Platform



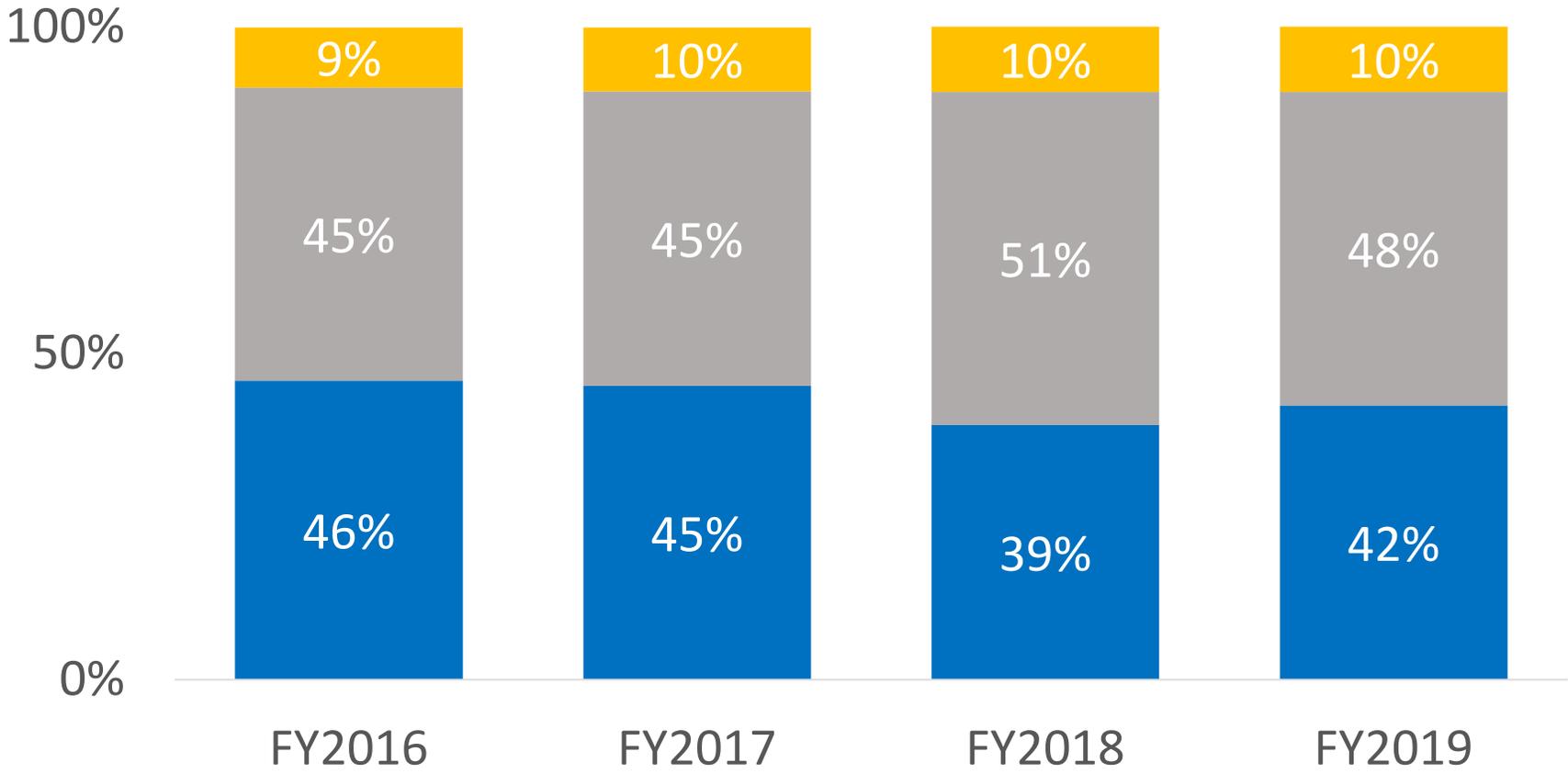
Strategy B

Identify and utilize interactive technologies to communicate directly with citizens on a remote basis, such as the City's virtual town hall and other social media channels.
(City Communications Office)

Resident Satisfaction with KCMO's Use of Social Media

■ Very Dissatisfied/Dissatisfied
 ■ Neutral
 ■ Very Satisfied/Satisfied

Satisfaction with city's use of social media

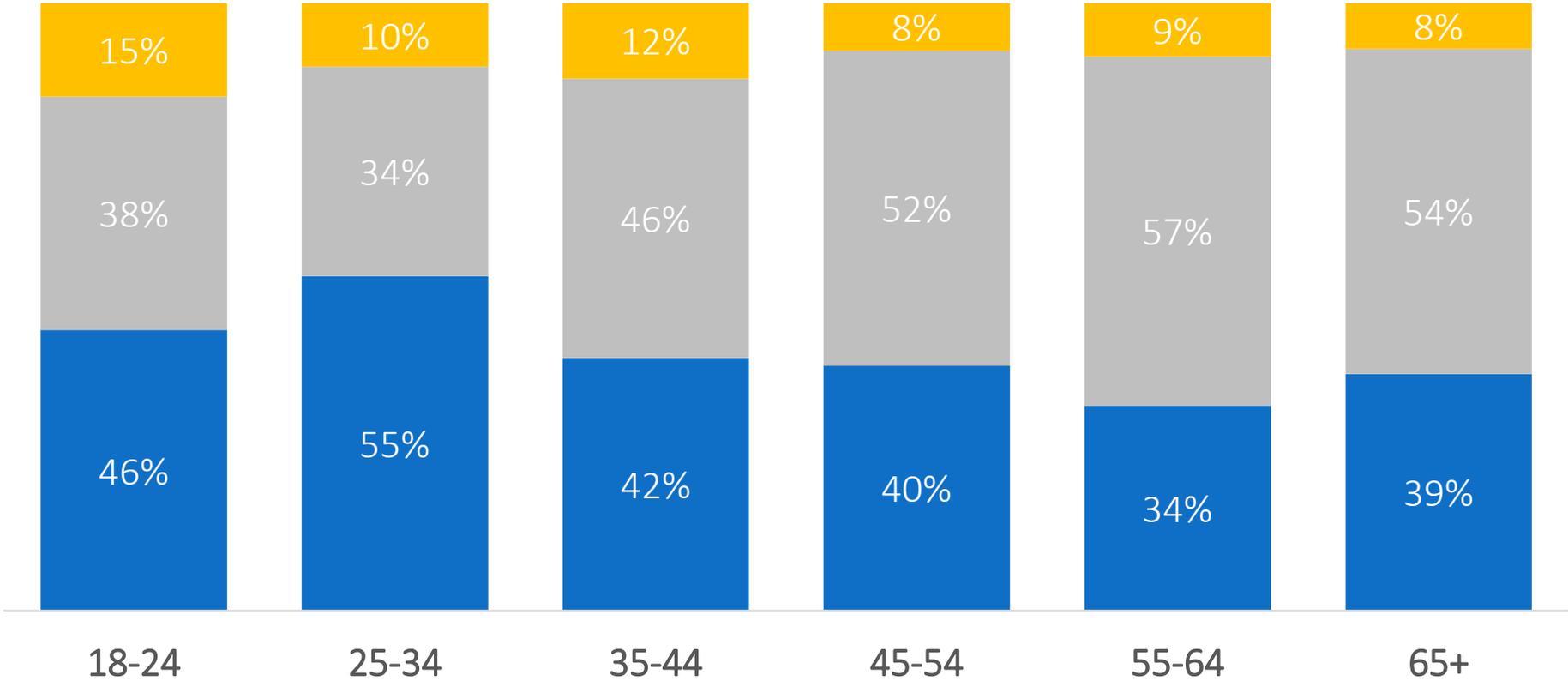


FY19 Results
 39% Don't Know
 68% Don't Know or Neutral

+3% increase in satisfaction

Resident Satisfaction with KCMO's Use of Social Media

Satisfaction by Age



FY19 Results

45-54 Age Group:
+9% Increase in Satisfaction

65+ Age Group:
+6% Increase in Satisfaction

Source: FY19 Resident Satisfaction Survey

Social Media Growth over the last year



Twitter:

May 2018: **95,000** followers
May 2019: **103,000** followers



Nextdoor:

May 2018: **62,500** households
May 2019: **84,900** households



Facebook:

May 2018: **9,100** likes
May 2019: **12,300** likes



YouTube:

May 2019: **1,139** subscribers

Communication about pothole repairs this spring (Over 55K filled since December)



Kansas City, MO
@KCMO

We understand the frustrations that many of you have been feeling in regards to potholes in the area. Crews continue to work on filling and repairing potholes around the City. If you see a pothole on a City road, please contact [@KCMO311](#) or call them at 513-1313.



5:17 PM - 22 Feb 2019



Kansas City, MO
@KCMO

Update on potholes: Public Works will be deploying three new tow-behind hot box trailers next week for pothole patching. Crews trained on the new equipment this morning, which will give them flexibility and accessibility with patching potholes on residential streets.

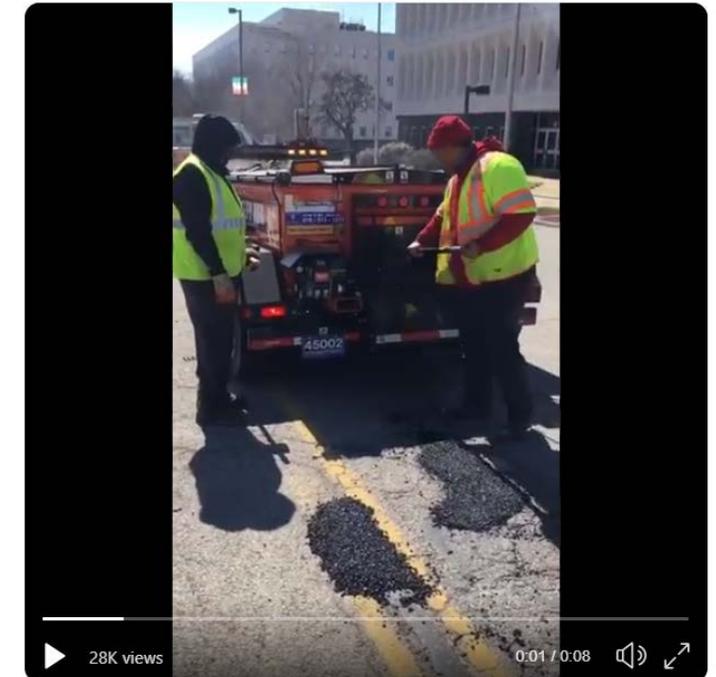


6:30 PM - 5 Mar 2019



Kansas City, MO
@KCMO

Last week, our crews filled 3,497 potholes using 105 tons of asphalt and they are back at it again this week!



3:26 PM - 11 Mar 2019

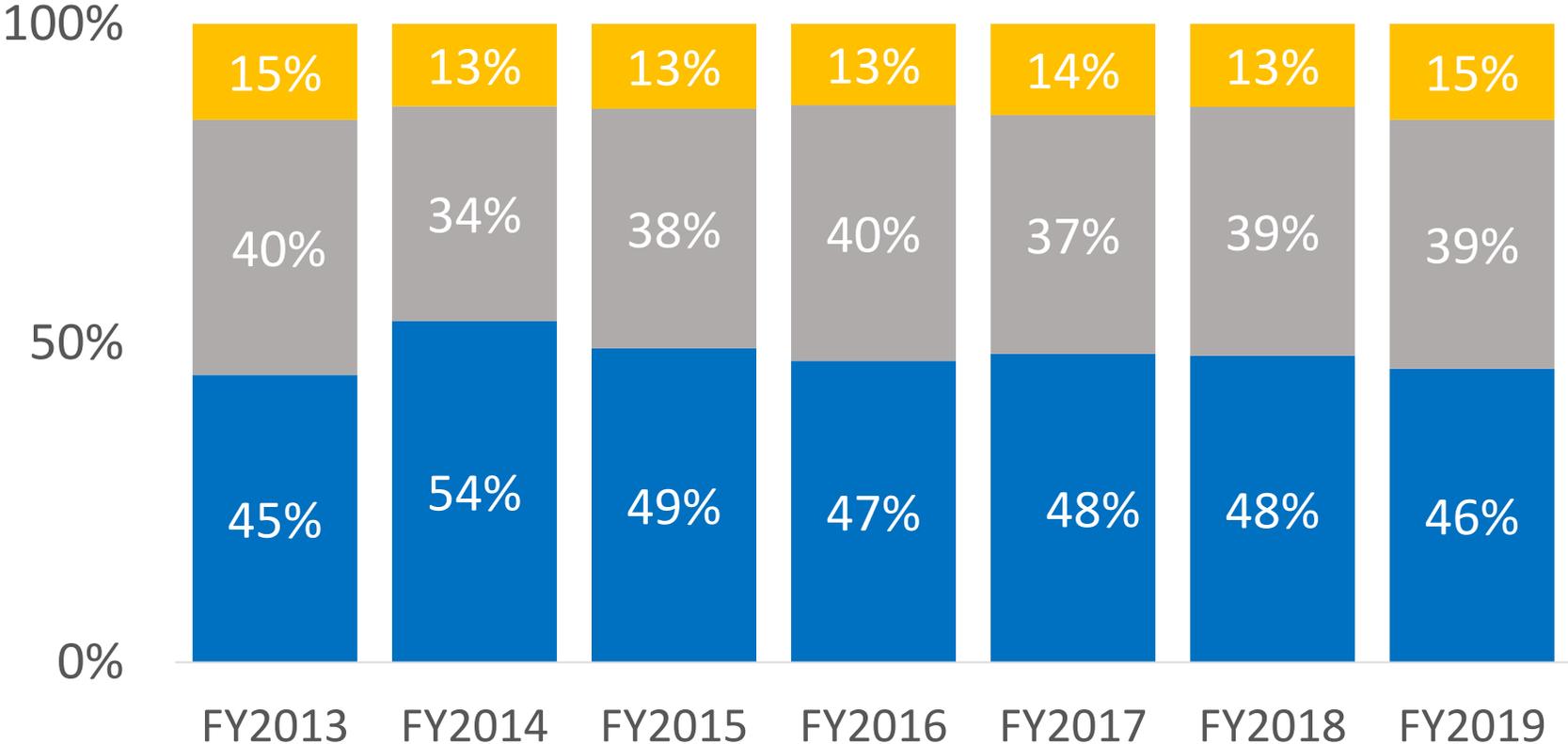
Objective 3: Promote trust and understanding through transparency.

Strategy A

Determine ways to make information about the City's performance, operations, and financial condition more transparent, user-friendly, and understandable to elected officials and the public. (Office of the City Manager)

Citizen Satisfaction with the Usefulness of the City Website

■ Satisfied/Very Satisfied ■ Neutral ■ Dissatisfied/Very Dissatisfied

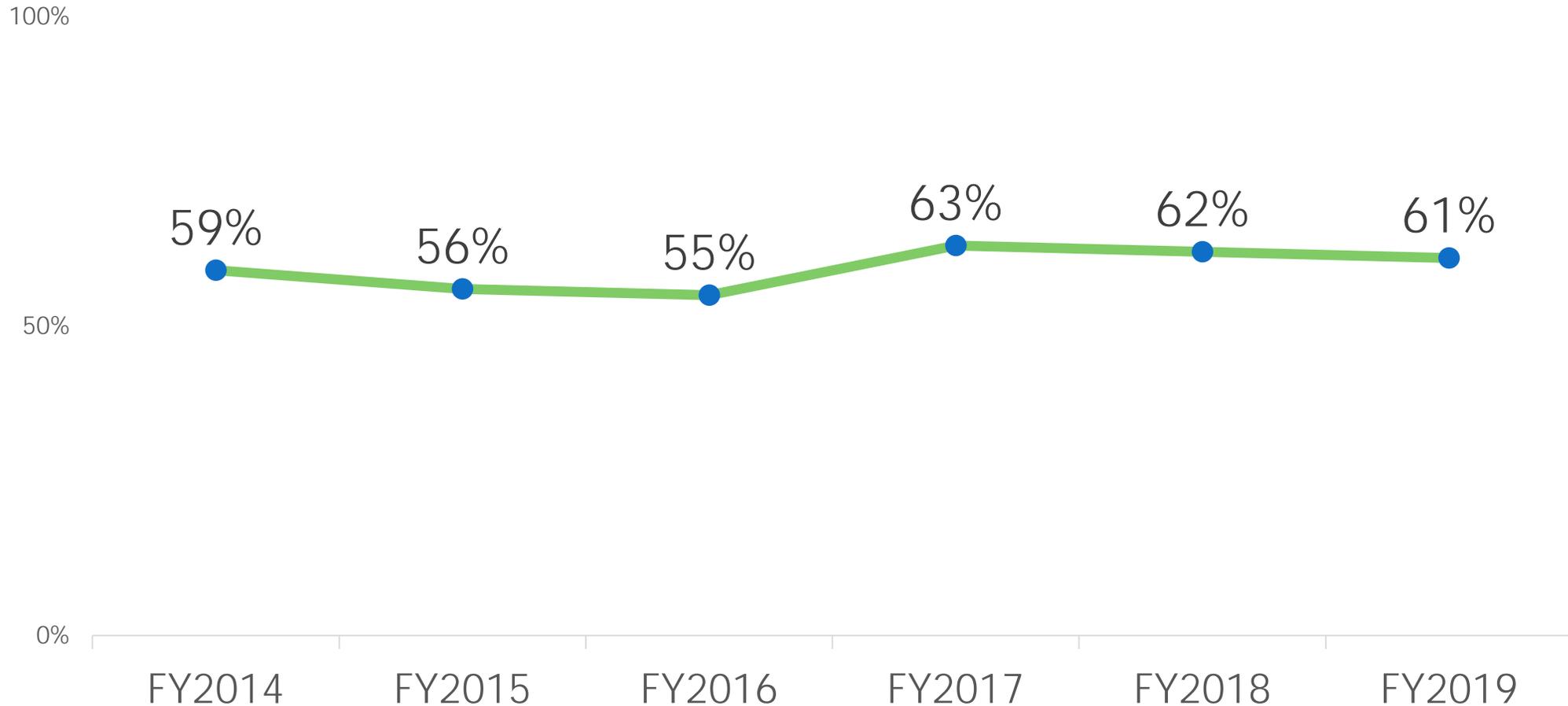


FY19 Results
26%
Don't Know
55%
Don't Know or
Neutral

Source: Resident Satisfaction Survey

Resident Satisfaction with the Usefulness of the City Website

% of KCMO residents who have visited the website



A better website for **residents**

- Customized results with “Your Resources” look up
- Clear organization
- Easier search function
- Better access for all with higher ADA compliance

The New KCMO.gov: New Features

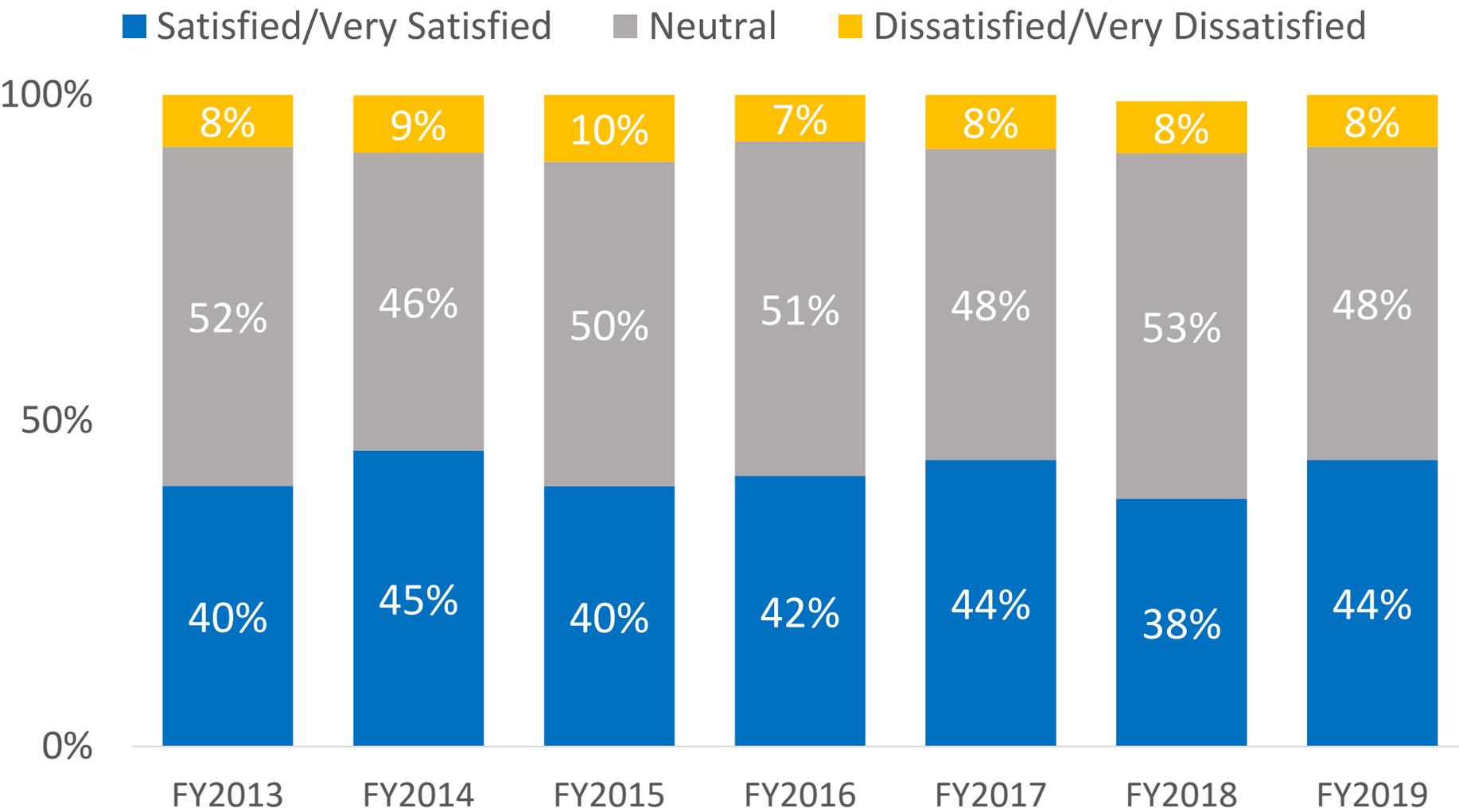
New features for website **visitors**

- “Your Resources” delivers customized results when residents enter address
- Search engine includes related websites (Parks, Water, Clerk, etc)
- More ways to find content
- Better mobile version
- Comprehensive calendar



THE NEW
KCMO.GOV

Resident Satisfaction with KCMORE Magazine



FY19 Results

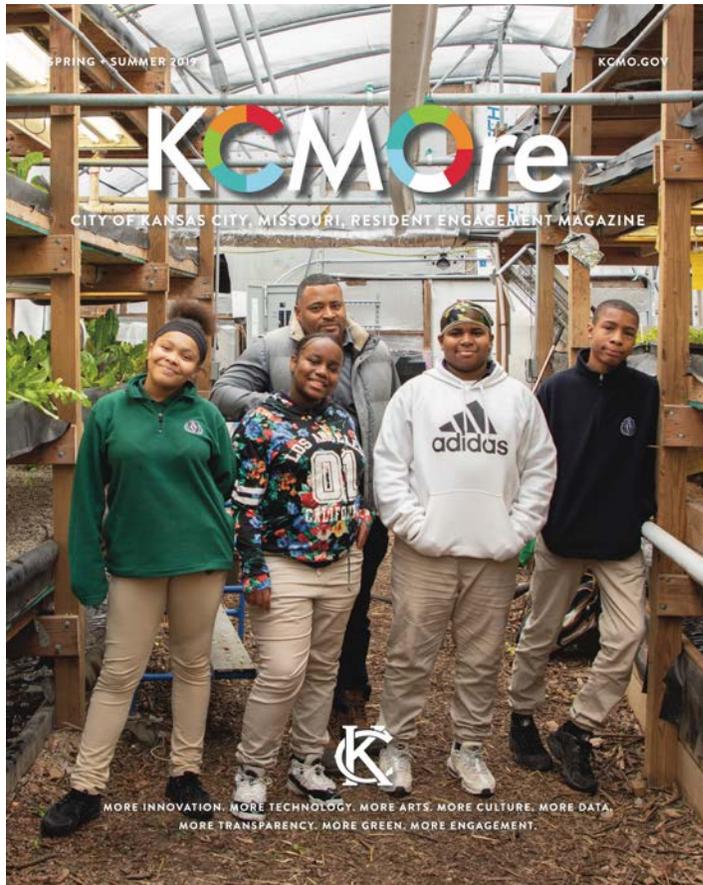
44%
Don't Know

71%
Don't Know or
Neutral

+6% from
FY2018 to
FY2019

Source: Resident Satisfaction Survey

KCMORE Magazine



Link: [KCMO.gov/kcmore](https://kcmo.gov/kcmore)

Strategy B

Respond to the most frequent public information request by providing data on the Open Data Portal. (Office of the City Manager)

KCMO 2019 Gold What Works Cities Certification

The What Works Cities Certification is a national standard of excellence in city governance that recognizes local governments for **excelling in the use of data and evidence** to deliver **results for residents**.

Kansas City, Missouri received its first **Gold Certification** from What Works Cities in **2019**. The City received a Silver Certification in 2018.

[Learn More:](#)

[WhatWorksCities.Bloomberg.Org/Certification](https://www.whatworkscities.com/Bloomberg/Certification)

[USNews.com/news/cities/articles/2019-04-24/bloomberg-philanthropies-recognizes-7-cities-for-their-use-of-data-to-improve-government](https://www.usnews.com/news/cities/articles/2019-04-24/bloomberg-philanthropies-recognizes-7-cities-for-their-use-of-data-to-improve-government)

Announcing
2019 Certified
Cities

WHAT WORKS CITIES
GOLD 2019

KANSAS CITY, MO
LOUISVILLE, KY
WASHINGTON, DC

WHAT WORKS CITIES
SILVER 2019

ARLINGTON, TX
MEMPHIS, TN
PHILADELPHIA, PA
SCOTTSDALE, AZ



KCMO 2019 What Works Cities Certification Scores

KCMO scoring progress between the 2018 and 2019 Certifications

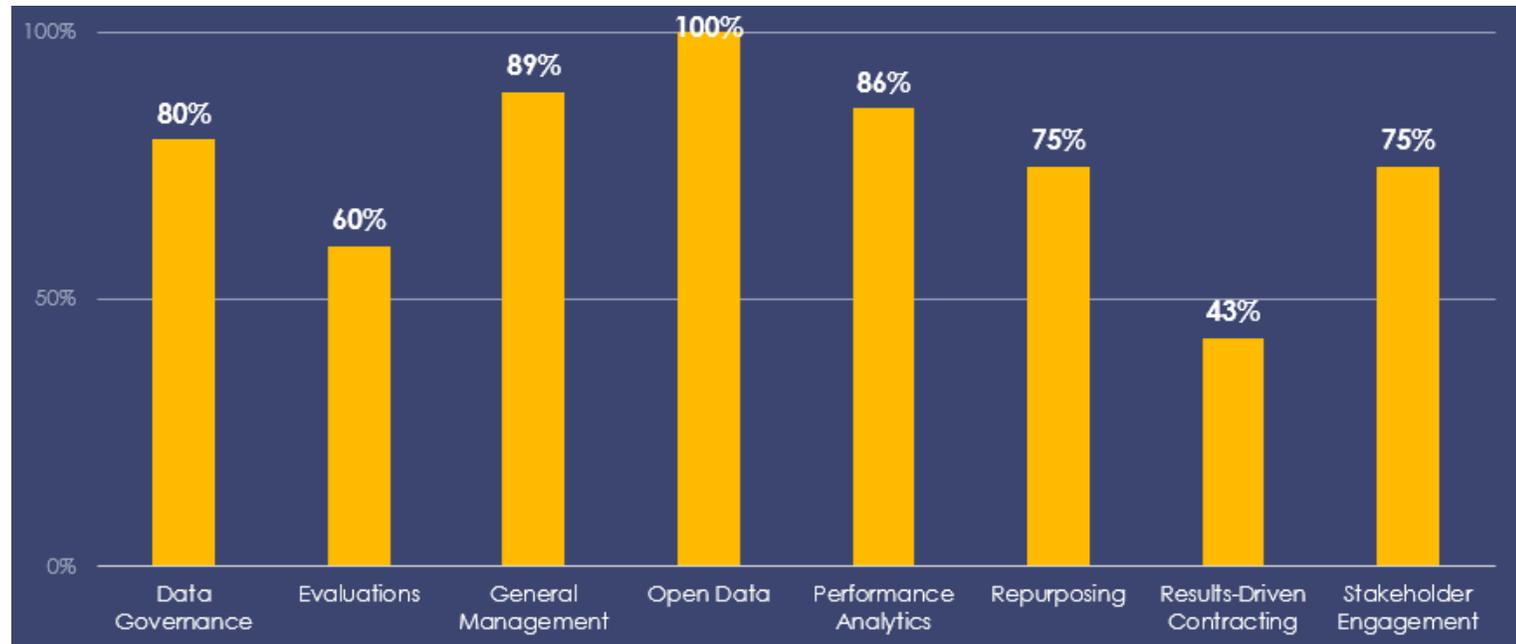
- 2018: Silver Award - 52% of criteria met
- 2019: Gold Award – 76% of criteria met
- Evaluations: +60%
- Repurposing: +58%
- Results Driven Contracting: +21%
- Performance Analytics: +4%
- Data Governance: No change (80%)
- Open Data: No change (100%!)

New Award Categories in 2019

- Stakeholder Engagement
- General Management

Source: What Works Cities

KCMO 2019 What Works Cities Certification Scores



Top 3 Sunshine Requests

Approximately 400 sunshine requests per year

- Bids and contracts
- Email – Mayor, Council, Manager
- Salaries and overtime
- Data KC is conducting a detailed analysis that will be finished soon

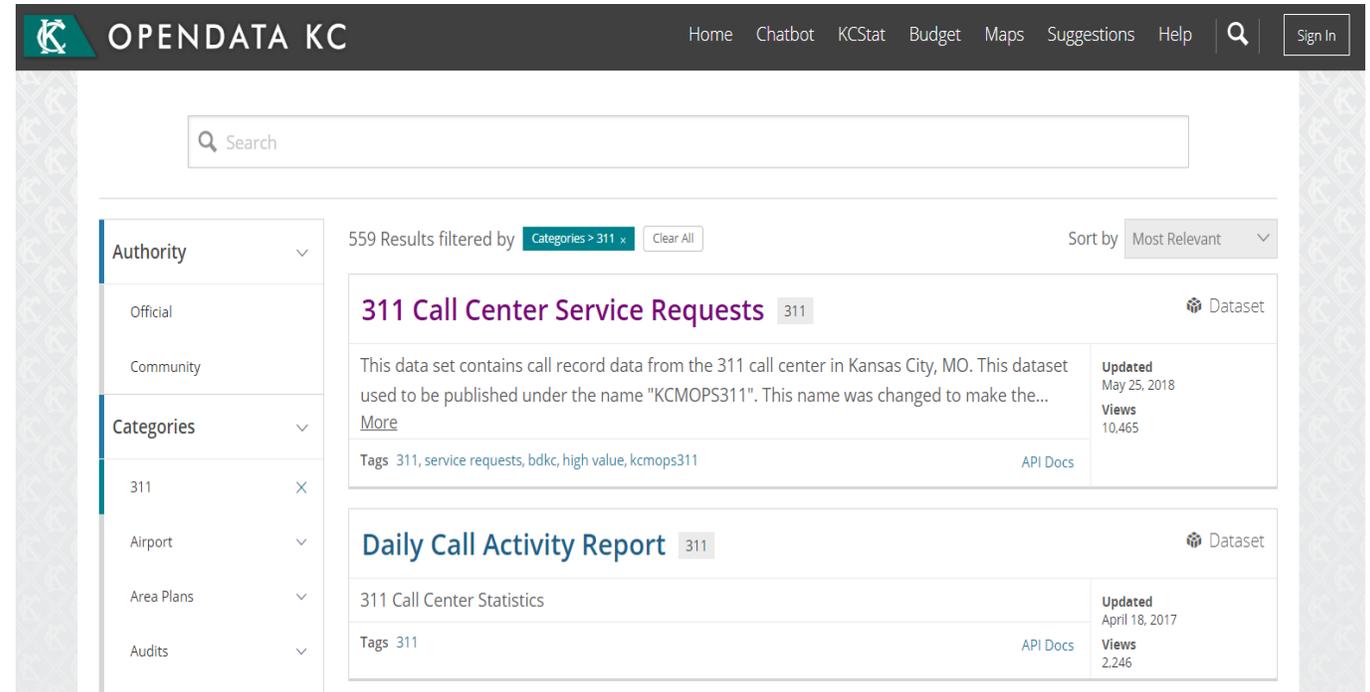
Online form available: kcmo.gov/sunshine

Open Data Portal Clean-up

The clean-up of removing all the PDFs from the open data portal began on **January 1, 2018**.

The process is ongoing as to be sensitive to the needs of departments.

About 2,000 PDFs have been removed.



The screenshot shows the OpenData KC portal interface. At the top, there is a navigation bar with links for Home, Chatbot, KCStat, Budget, Maps, Suggestions, Help, and a Search icon. A 'Sign In' button is also present. Below the navigation bar is a search bar with the text 'Search'. The main content area displays search results for '311'. The results are filtered by 'Categories > 311' and sorted by 'Most Relevant'. Two datasets are visible:

- 311 Call Center Service Requests** (311): This dataset contains call record data from the 311 call center in Kansas City, MO. It was updated on May 25, 2018, and has 10,465 views. Tags include '311, service requests, bdkc, high value, kcmops311'.
- Daily Call Activity Report** (311): This dataset is titled '311 Call Center Statistics' and was updated on April 18, 2017, with 2,246 views. The tag is '311'.

Goal: **Continue to improve sight usability by streamlining content**

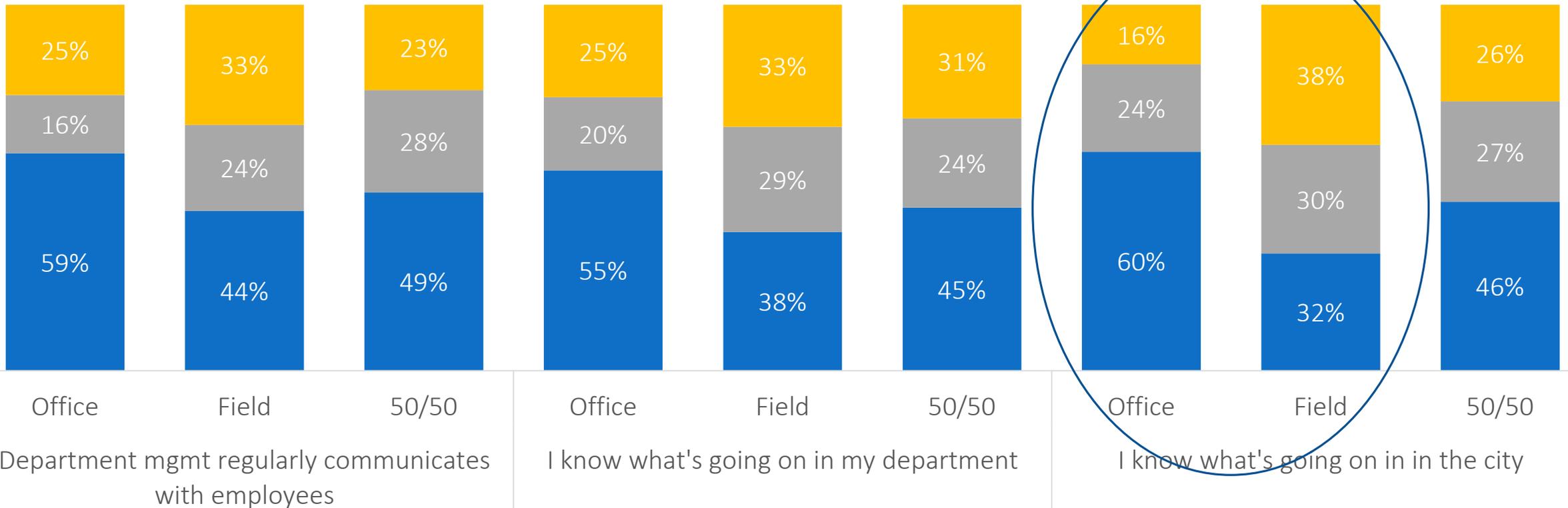
Strategy C

Identify ways to impart information more effectively to personnel in the field. (City Communications Office)

ElevateKC employee survey results

ElevateKC Survey: Communications

■ Agree ■ Neutral ■ Disagree



Employees who spend the majority of their time in the field are less likely to feel that they know what is going on in their department or the city as a whole.

Efforts to communicate to field employees

- Communicating with field staff is limited to face-to-face; labor and time intensive
- Although emails have been assigned to all staff, many lack access at work & home, or knowledge to access city provided e-mail accounts
 - **Corporate Challenge**: provide information and sign-up access at Open Enrollments
 - **Nixle** (Private groups) - Nixle allows for one-way communication to employees directly
 - **Three departments** are testing the use of Nixle to communicate with employees: Parks & Rec, Health, Water Services (Blue River employees of Wastewater Division)
 - Staff Alert: More than **570 City Hall employees** registered



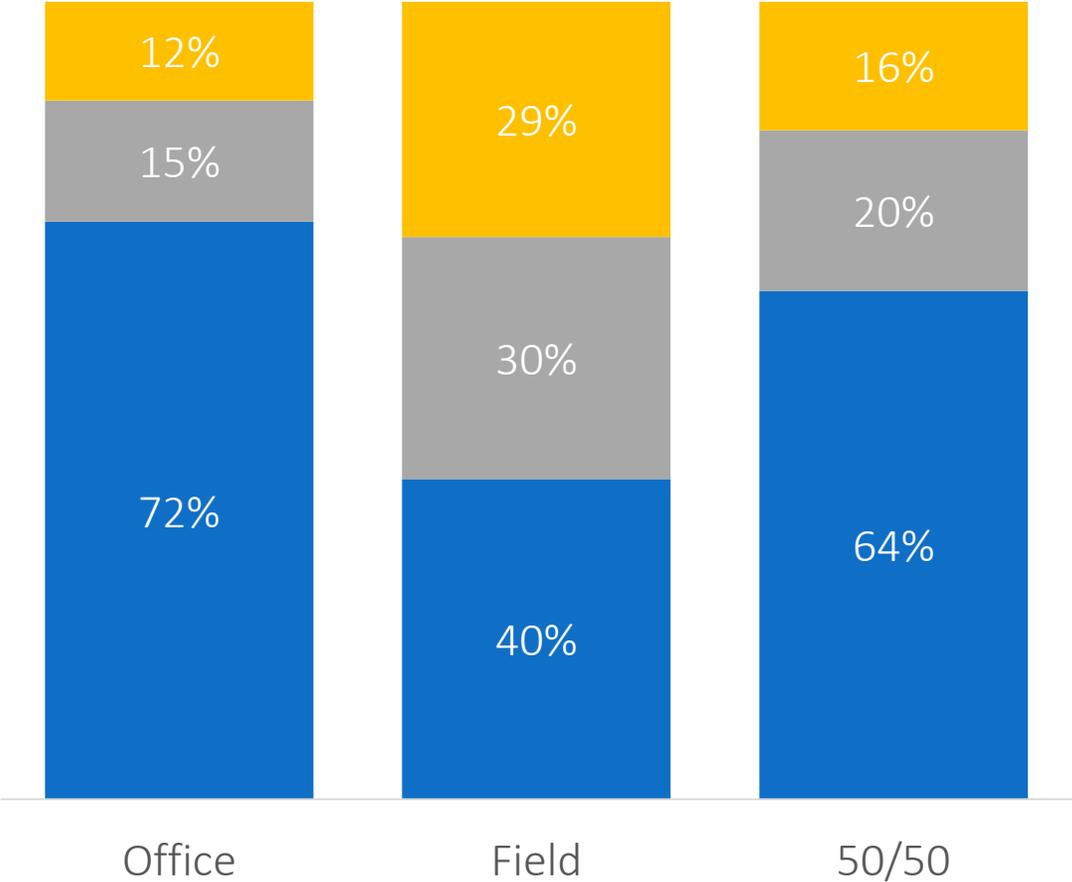
Strategy D

Disseminate a manual on best practices to improve intra-and inter departmental communications. (Finance, Organizational Development)

ElevateKC employee survey

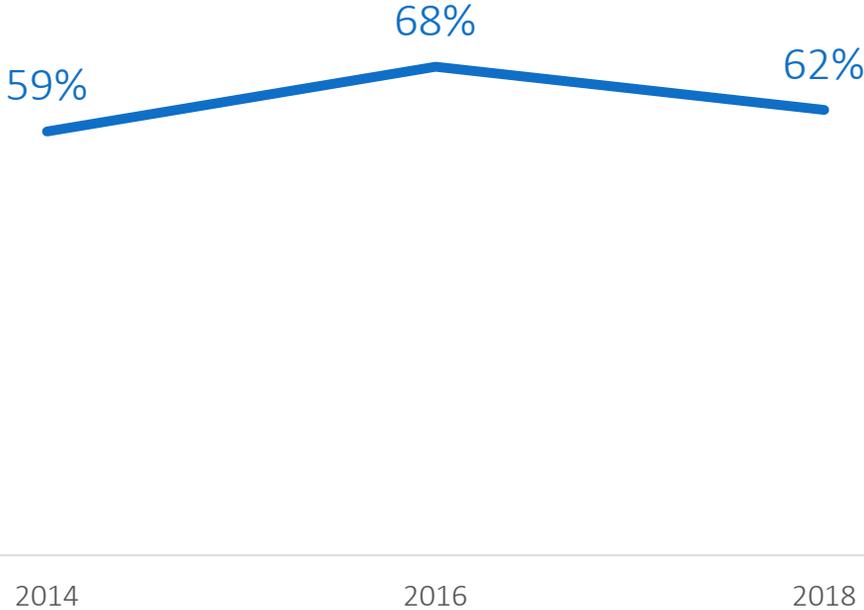
I regularly communicate with employees in other departments to do my job

■ Agree ■ Neutral ■ Disagree



Trend over time

— Agree



Source: 2018 Internal Services Survey

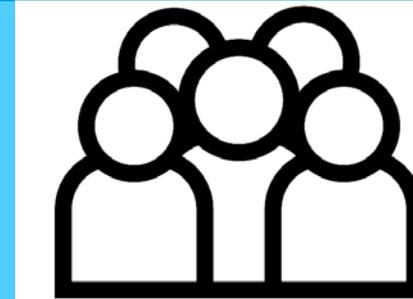
Example of inter-departmental best practice

2019 was the fourth year for the Deputy/Division Manager Exchange

What is the purpose of the exchange: to facilitate the exchange of ideas and best practices across departments and to build relationships between home and host departments

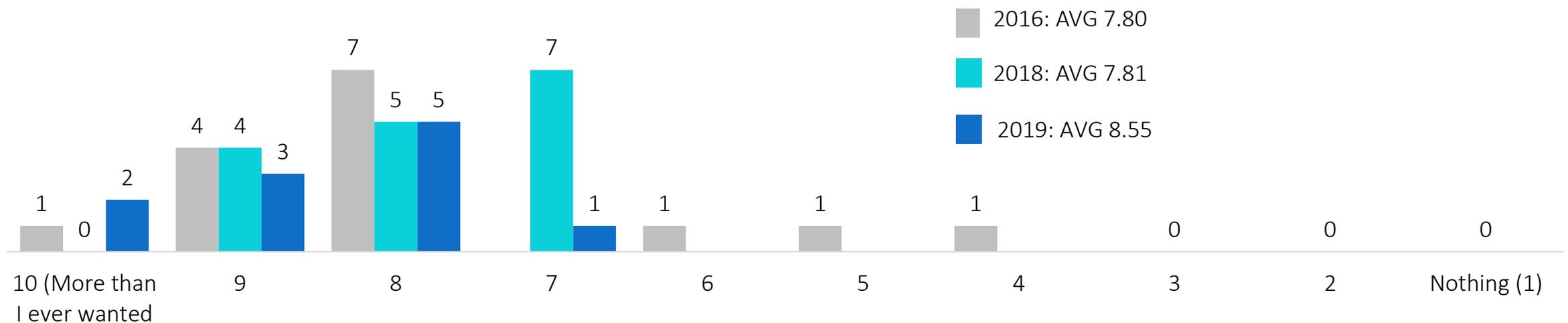
Exchanges last 3 weeks (May 6-24, 2019).

2019 themes were Customer Service and Work Culture



20 employees participated in 2019

How much did you learn during the exchange?



Best Practices Manual

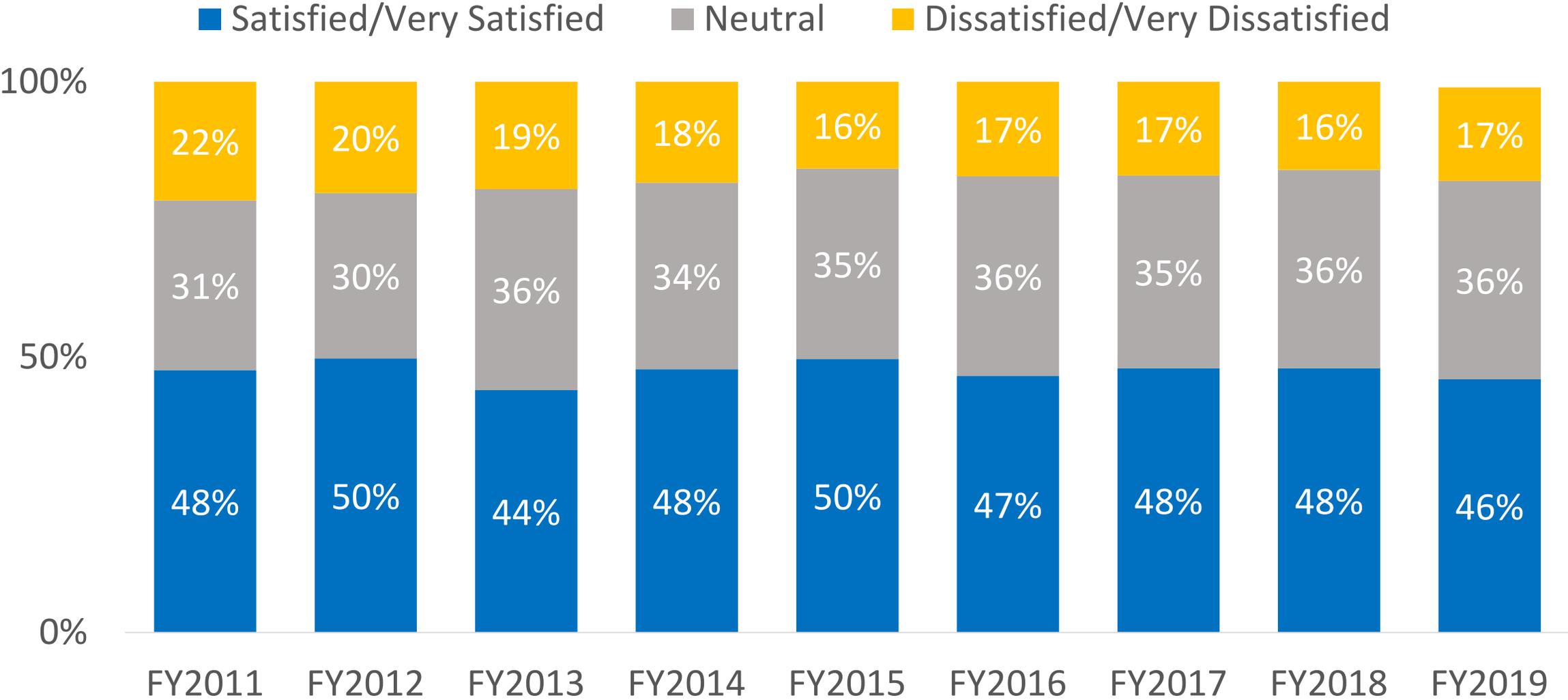
Organizational Development, a section of the Finance Department, is developing a manual in collaboration with City departments that updates the current fact sheet titled, “129 Ways to Improve Internal and External Communication: For KCMO Departments, Divisions, and Sections.”

The manual will provide guidance of best practices of **internal communications within departments** (e.g., between divisions, between floors/multiple locations, between managers and staff, recognizing employees and rewarding success, etc.) and **between departments** (e.g., with other departments, with the City Manager, Mayor and City Council, crisis communications and emergencies, etc.).

The anticipated date for the manual to be posted on **MyKC** is **December 2019**.

**Objective 4: Improve the internal
and external customer
experience.**

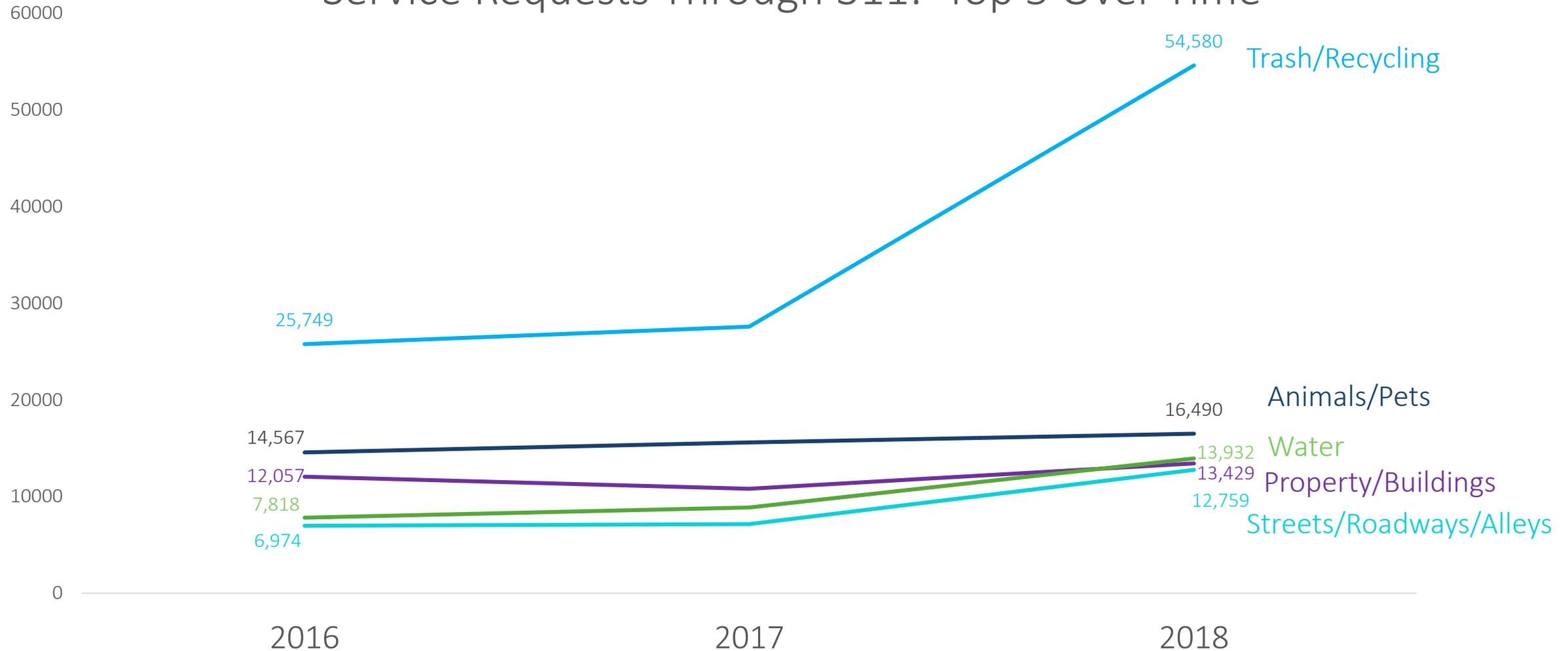
Resident Satisfaction with Customer Service from City Employees Over Time



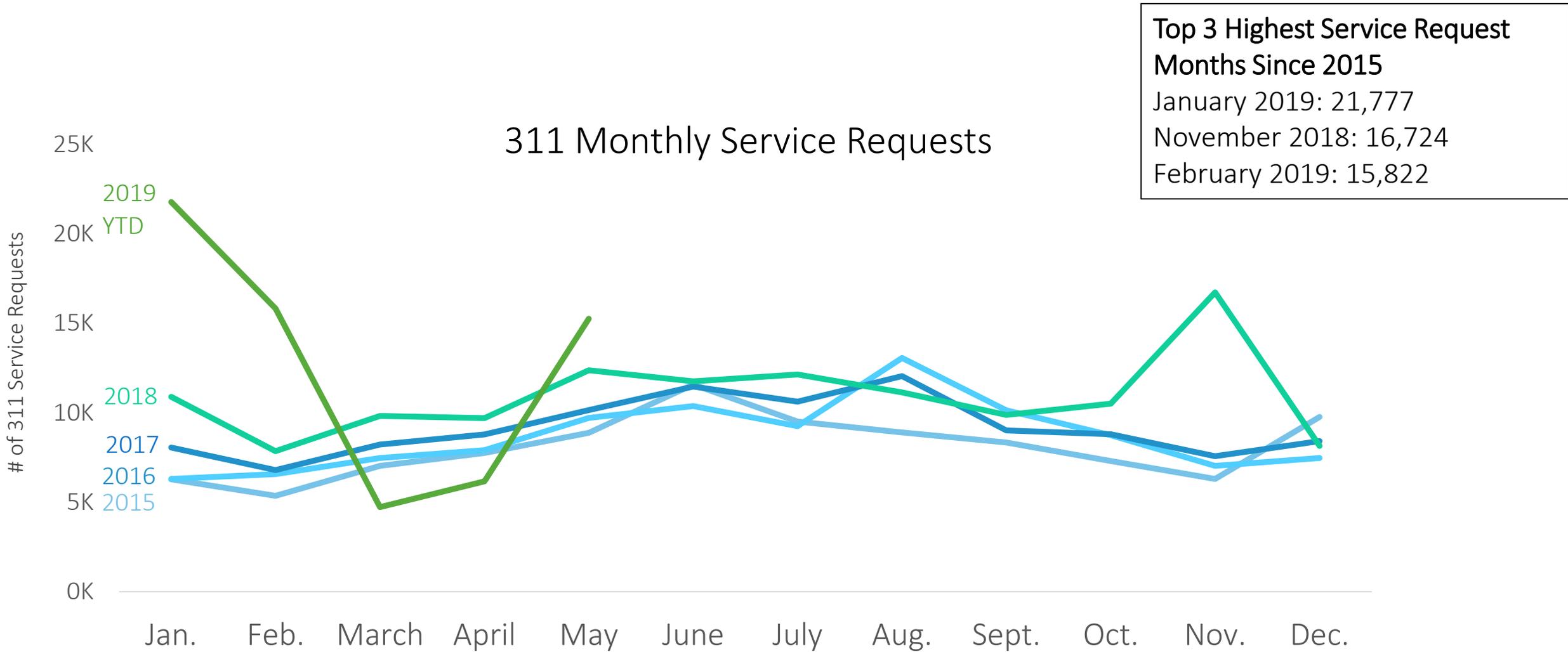
Source: Resident Satisfaction Survey

311 Call Data: Top 5 service requests 2016-2018

Service Requests Through 311: Top 5 Over Time



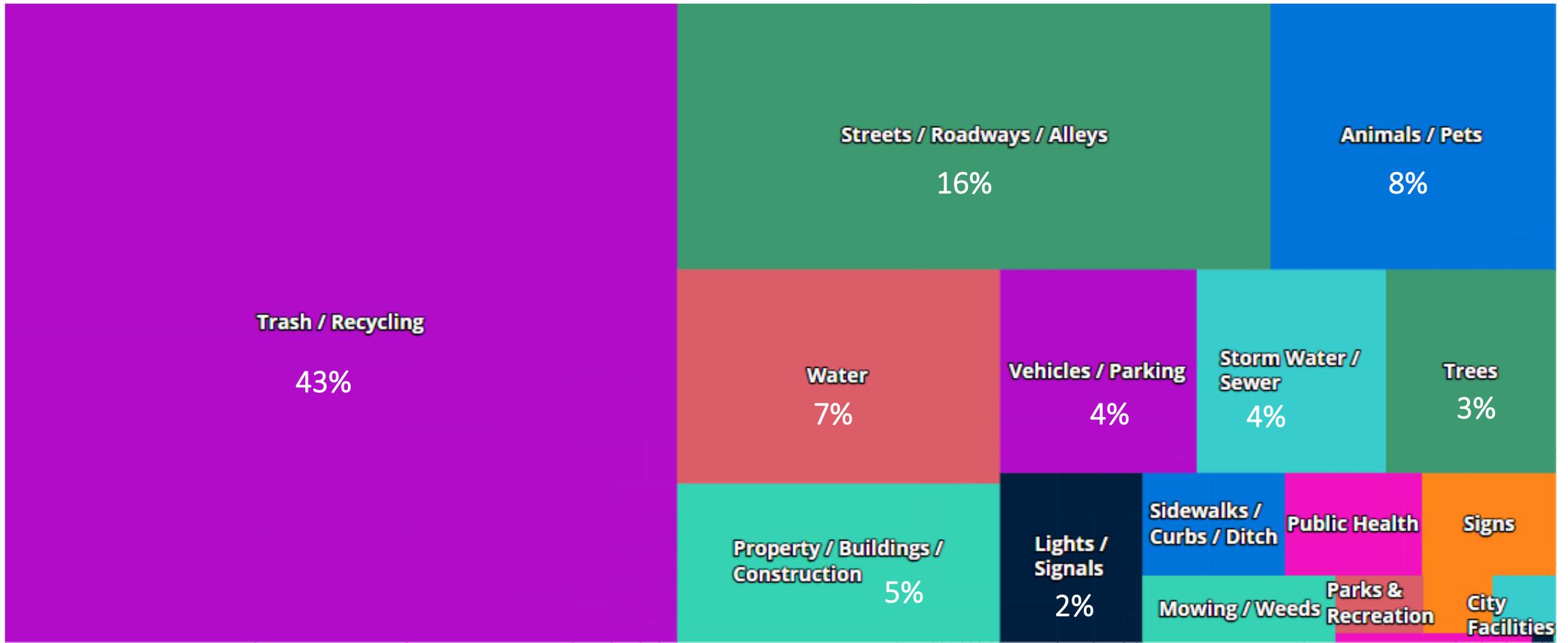
311 Monthly Service Requests 2015-2019 (Year-to-Date)



Source: KCMO Open Data – 311 Call Center Service Requests

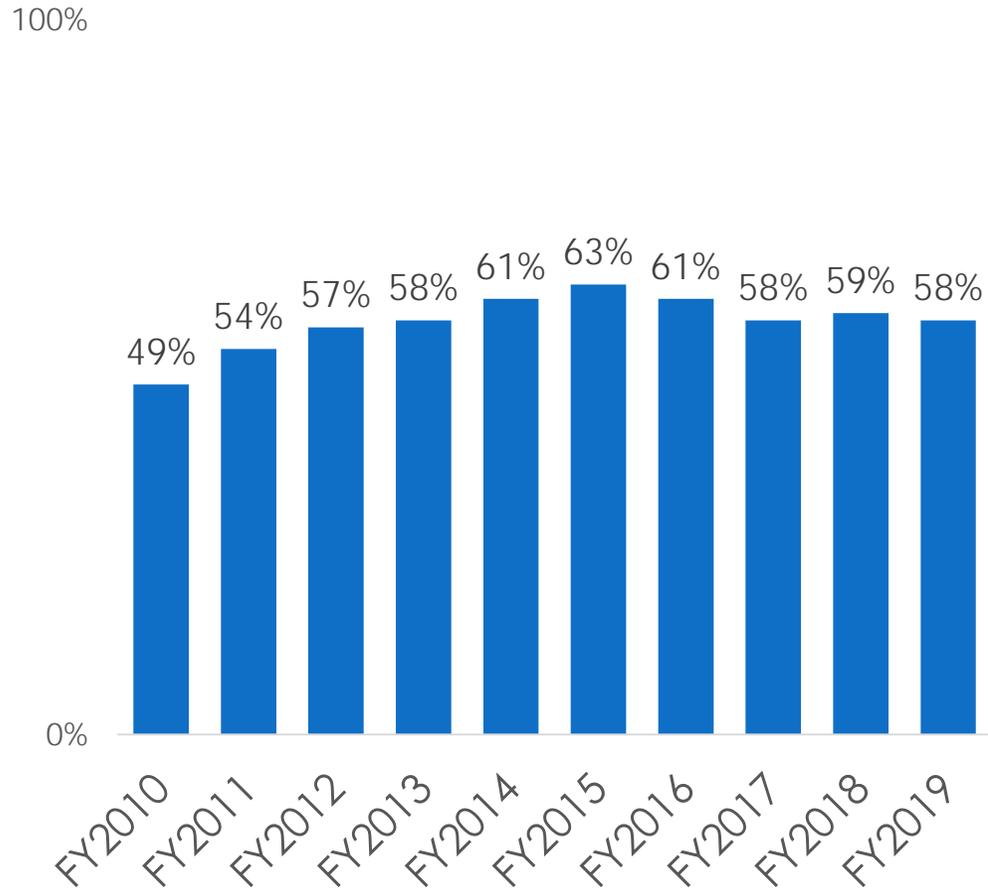
311 Service Requests

November 2018 through May 2019

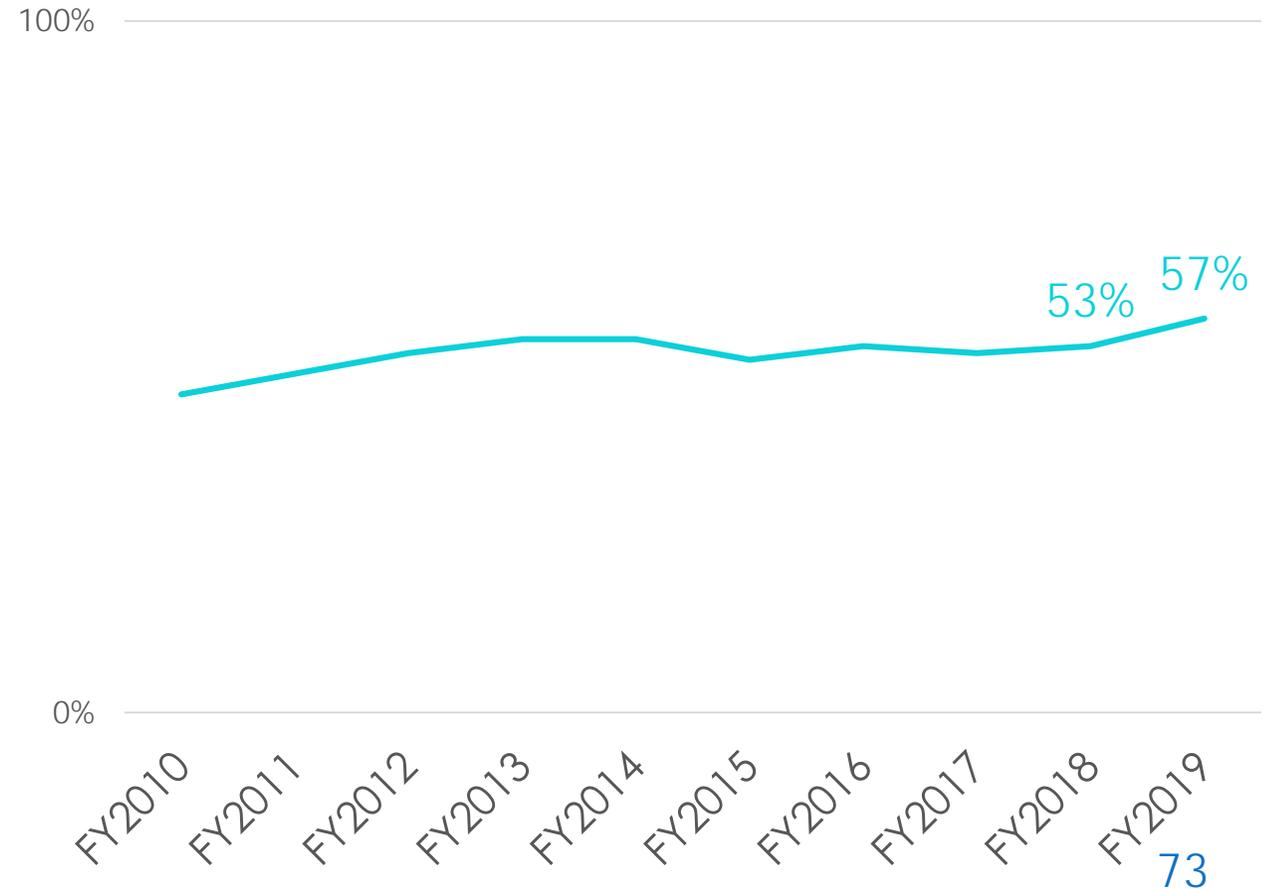


Use of 311 – Resident Survey

Satisfaction with quality of the city's 311 service

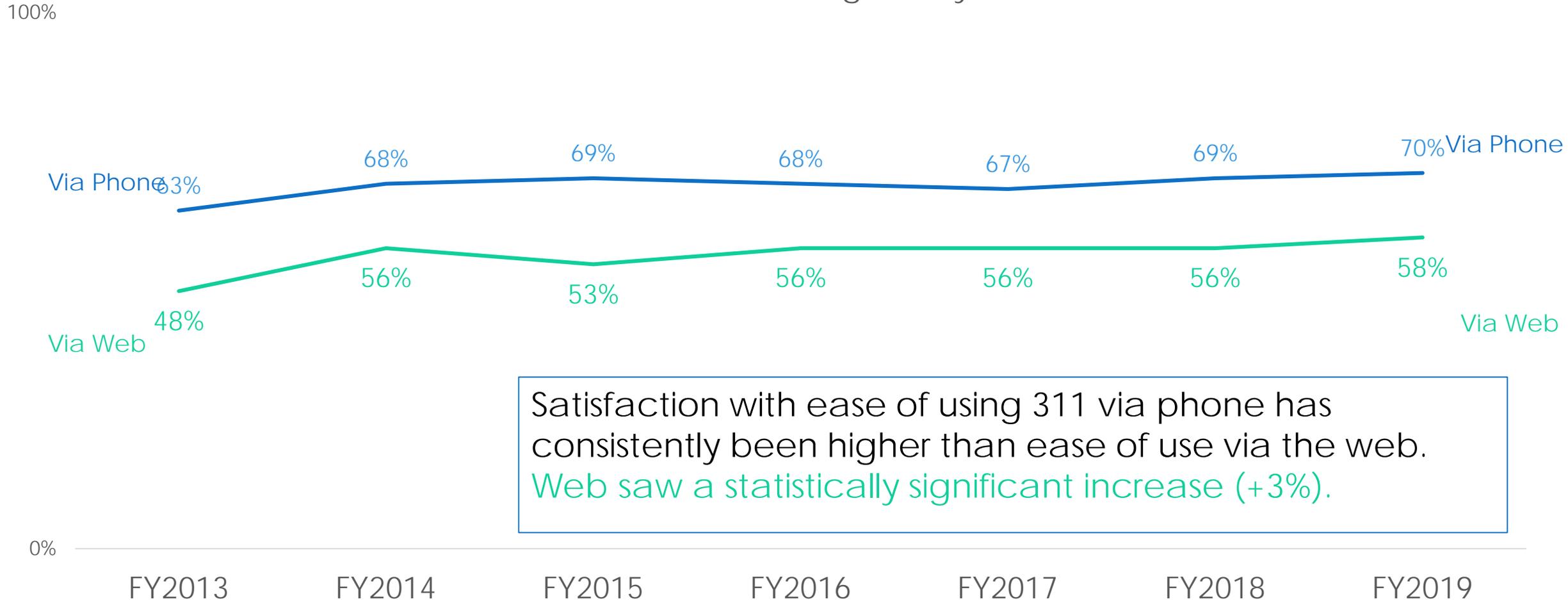


Have you contacted the 311 Action Center in the last year?



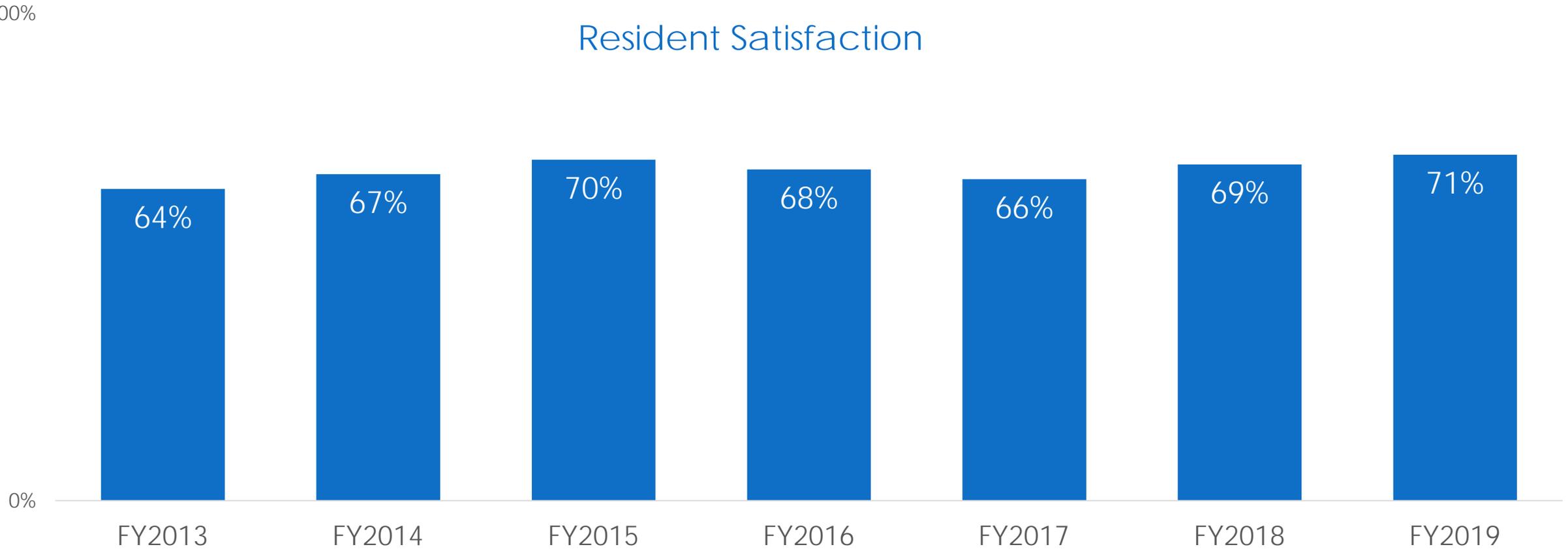
Resident Satisfaction with 311

Satisfaction with ease of using 311 by method:



Courtesy/Professionalism with 311 staff – Resident satisfaction

Resident Satisfaction



Strategy A

Monitor established customer service standards that can be applied across all departments, and report performance.
(Office of the City Manager)

Strategy
Complete



KCMO Customer Service Standards

Purpose

To provide guidelines to all city departments, divisions and individuals city staff members on accepted customer service procedures and to express the city's commitment to providing excellent customer service to all residents, business, visitors, co-workers and other city employees

Definition

Customer service shall be defined as an unwavering commitment to provide the highest quality services, programs and facilities in a fiscally sustainable, responsive and courteous manner to all residents, businesses, visitors, co-workers and other city employees

2014

Customer service standards developed by the Citywide Customer Service Team

Focus Areas

- Employee recognition
- Communication guidelines
- Current technology and support guidelines
- Guidelines for collecting feedback and addressing issues.
- Proper appearance and workspace guidelines
- Guidelines for remaining current and accurate when sharing information

Strategy B

Create a central repository for collecting feedback about customer service citywide.
(Office of the City Manager)

Strategy
Complete



Compliment a KCMO employee

City of Kansas
City Employee
Kudos is up and
running.
We now have
one central
repository for
city employees
compliments.



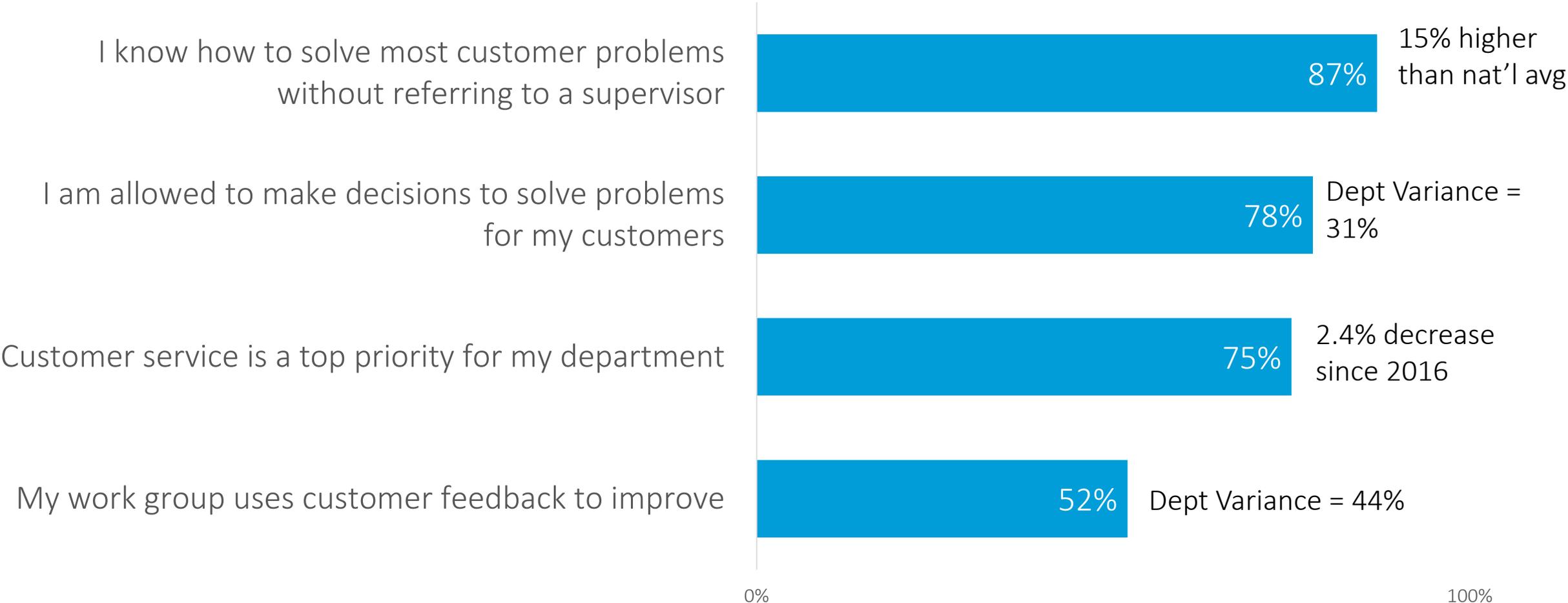
360 Employee Kudos
since January 2018

Strategy C

Develop a Coaching to a Culture of Service training for supervisors and managers.
(Human Resources, Education and Development)

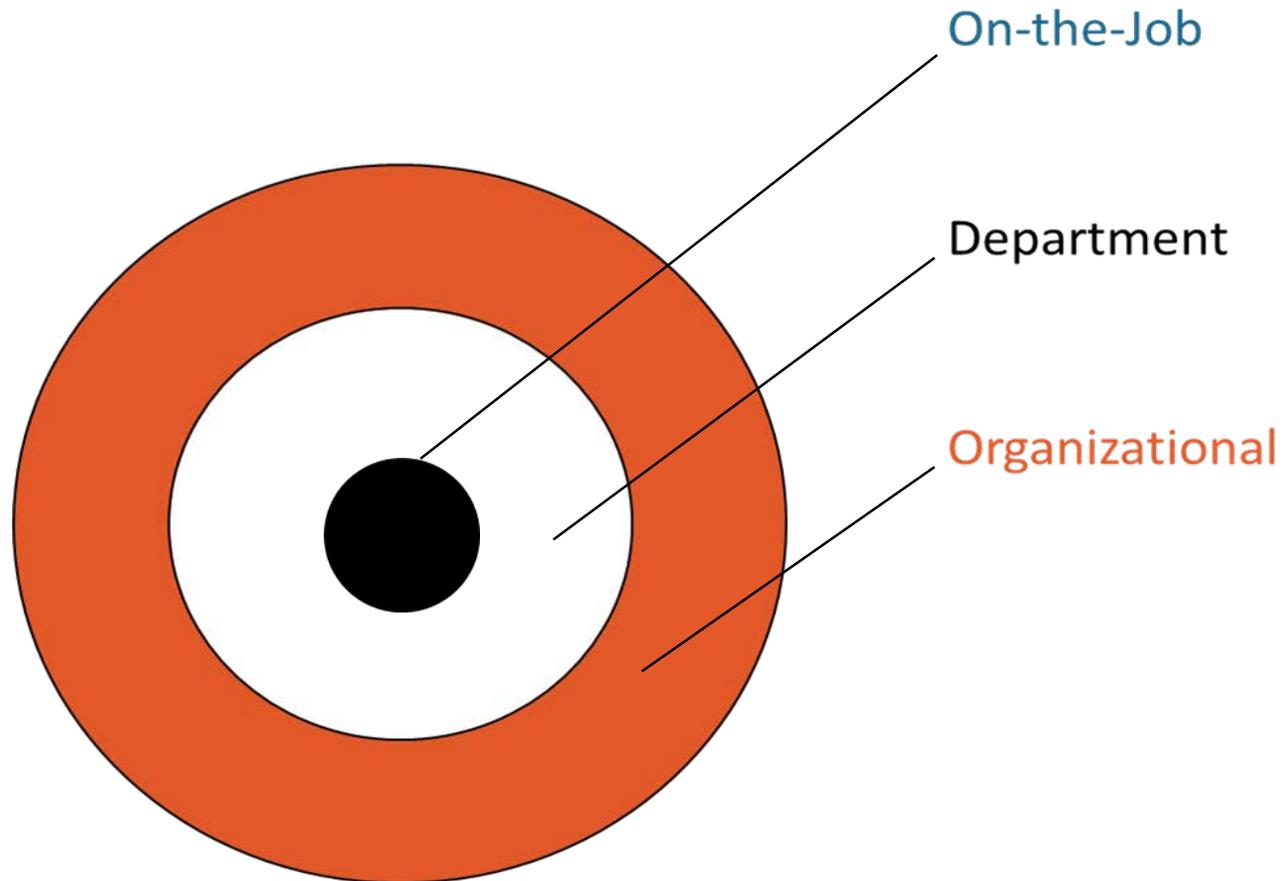
ElevateKC employee survey

% Agree/Strongly Agree



Source: 2018 Internal Services Survey

New KCMO Onboarding/On-the-Job Training Program



- Compliance
- Clarification
- Culture
- Connection
- Check-Back

Creating a Culture of Service



New for FY2020
One-day training module for supervisors and managers

Creating a Culture of Service to include:

- The City's Service Promise
- Managing to a Culture of Service
- Moments of Truth
- The 8 Components of Excellent Service
- Behaviors that Support the City Service Promise

New Catalog of Classes and Training Programs for KCMO Employees



City of Kansas City Missouri Catalog of Classes and Training Programs

Table of Contents

Departments & Topics	Page
Finance Department	3
<ul style="list-style-type: none"> • PeopleSoft Financials • Cash Handling & Procurement Card Training • Travel Training 	4 8 9
General Services, Corporate Safety & Risk Management	10
<ul style="list-style-type: none"> • Confined Space Trainings • Driving/ Forklift Trainings • Electrical Safety • General Workplace and Personal Safety • Machine & Tool Safety • OSHA • Road/ Traffic Safety 	11 12 14 15 19 20 21
Human Resources Department, Education & Development Division	23
<ul style="list-style-type: none"> • New Employee Orientation • Public Service Communication • 1st Line Leadership Certificate Program • Onboarding/ On-the-Job Training Program • Human Resources Management Academy • Human Resources Management Refresher • The Facilitator Certificate Program • Institute for Management Studies • Online Training & Consulting Services 	24 25 26 27 28 30 32 33 34



City of Kansas City Missouri Catalog of Classes and Training Programs

Table of Contents (continued)

Departments & Topics	Page
Office of the City Manager, DataKC	35
<ul style="list-style-type: none"> • Process Improvement Academy • Intro to Data • Fundamentals of Data Analysis • Data Academy for Managers 	36 37 38 39
Office of the City Manager, Environmental Quality	40
<ul style="list-style-type: none"> • General Courses • Hazardous Materials & Wastes • Hazard Recognition • Certifications & Licensure • On-site Training 	41 42 47 48 52
KC Degrees	53

Questions?

Stay up to date on progress at kcstat.kcmo.org

#KCStat

