KCStat

kcstat.kcmo.org
August 16, 2016
#KCStat

Customer Service and Communication

Customer Service and Communication

"To create an internal culture that operationalizes the focus on the customer across all services provided by the City and supports essential internal and external communication".

How To Get There: 2016-2021 City Objectives For Customer Service & Communication

1. Standardize customer services responses and processes across departments, adhering to citywide customer services standards. (April 2017)

2. Require that all departments identify customers' expectations and perceptions via feedback tools such as surveys. (April 2017)

3. Adopt and execute a strategic communication plan to support the citywide business plan. (April 2017)

4. Apply an integrated and strategic approach to all communication efforts, both internal and external. (April 2017)

5. Continually seek innovative and creative ways to connect with residents. (Ongoing)

2016-2021 Measures of Success

Measures of Success	FY15 Actual	FY16 Target	FY16 Actual	FY17 Target
Percent of citizens satisfied with customer service from city employees	49.7%	52%	46.6%	54%
Percent of customers satisfied with quality of department service on 311 service requests	83.3%	85%	84.1%	85%
Percent of 311 service requests closed within established timeframes	74.1%	80%	67.2%	80%
Percent of citizens satisfied with effectiveness of city communication with the public	45.6%	45%	44.6%	47%

Customer Service and Communication: KCStat Dashboard

Engagement & Communication

45

Percent of citizens satisfied

needs improvement

Detail

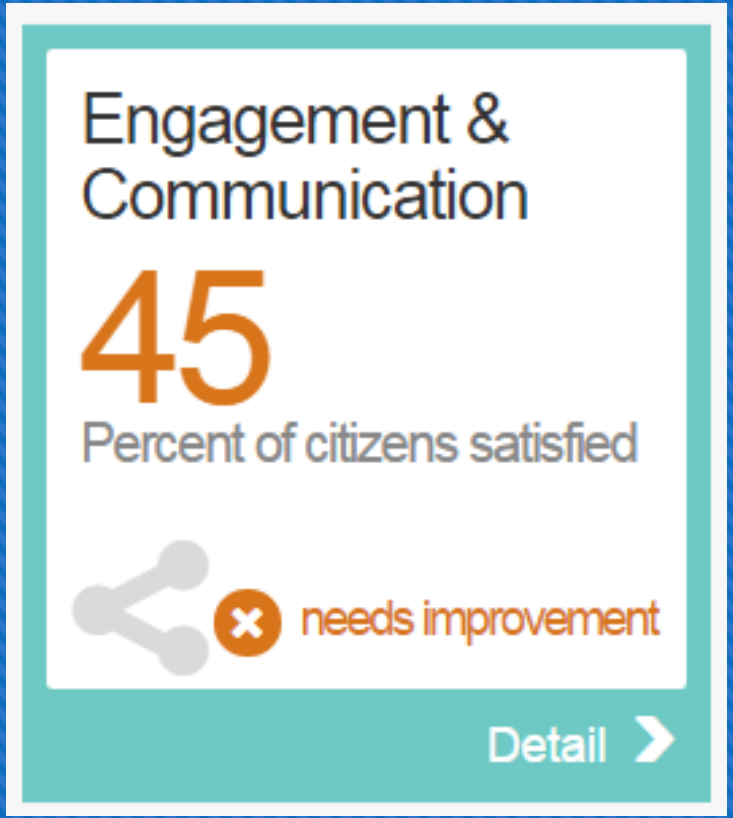
Customer Service

47

Percent of citizens satisfied

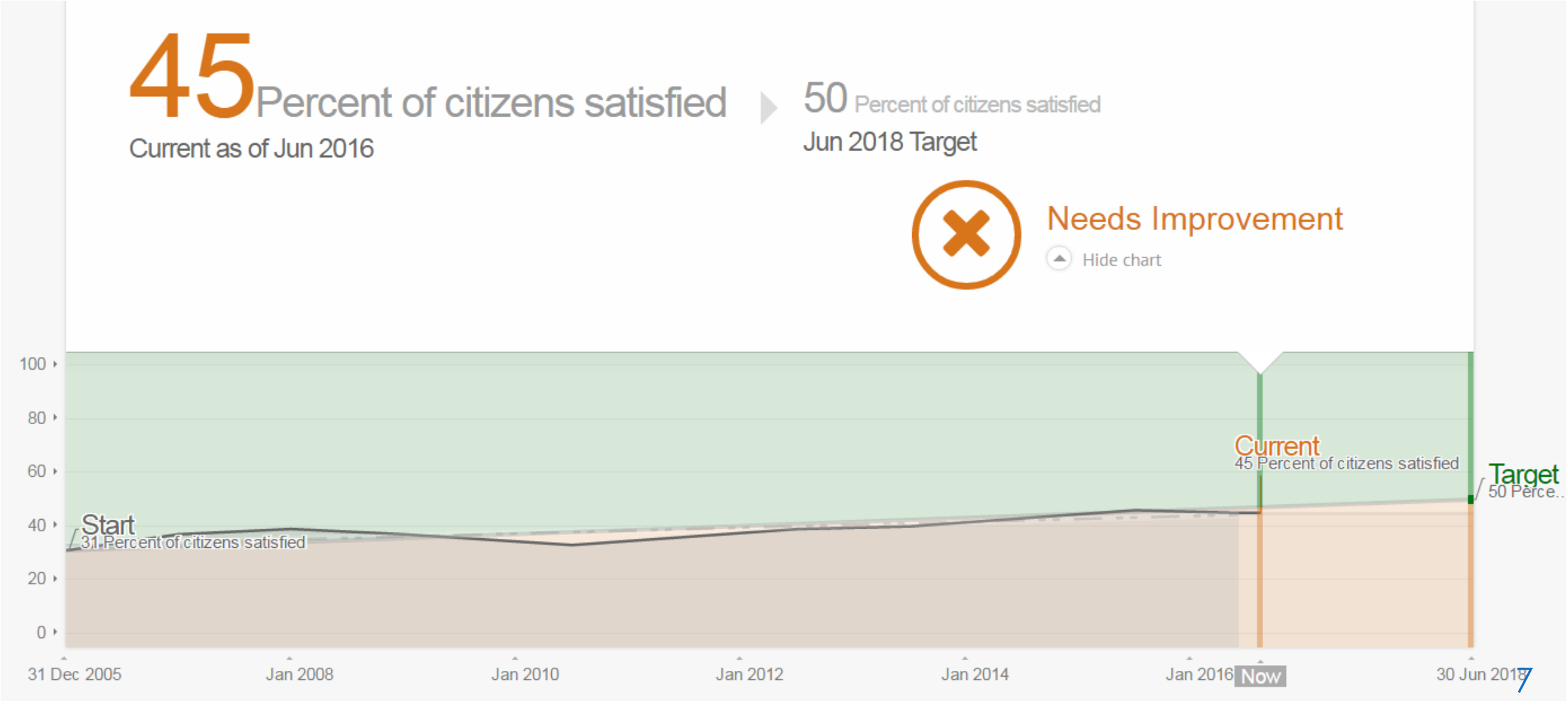
needs improvement

Detail



Citizen Engagement and Communication

Citizen Satisfaction with Effectiveness of City Communication with the Public



Source: Citizen Satisfaction Survey (kcstat.kcmo.org)

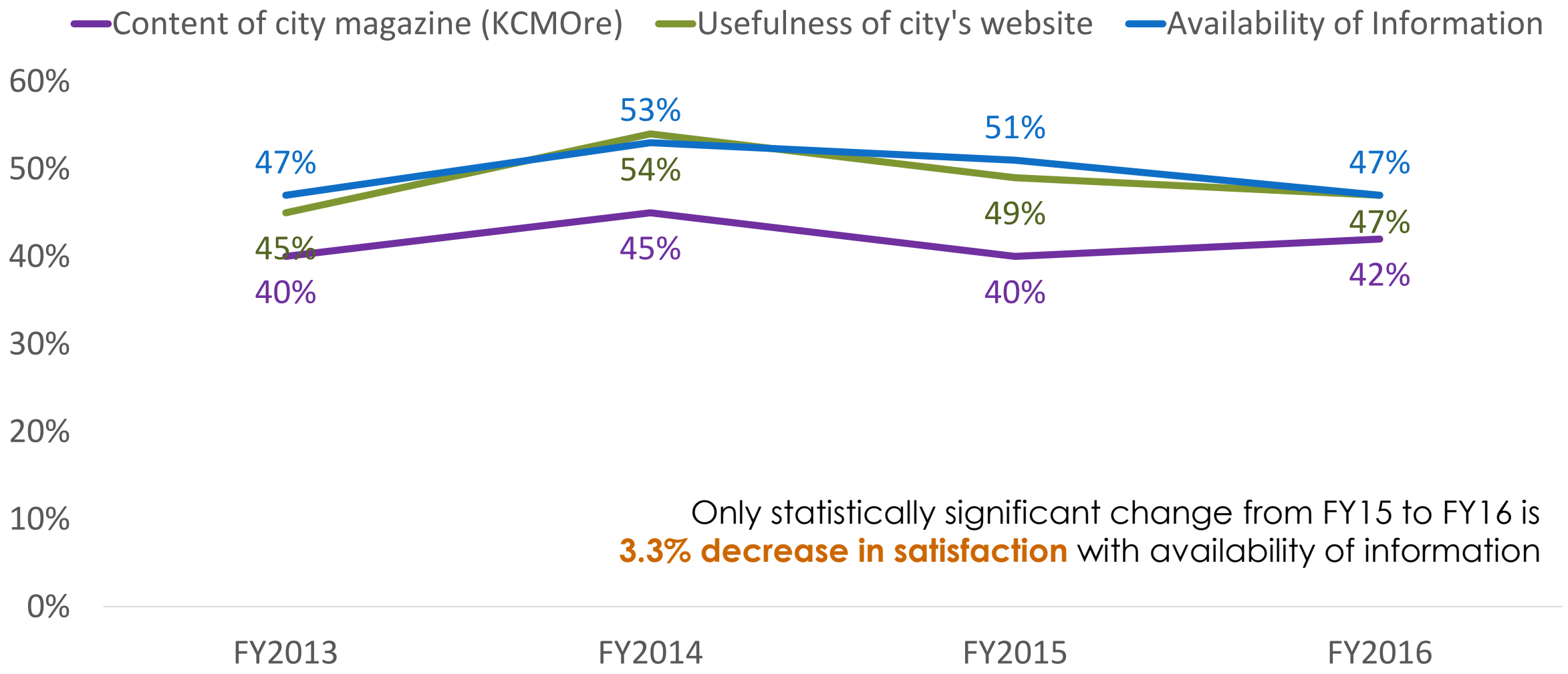
Importance-Satisfaction - Communication

Communications Category	Importance	Satisfaction	FY2016 I-S Rank
Opportunity to engage/provide input into decisions made by the city	40%	30%	1
The availability of information about city programs and services	49%	47%	2
Overall usefulness of the city's website	26%	47%	3
The city's use of social media	15%	46%	4
Quality of city video programming including city television channel (Channel 2) and web streaming	8%	42%	5
The content in the City's magazine KCMore	5%	41%	6

Source: Citizen Satisfaction Survey

**I-S is calculated as importance times one minus satisfaction

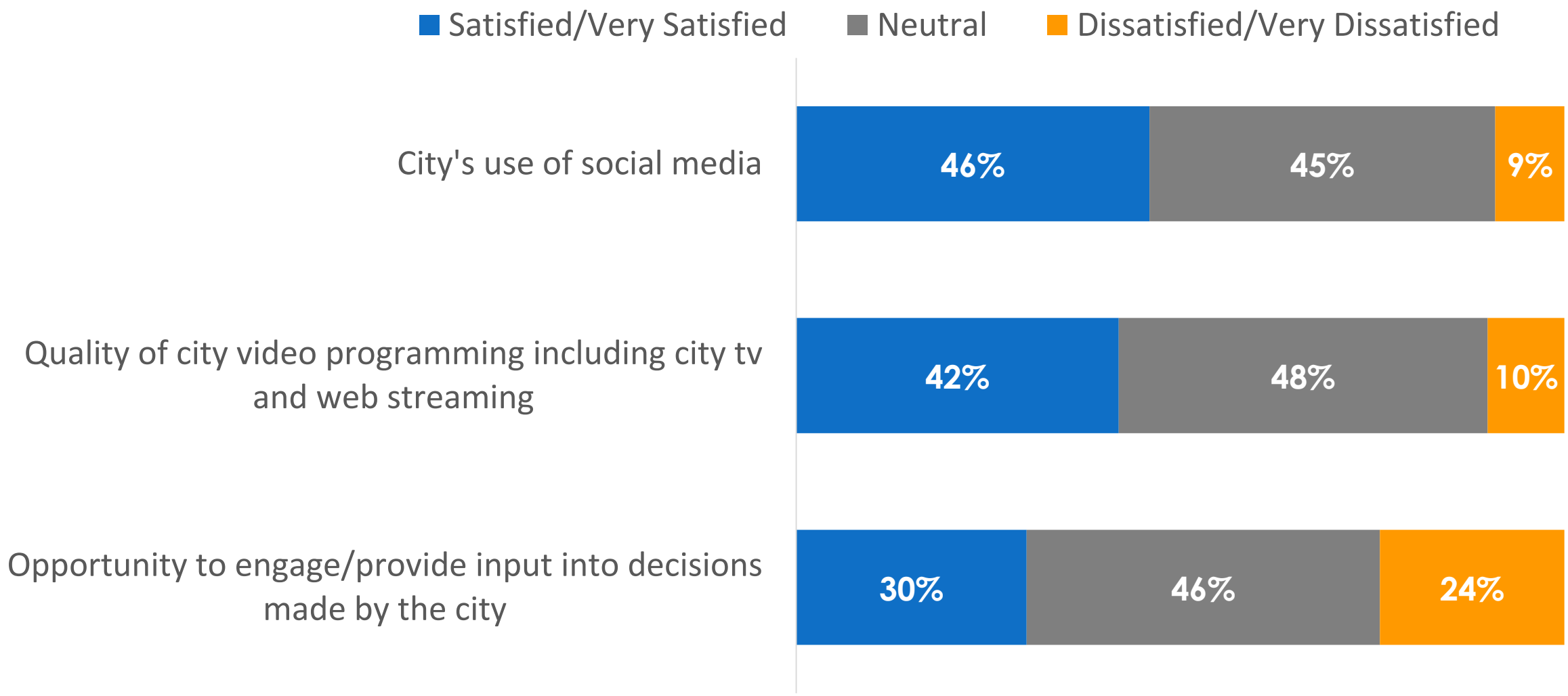
Citizen Satisfaction with City Communications



Only statistically significant change from FY15 to FY16 is **3.3% decrease in satisfaction** with availability of information

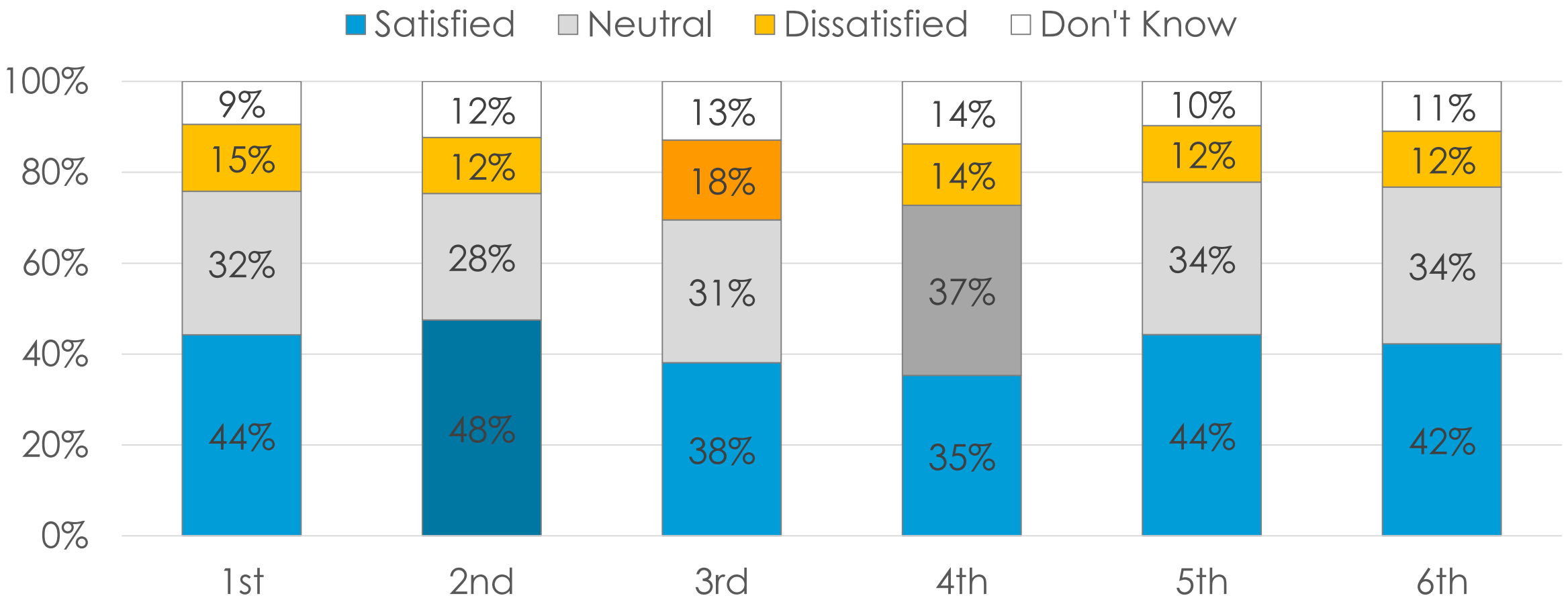
Source: Citizen Satisfaction Survey

New Communications Questions



Source: Citizen Satisfaction Survey

Availability of Information by Council District



Source: Citizen Satisfaction Survey

Objective 3

Adopt and execute a strategic communication plan to support the citywide business plan.

City of Kansas City, Mo.

FY 17 COMMUNICATIONS PLAN

The purpose of this strategic communications plan is to guide all those who communicate on behalf of the City of Kansas City, Missouri, either internally or externally.

The tactical plan is designed to support and fulfill City Council priorities and the Citywide Business Plan. The City Communications Office prepared this plan and will lead execution of the tactics.

- Aligns with Citywide Business Plan goals.
- Includes objectives and specific tactics or activities – this plan mentions 31 activities.
- Targets measurements of success.

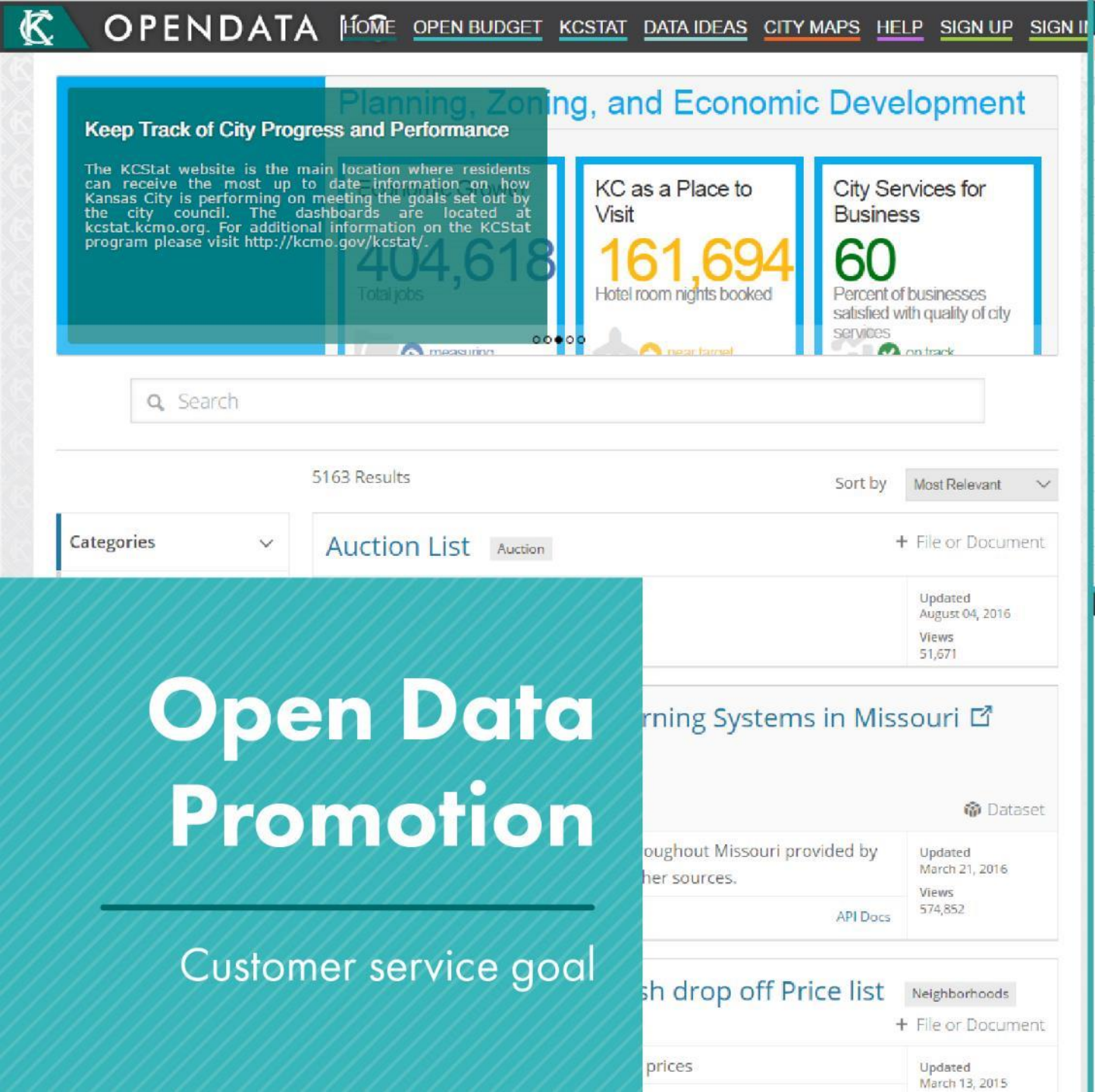
EXAMPLE:

Neighborhoods & Healthy Communities

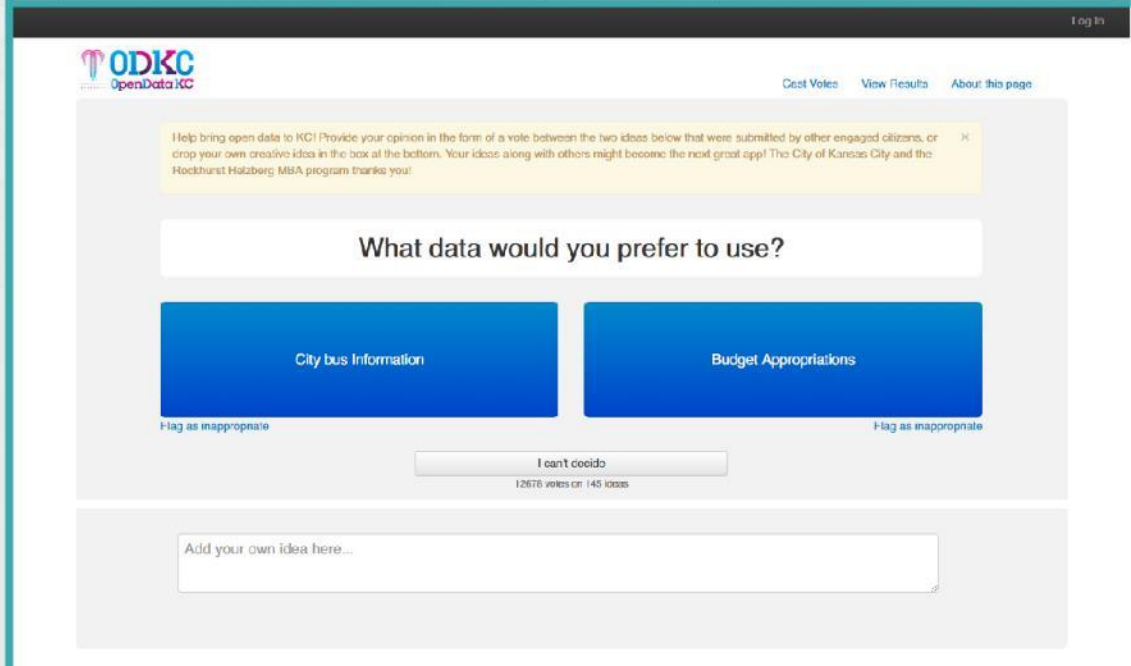
Seasonal PSAs to inform resident about protecting pets.

Open Data Promotion

Customer service goal



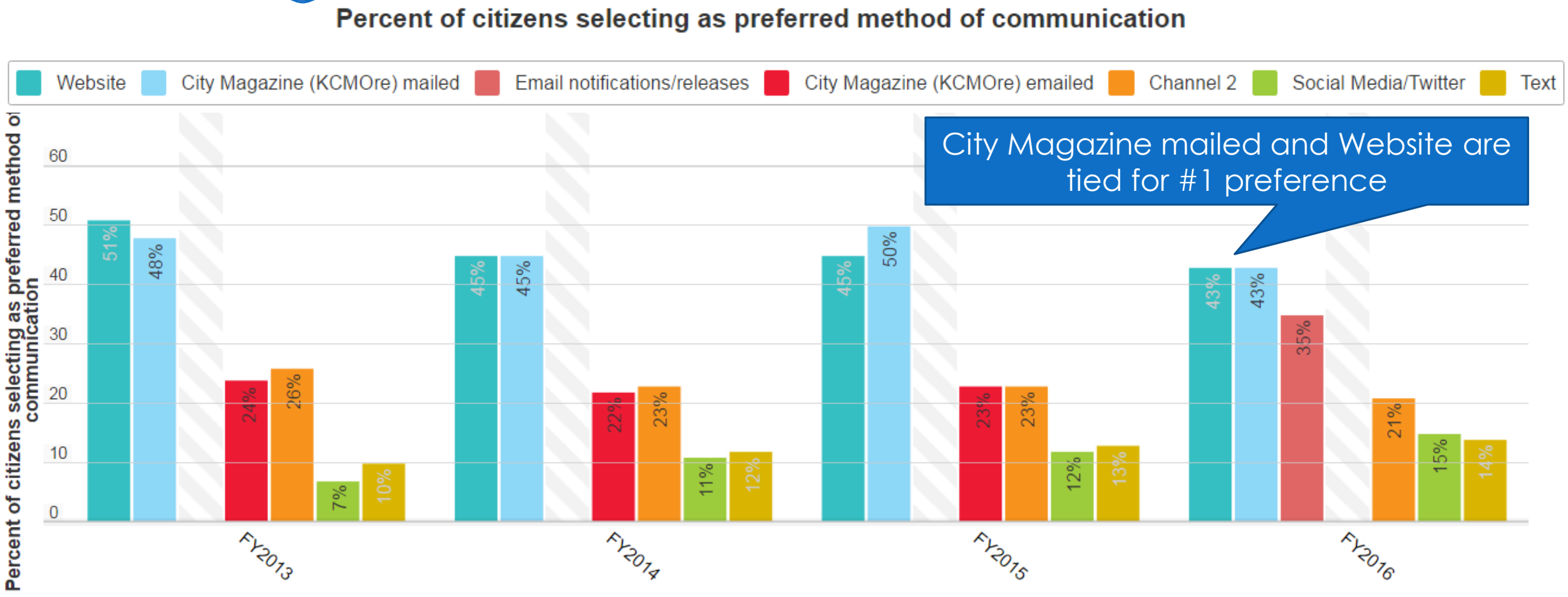
	CaseNumber	Address	ZIP Code	Case Opened	KIVAPIN	Status of Case
1	1047556	5900 Cypress Pl	64130	09/18/2014 12:00:00 AM	216	Ongoing Case
2	1116057	3860 E 59th Ter	64130	06/23/2014 12:00:00 AM	569	Ongoing Case
3	1081989	3702 E 61st St	64130	02/07/2011 12:00:00 AM	621	Ongoing Case
4	1104819	3858 E 61st St	64130	01/06/2014 12:00:00 AM	785	Ongoing Case
5	1150034	3042 E 60th St	64130	12/17/2015 12:00:00 AM	967	Ongoing Case
6	1047600	2915 E 61st St	64130	05/21/2010 12:00:00 AM	1156	Ongoing Case
7	1106199	6124 Agnes Ave	64130	02/12/2014 12:00:00 AM	1167	Ongoing Case
8	1150264	6119 South Benton Ave	64130	12/24/2015 12:00:00 AM	1171	Ongoing Case
9	1150325	6111 College Ave	64130	12/29/2015 12:00:00 AM	1262	Ongoing Case
10	1129242	6134-36 Bellefontaine Ave	64130	02/11/2015 12:00:00 AM	1374	Ongoing Case
11	1145545	6331 Chestnut Ave	64132	09/15/2015 12:00:00 AM	1595	Ongoing Case
12	1079106	6439 Chestnut Ave	64132	10/26/2012 12:00:00 AM	1666	Ongoing Case
13	1133920	6653 Bales Ave	64132	05/01/2015 12:00:00 AM	1944	Ongoing Case
14	1148655	4025 E 67th Ter	64132	11/06/2015 12:00:00 AM	2026	Ongoing Case
15	1132878	3940 E 68th St	64132	04/16/2015 12:00:00 AM	2061	Ongoing Case
16	1148089	6820 Cleveland Ave	64132	10/30/2015 12:00:00 AM	2215	Ongoing Case
17	1158265	6735 Bales Ave	64132	05/23/2016 12:00:00 AM	2319	Ongoing Case
18	1078397	3612 E Gregory Blvd	64132	10/15/2012 12:00:00 AM	2431	Ongoing Case
19	1154500	6903 Monroe Ave	64132	03/31/2016 12:00:00 AM	2463	Ongoing Case
20	1108412	6938 Askew Ave	64132	03/25/2014 12:00:00 AM	2492	Ongoing Case
21	1069072	6817 Bellefontaine Ave	64132	07/16/2012 12:00:00 AM	2774	Ongoing Case
22	1154508	6828 Bellefontaine Ave	64132	03/31/2016 12:00:00 AM	2798	Ongoing Case
23	1149132	6811 Agnes Ave	64132	12/02/2009 12:00:00 AM	2828	Ongoing Case
24	1128559	6740 Agnes Ave	64132	01/26/2015 12:00:00 AM	2968	Ongoing Case
25	1161728	6741 South Benton Ave	64132	10/24/2013 12:00:00 AM	2970	Ongoing Case
26	1149140	6914 Agnes Ave	64132	01/01/2013 12:00:00 AM	2978	Ongoing Case



Objective 4

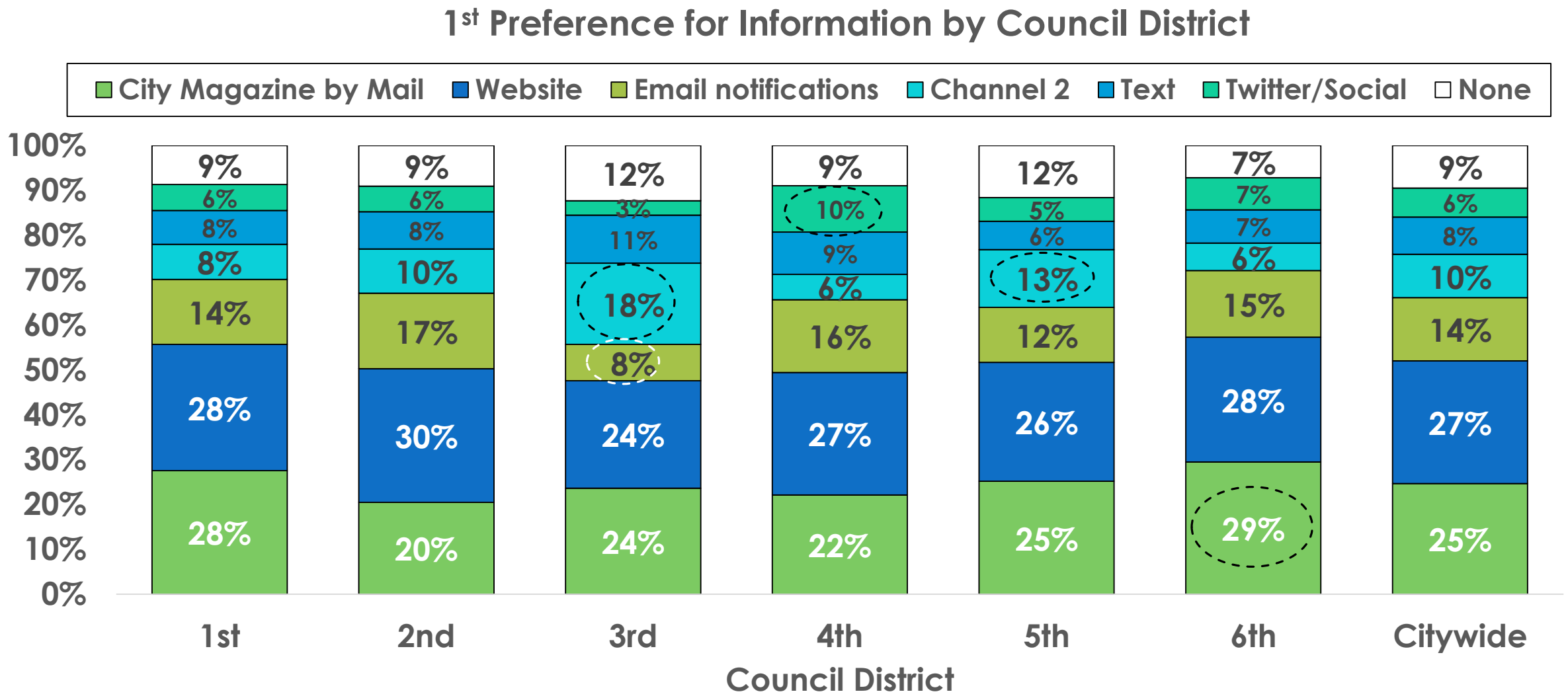
Apply an integrated and strategic approach to all communication efforts, both internal and external.

How do citizens like to receive information from the city?



Source: Citizen Satisfaction Survey (kcstat.kcmo.org)

1st Communication Preference by Council District



Source: Citizen Satisfaction Survey

KCMO. gov

#1 preferred method for receiving City information

Search function

CITY OF KANSAS CITY HOME | CITY OFFICIALS | DEPARTMENTS | CAREERS | 311 | PAY | TAX

Google™ Custom Search

WHAT ARE YOU LOOKING FOR?

Search here

Answers to frequently asked questions

When is my trash day? Where do I find meeting agendas or archived meetings? You can easily find the answers by searching the site in the upper right box or the big What Are You Looking For box on home pages. To help further, we

Celebrate KCMO Selfie Day Monday

Celebrate KCMO Selfie Day! On Monday, Aug. 15, send us a selfie in front of your favorite place in KCMO. Tweet your pic, along with a few words about what you love most about KC to @kcmo . Use #KCMOSelfie. Be sure to use

Have your say on the Safe Ride ordinance

The City is asking for public feedback on suggested changes to the Safe Ride ordinance that regulates Transportation Network Companies. Visit the city's virtual town hall, kcmomentum.org , to read

City ramps up neighborhood revitalization

KCMO is launching the next phase of its plan to tear down all 800 structures on the Dangerous Buildings List within two years by starting demolition of abandoned homes in several urban-core neighborhoods. The demolitions of two dilapidated houses in the 2000 block of Chelsea Avenue are the first of 23 abandoned houses being torn down in the next two weeks. The [...]

Read More

Latest Tweet

Kansas City, MO
@KCMO

You have 7 more days to share input on suggested changes for our Ride Share ordinance: kcmomentum.org/posts/10186/sa...

KCMO. gov

Stats

↑3.95%

Unique page views
compared to same period last year

Most popular pages:

Dollar Home Sale
6,764

Building Permits
11,388

Smart City
5,340

Birth & Death Cert.
11,320

STD Clinic
5,172 (+17.25%)

Most common search terms:

- **"police reports"**
- **"trash"**
- **"business license"**
- **"maps"**
- **"pay ticket"**

Crime Mapping page

182.4%

13,624 pageviews

Jail Detention page

10,894

pageviews

Crime Stats page

31.5%

8,997 pageviews

Missing Persons

32.0%

1,992 pageviews

KCMO. gov

KCPD pages

Concealed Carry Permits

154.0%

1,942 pageviews

Chief of Police

41.0%

1,848 pageviews

News Releases

Avg. new subscribers

68

per month

News from City Hall

City Communications Office
City of Kansas City, Missouri
www.kcmo.gov

29,965

Current subscribers

Avg. open rate

53%

Highest open rate

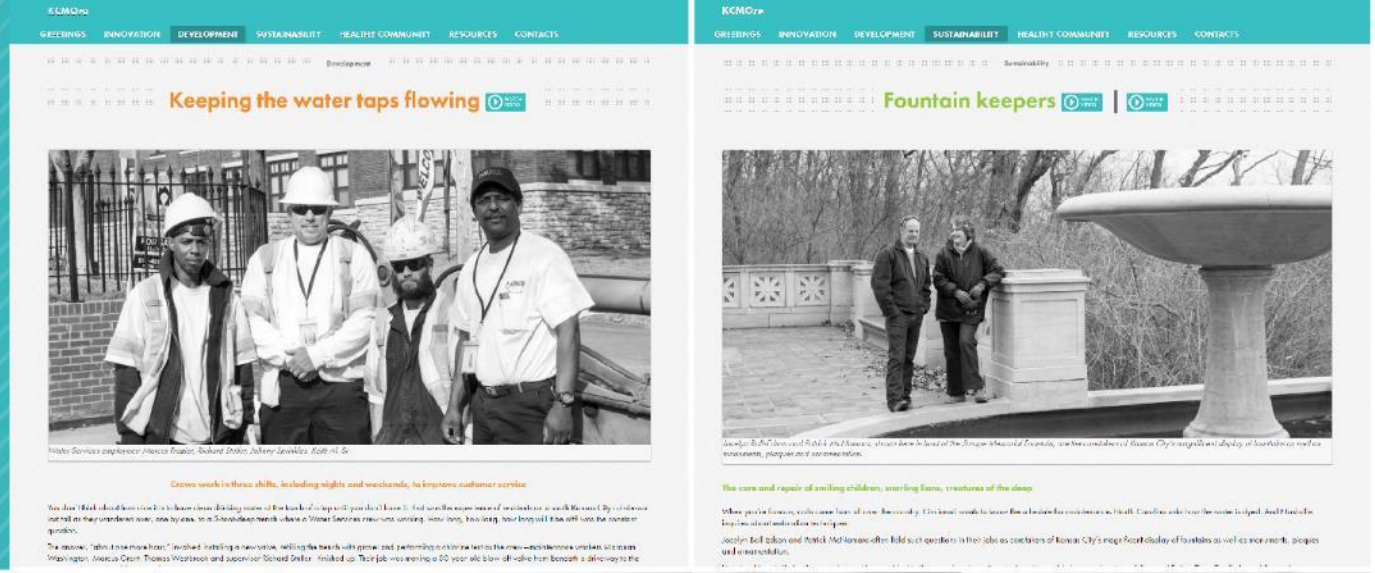
58%

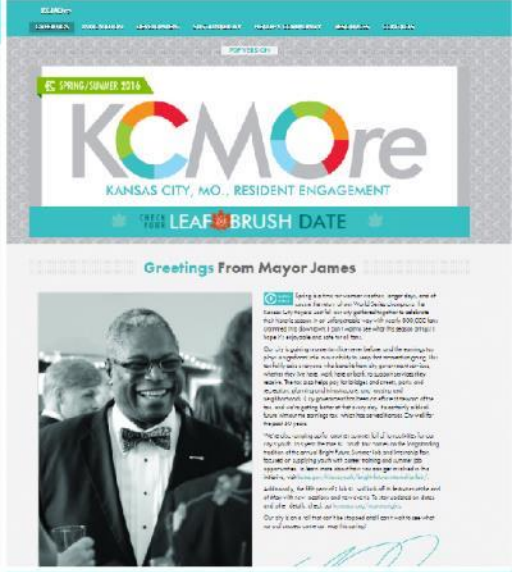
Fourth District Council meeting

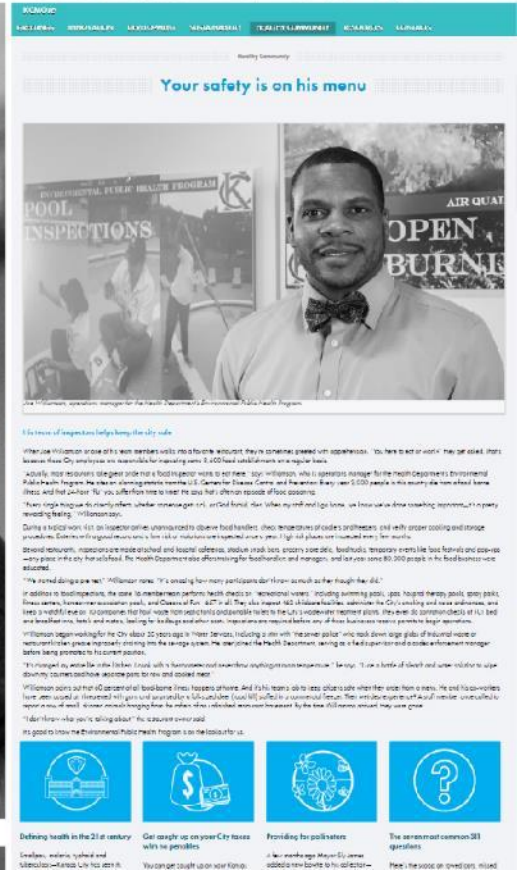
KCMOre

Resident Engagement Magazine

KCMOre
KANSAS CITY, MO., RESIDENT ENGAGEMENT







135

uploaded to YouTube
(Jan.-July)

Media Conferences

Misc.
Instructional videos, promos, special events

INCLUDES:

Weekly Report, Time to be Well, FYI KC, Media Conferences, Weekly Reports, Channel 2 segments

Video Production

164

Council meetings taped for Channel 2

TOP 10 YOUTUBE VIDEOS

1. Mayor Sly James sings Kansas City" - **2,815**
2. Smart City Challenge Grant Video Submission - **1,498**
3. Streetcar Video from Zaragoza, Spain - **1,475**
4. City of KCMO Municipal Court Online Payment System - **1,328**
5. KC Streetcar Opening Celebration Announcement **1,089**
6. Mayor Sly James' Floor Speech Regarding KCMO Vehicle for Hire Ordinance - **953**
7. KC Streetcar Overhead Wires Safety Video - **853**
8. Smart City Challenge Final Pitch - **802**
9. Downtown Kiosk Installation **778**
10. KCI Tour **716**

Social Media

Twitter

69,000+
Twitter followers

TOP TWEETS:

Highest engagement rate
45%

10k+
interacted with tweet

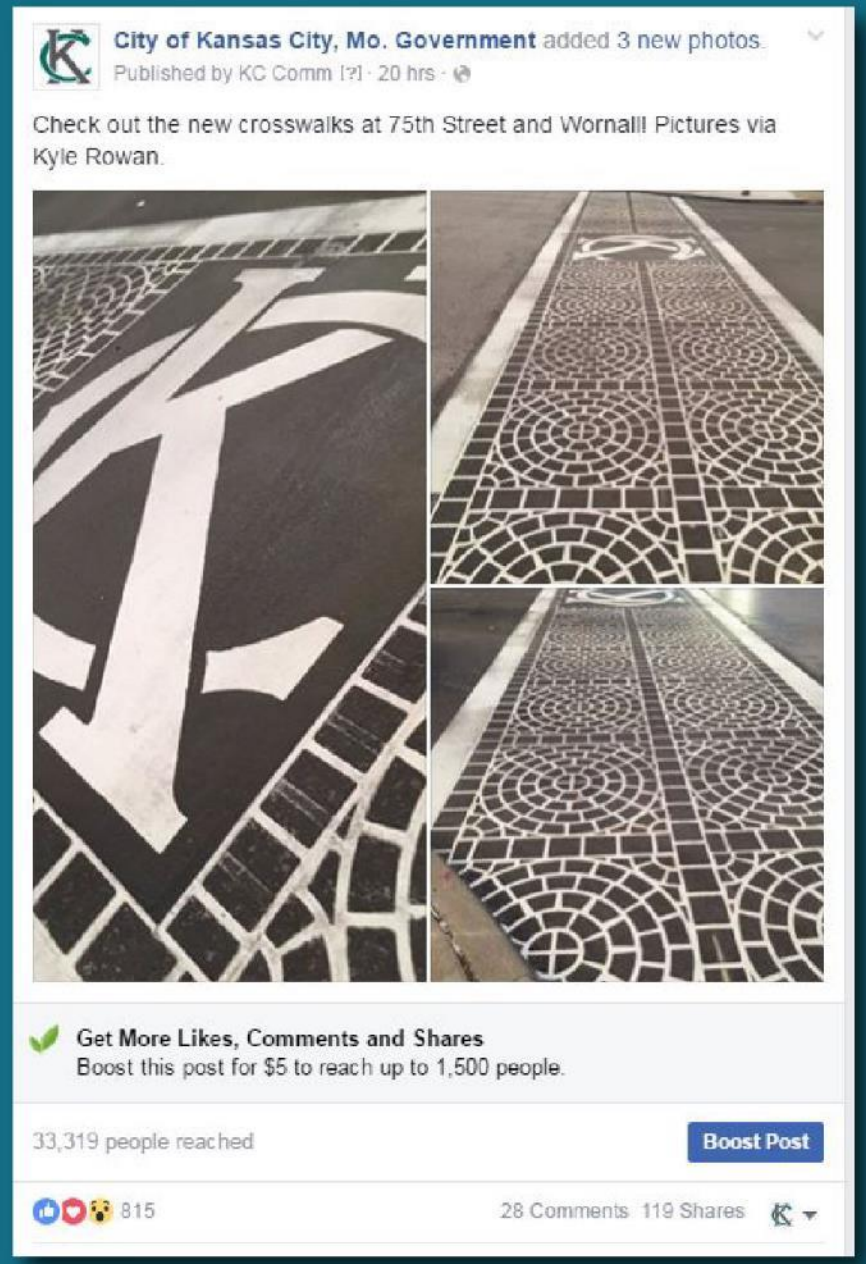
Social Media

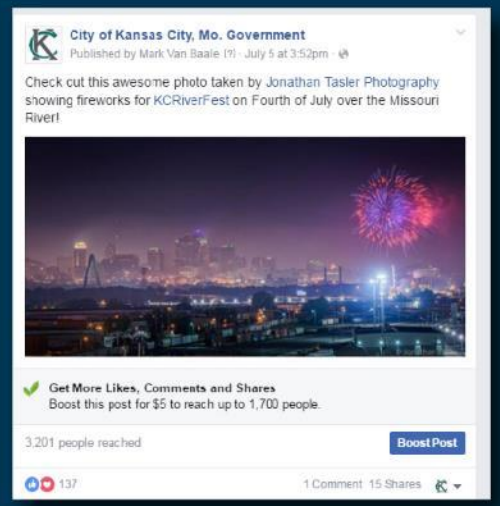
Facebook

New crosswalk design has been viewed by over

35,000

"Noticed them as I drove to work today and almost needed to pull over for a pic! Thanks for making our area a beautiful space!"





shared photos by residents

Social Media

Facebook Q&A

25 questions

over the course of an hour from planners, designers, etc.

City of Kansas City, Mo. Government
Published by KC Comm [?] · June 1 ·

I'm Jeffrey Williams, the director of the City of Kansas City, Missouri City Planning and Development Department. Over the next hour, I am hosting a live Q&A to answer your questions about the Twin Creeks Design Competition (http://kcmo.gov/designtwincreeks/).

All the questions and answers will be posted to the design competition website and submission portal - RFP365 at https://my.rfp365.com/.../0325eedb-71ae-42d4-bf5e-fdcff7771fde

We will attempt to answer all questions during the Q & A session, but if one requires a complex response, we may take the time to provide the best information to you by posting the answer on the RFP365 website within the next 24 hours.

Please note that all your questions and the answers submitted in the Q & A session will be made public on Facebook.

ELGL
CONNECT.COMMUNICATE.EDUCATE
ELGL.ORG

Trending Now social media award

Resident comments to why they stand behind KCMO:

> **"...We are about sports, BBQ, the arts, music, fountains, great parks, entertainment, history, and yes technology. That's what we do! That's why I stand behind the city I love!"**
>
> — Eric Adkins

Design

Branding
Ads
Flyers
Reports
TV/Web Graphics
Newsletters
Photography
Event Signage
Merchandise

City Auditor
Audit Ideas graphics

City Clerk
MailChimp template design
TNC Requirements table/flyer

City Council
2nd District - MailChimp template
3rd District - various electronic invitations, MailChimp template
4th District - MailChimp template, various ads
Fifth District - MailChimp template, Kickball Tournament save the date, invite, social media promotion ads
Fourth District - MailChimp template,
6th District - Pacesetter re-brand, outreach post-cards,Twitter graphics, MailChimp template

City Manager's Office
311 - Open house signage, giveaway items, info booklet, Bizcare - brochures, displays, checklist, presentations, Communications - Twitter avatars, Lapel pins, Fountain Pen, KCMOre magazine, Ads, Office of Performance Mgmt- Chartland, KC Stat, Data Academy, Citizen Satisfaction, Open Data catalog graphics, ICMA recommendations for visitors flyer, Elevate KC Employee Survey branding, KC Green - everything OCCS - Cultural Arts Celebration branding, displays, MailChimp template, lobby display ads, ArtCap invite, Artist Microloan invite, Powerpoint templates, NTDF - logo, tablecloth, Word template, MailChimp template CIP book and Budget in Brief, TIF Infographic, E-tax informational handout

City Planning
Urban Revival TV graphic
Web graphics
MailChimp template
Land Bank demolition map

Convention and Entertainment Facilities
ICMA - Recommendations flyer

Finance
Monthly Financial Report
5 Year business Plan - cover and production
Citywide Business Plan - cover, layout, production
Budget Office Blog branding
Quicktax branding
Annual budget design and production
Budget hearings advertisements

Fire
Firetruck branding assistance
We Stand with KCFD stickers

General Services
DriveCam Newsletter in progress
Pepsi contract collatoral- truck back and can designs
Municipal Art Commission - Art in the Park branding, photography, display and concrete stickers,Corporate Safety - Safe Driver Awards event branding, certificates, giveaway prize designs, photos, banners; Armed intruder flyer, Dream campaign, fire drill signage, forklift safety training cards, streetcar t-shirts, worker's compensation campaign,Print Center support

Health
Culture of Health video
The Quarterly
Event Posters - Aim4Peace, Poster for National Environmental Health Association Annual Meeting
2016 Crumbine Award Application Cover
2016 CHIP cover
Mosquito water bill insert
various permits

Human Relations
KCGCP event branding and promotion
NCLR ad

Human Resources
Corporate Challenge - t-shirts, signage, promotional ads, MailChimp template

Mayor's Office
Hire KC Youth branding
Mayor's Christmas Tree Fund logo, branding
Curfew flyer
DOT announcement podium signage

Municipal Court
MailChimp template

Neighborhoods and Housing Services
Animal Control and Public Safety - Video branding
Land Bank support - flyers and such
Twin Creeks - logo design, posters, social graphics
Trash/Bulky item services flyer

Parks and Rec
general support

Police
general support

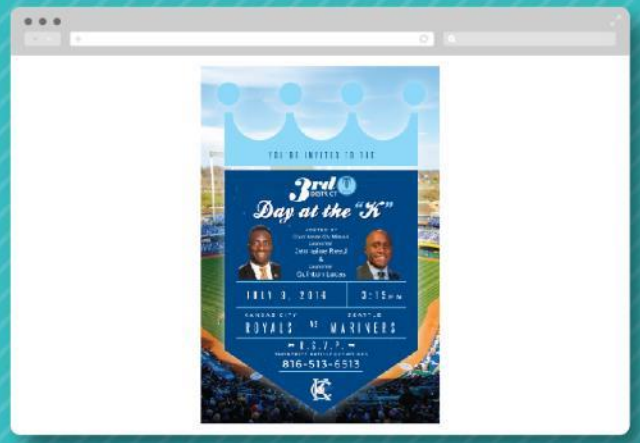
Public Works
Bike KC - Master Plan design, Cycle in the City event branding, swag design, Trails Day campaign/branding
TV graphics

Water Services
Leaf and Brush water bill insert

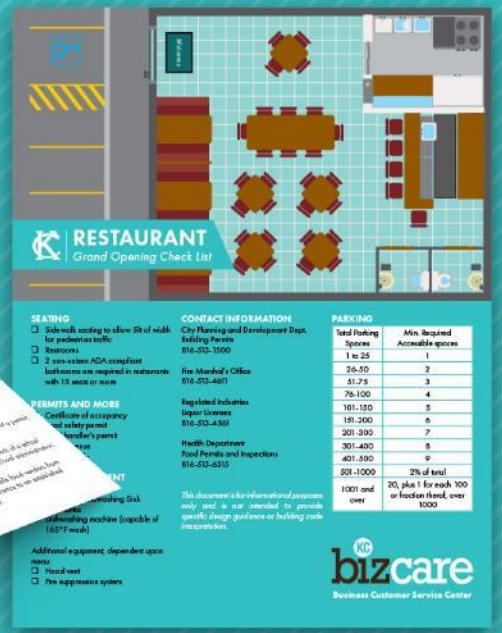
Special Events
Fountain Foundation big check event
Charity Program - re-brand, logo design, t-shirts
Community Engagement University - branding, certificates, photos
KC Streetcar - promo posters, safety buttons, social graphics, invites
Daylight hour

Photography
Environmental Achievement Awards
Charity Campaign
City Planning retreat event
Headshots

KANSAS CITY
GOVERNMENT
CONTRACTING
& PROCUREMENT
10th ANNUAL AWARDS BANQUET
CHARTING THE COURSE
SAVE THE DATE
UNION STATION
Sept. 30, 2016
6-10 p.m.


3rd Day at the "K"
JULY 3, 2016
3:15 p.m.
ROYALS VS MARINERS
816-513-6513

bizcare
Business Assistance Center
kcmo.gov/KCBizCare


RESTAURANT
Grand Opening Check List
SEATING
CONTACT INFORMATION
PARKING
PERMITS AND MORE
bizcare
Business Customer Service Center

SEEKING PUBLIC INPUT FOR
Safe Ride Ordinance
Highlights of Proposed Changes to Chapter 76
Transportation Network Companies
Summer 2016
CITY OF KANSAS CITY, MISSOURI

The City wants to recognize those neighborhoods that have implemented sustainable practices within their community.
NEIGHBORHOOD RECOGNITION PROGRAM
GREEN
2016
kcmo.gov/kcgreen

Daylight Hour
June 17, 2016 - Noon
www.daylighthour.org
Lower the lights for one hour.
Raise awareness. Transform the conversation.
GREEN
Using daylight in your office improves well-being, reduces pollution, and saves money.

f.y.i.
BIKEKC
Bike Boxes in Kansas City

Design

CYCLE IN THE CITY
FREE OPEN STREETS FESTIVAL
MAY 15 | WARD PARKWAY
CYCLEINKC.COM
2-5 P.M.

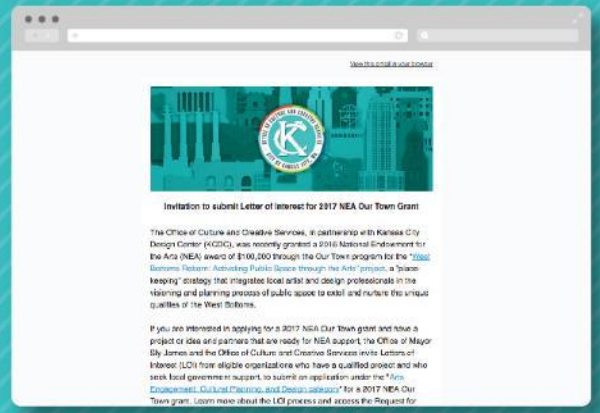
BIKE KC

BIKE
KC

CYCLE IN THE CITY
Cycle in the City
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.
Lorem ipsum.com/link

MAKIN' TRAILS
RIDE ON, DUDE.
MAKIN' TRAILS
WANT TO RIDE MY BICYCLE
LOVE.

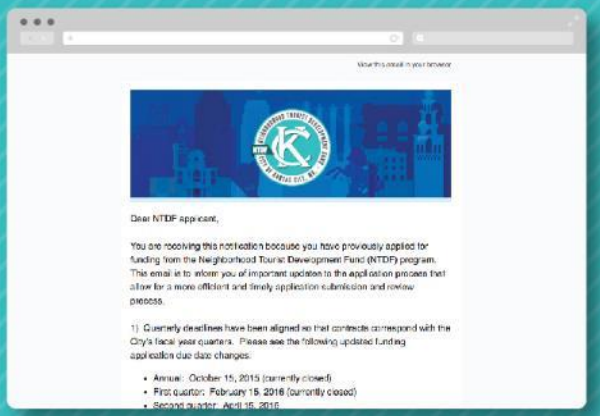
BIKE KC
BIKE KC


View this email in your browser
Invitation to submit Letter of Interest for 2017 NEA Our Town Grant
The Office of Culture and Creative Services, in partnership with Kansas City Design Center (KCDC), was recently granted a 2016 National Endowment for the Arts (NEA) award of $100,000 through the Our Town program for the "West Bottoms Reborn: Activating Public Space through the Arts" project, a "place keeping" strategy that integrates local artist and design professionals in the visioning and planning process of public space to extoll and nurture the unique qualities of the West Bottoms.
If you are interested in applying for a 2017 NEA Our Town grant and have a project or idea and partners that are ready for NEA support, the Office of Mayor Sly James and the Office of Culture and Creative Services invite Letters of Interest (LOI) from eligible organizations who have a qualified project and who seek local government support, to submit an application under the "Arts Engagement, Cultural Planning, and Design category" for a 2017 NEA Our Town grant. Learn more about the LOI process and access the Request for

Design

CHARITY PROGRAM
CITY OF KANSAS CITY, MISSOURI

CHARITY PROGRAM
CITY OF KANSAS CITY, MISSOURI


View this email in your browser
Dear NTDF applicant,
You are receiving this notification because you have previously applied for funding from the Neighborhood Tourism Development Fund (NTDF) program. This email is to inform you of important updates to the application process that allow for a more efficient and timely application submission and review process.
1) Quarterly deadlines have been aligned so that contracts correspond with the City's fiscal year quarters. Please see the following updated funding application due date changes:
• Annual: October 15, 2015 (currently closed)
• First quarter: February 15, 2016 (currently closed)
• Second quarter: April 15, 2016

Spirit award
(second year in a row)

Video award

Kansas City Corporate Challenge

8th place in Division A

KCM♡

City Hall Selfie day

Kansas City, MO @KCMO · 36m
#CityHallSelfie Day with security at @KCMOwater who helps keep our water supply safe.

Kansas City, MO @KCMO · 3m
We love our @KCMOwater Lab employees! #CityHallSelfie

Kansas City, MO @KCMO · 3m
We love our @KCMOwater Lab employees! #CityHallSelfie

Kansas City, MO @KCMO · 3m
We love our @KCMOwater Lab employees! #CityHallSelfie

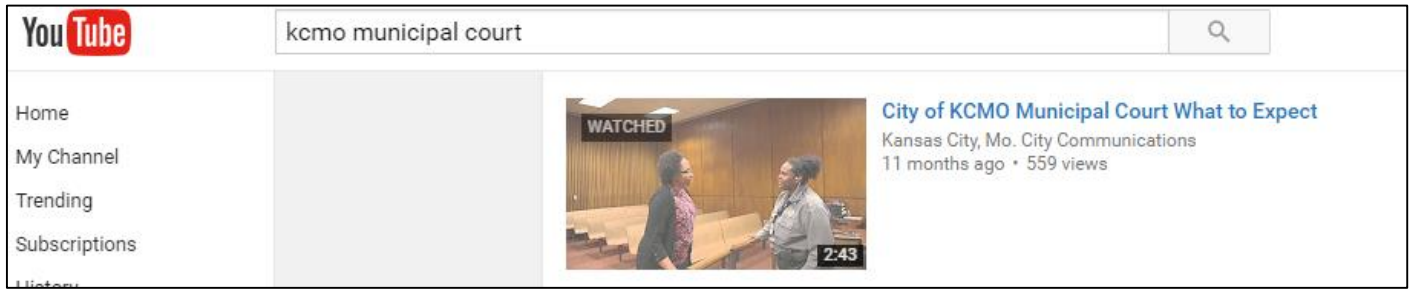
Kansas City, MO @KCMO · 48m
We start off #CityHallSelfie Day with a group photo from @KCMOwater. Keeping your water safe.

Bright Spot – Municipal Court

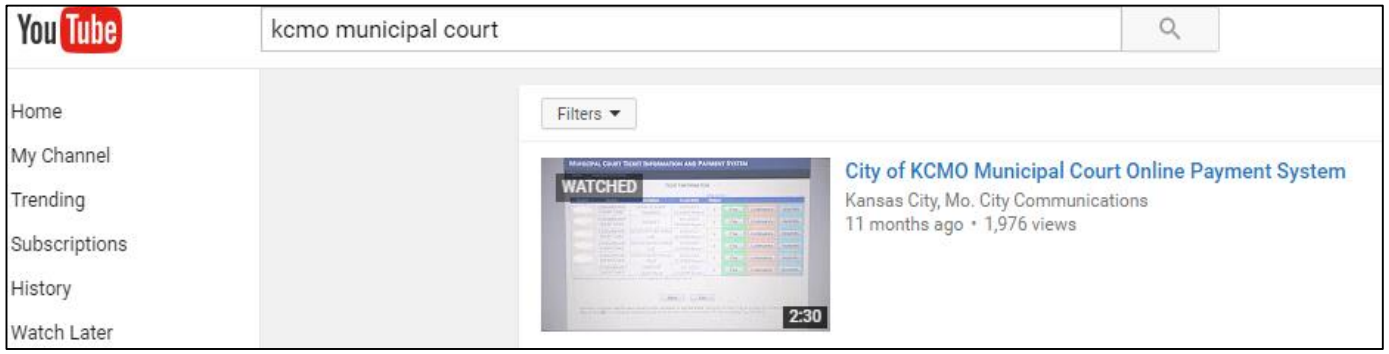
COMMUNICATING WITH CUSTOMERS

Municipal Court Social Media

- **In September of 2015 Municipal Court, with the assistance of City Communications, began using social media to help citizens better understand and access Municipal Court services.** On September 10, 2015, the Court posted two videos on YouTube: "What to expect at Municipal Court," and "Municipal Court Online Payments." The next day, Municipal Court also launched its first Facebook page and the first posting was the "What to Expect at Municipal Court" video.



What to Expect at Municipal Court has received 1,905 views—559 on YouTube and 1,346 on the Court's Facebook Page. It also has been shared to other Facebook pages 21 times.



The Online Payment video has received 2,459 views—1,976 views on YouTube and 483 on two separte Municipal Court Facebook posts.

Municipal Court Social Media

- As of August 10, 2016 the Municipal Court Facebook page itself has received 239 Likes and the Court has received a 4.6 rating through its Facebook page.

Objective 5

Continually seek innovative and creative ways to connect with residents.

Kansas City, MO
@KCMO

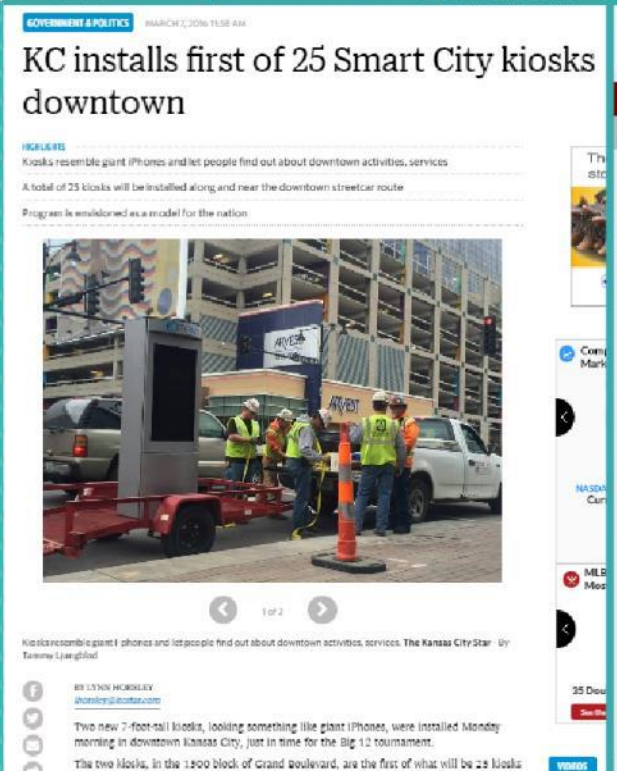
Learn about #SmartCityKC in @kcmo at the Smart City Village at 12th and Main.

RETWEETS 8 LIKES 9

Smart City Village

Smart City Launch

Dozens of media stories.
Nationwide coverage.



Animal Control

LOCAL AUGUST 4, 2016 12:12 AM

KC Pet Project takes in 25 animals — mostly Chihuahuas — removed from Kansas City home

1 of 6

Animal control officers removed 25 pets from a Kansas City home on Wednesday, most of them Chihuahua mixes who are now in the care of the KC Pet Project. **KC Pet Project**

BY IAN CUMMINGS
icummings@kcstar.com

Animal control officers removed 25 pets from a Kansas City home on Wednesday, most of them Chihuahua mixes who are now in the care of the KC Pet Project.

The pets were removed from the home because of their poor living conditions, according to Tori Fugate, spokeswoman for the city animal shelter. Animal control officers had been alerted to the situation earlier this week.

Among the animals were two cats and 23 dogs, including a female with puppies who are

VIDEOS

Homeless people wait out heat in Salvation Army's 'cooling room'

Homeless people wait out heat in Salvation Army's 'cooling room'

Families return to Schlitterbahn Water Park after death of Caleb Schwab

Woman recalls when friend's harness came off during ride on Schlitterbahn's Verrückt

VIEW MORE VIDEO

MORE LOCAL

Another family says raft on Schlitterbahn's Verrückt went airborne

Streetcar Grand Opening

Kansas City, MO
@KCMO

.@kcstreetcar looks great from the rooftop park at 12th and Main! #timetoridekc

RETWEETS 11 LIKES 14

3:22 PM - 6 May 2016

Kansas City, MO
@KCMO

From the past to the present, @kcstreetcar a @UnionStationKC #timetoridekc

RETWEETS 37 LIKES 67

9:55 AM - 6 May 2016

Streetcar operators in 1890 (pic courtesy of @KCLibrary) and @kcstreetcar operators today. #TBT #timetoridekc

Kansas City, MO
@KCMO

The @kcstreetcar is off and running with its first riders! Finally #TimeToRideKC!

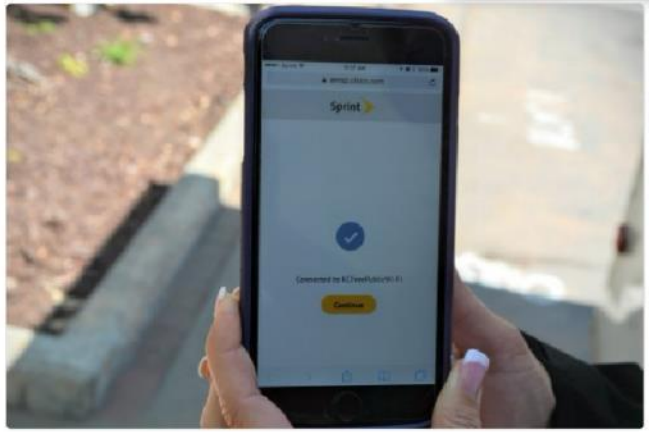
RETWEETS 11 LIKES 36

10:51 AM - 6 May 2016

Streetcar Grand Opening

Kansas City, MO
@KCMO

Reminder that we have free publ
courtesy of @sprint along the @
route now! #SmartCityKC

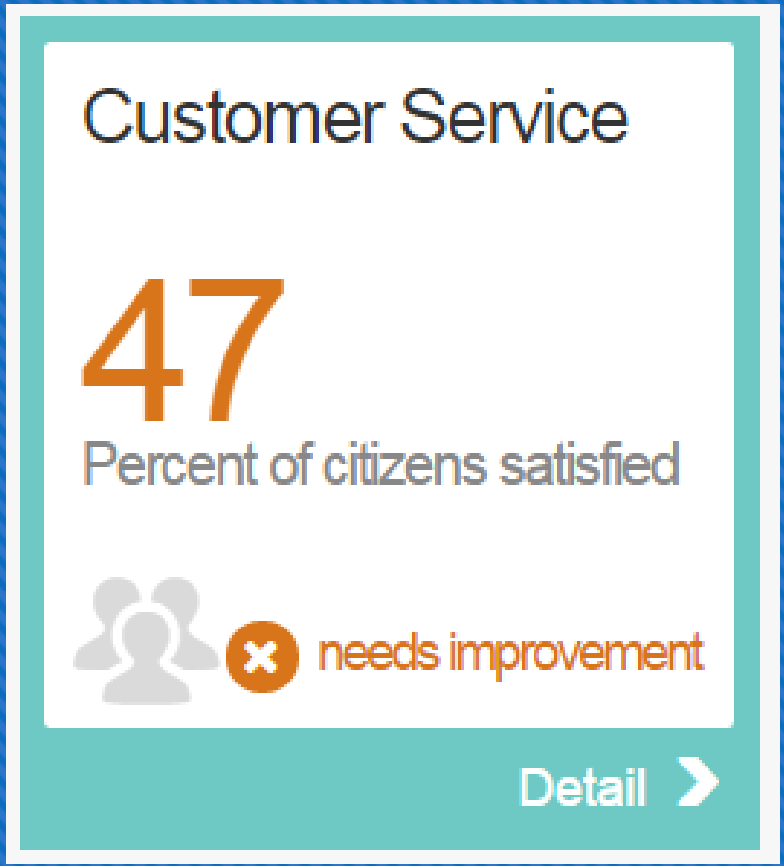


RETWEETS 20 LIKES 30

1:52 PM - 6 May 2016

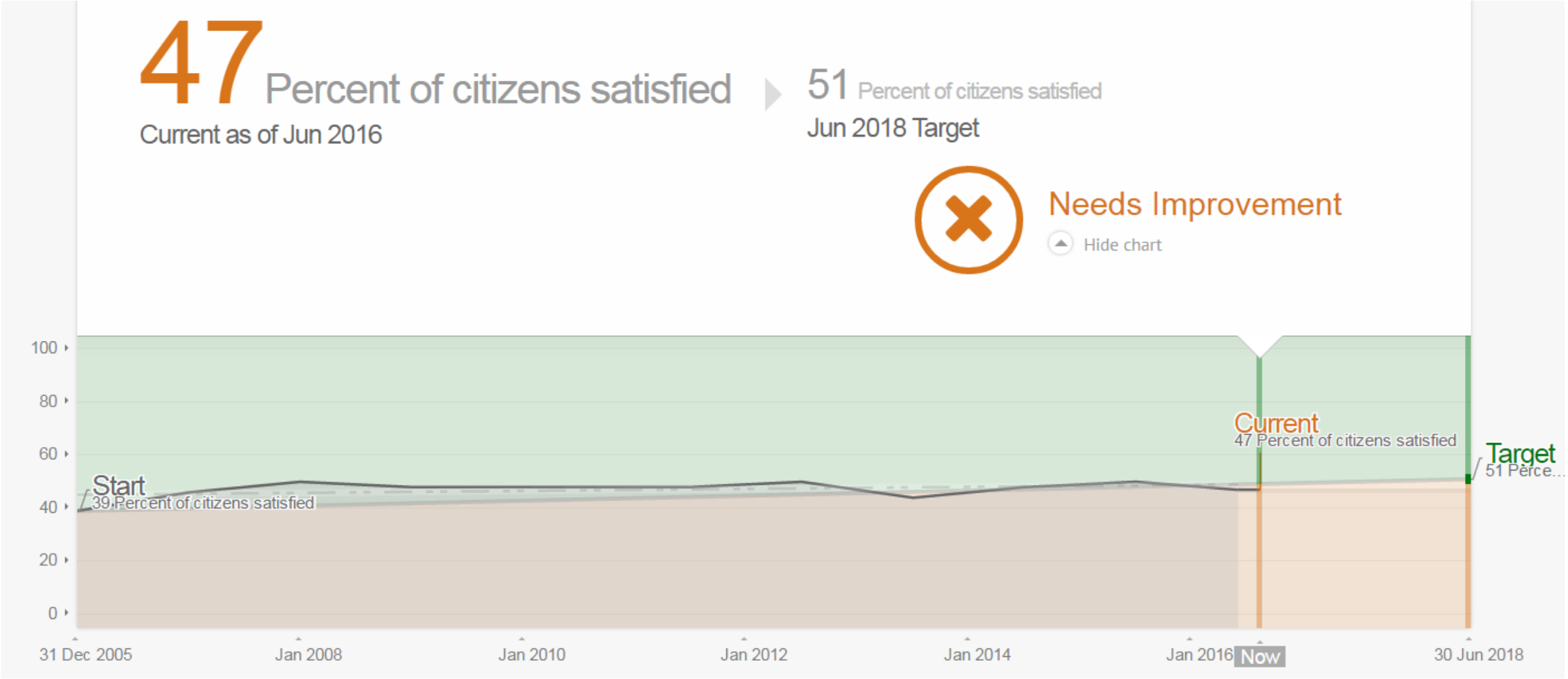
RETWEETS 32 LIKES 60

3:14 PM - 5 May 2016



Customer Service

Citizen Satisfaction with Customer Service from City Employees

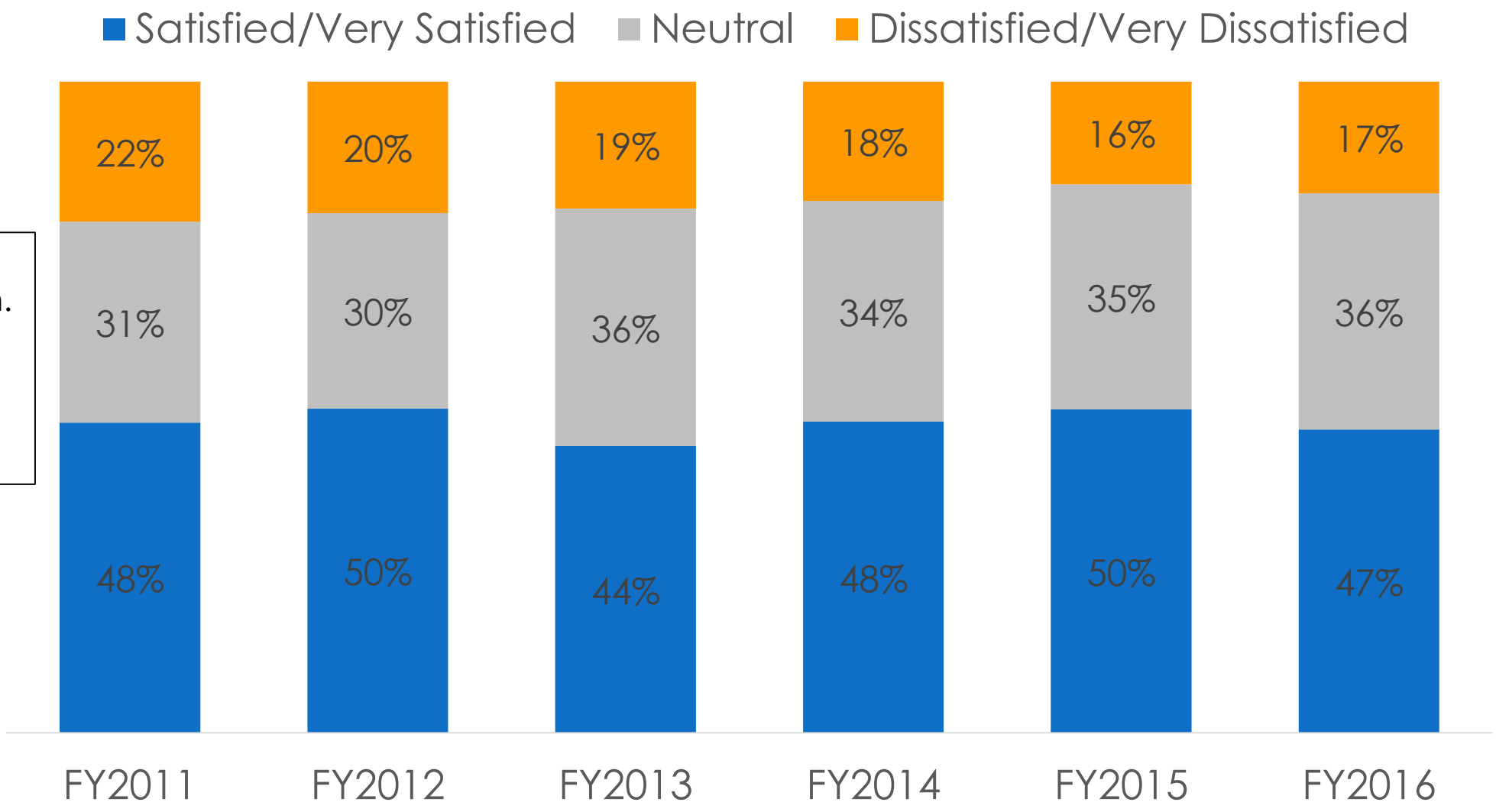


Source: FY2016 YTD Citizen Survey (Kcstat.kcmo.org)

Satisfaction with Customer Service from City Employees Over Time

Percent **satisfied** has moved up and down.

Percent **dissatisfied** has declined over same time period.



Source: Citizen Satisfaction Survey

Customer Service Satisfaction by Demographic Groups

Descriptors:	More Likely to be Satisfied	More Likely to be Dissatisfied
Own vs. Rent	Owners	
Dwelling Type	Other	Duplex/ Townhome
Race/Ethnicity	White	Hispanic Asian/Pacific Islander American Indian/Eskimo
Household Income	$30-60K and $60-100K	
Age	55-64 and 65+	18-24, 25-34, and 35-44
Gender	Female	Male
Council District	1st, 2nd and 3rd	3rd and 4th
Years Living in the city	51+ years	6-10, 11-20, and 21-30, and 31-40 years
Have you Contacted 311?	Yes	

Source: Citizen Satisfaction Survey

Objective 1

Standardize customer service responses and processes across departments, adhering to citywide customer service standards.

Strategic Customer Service Committee

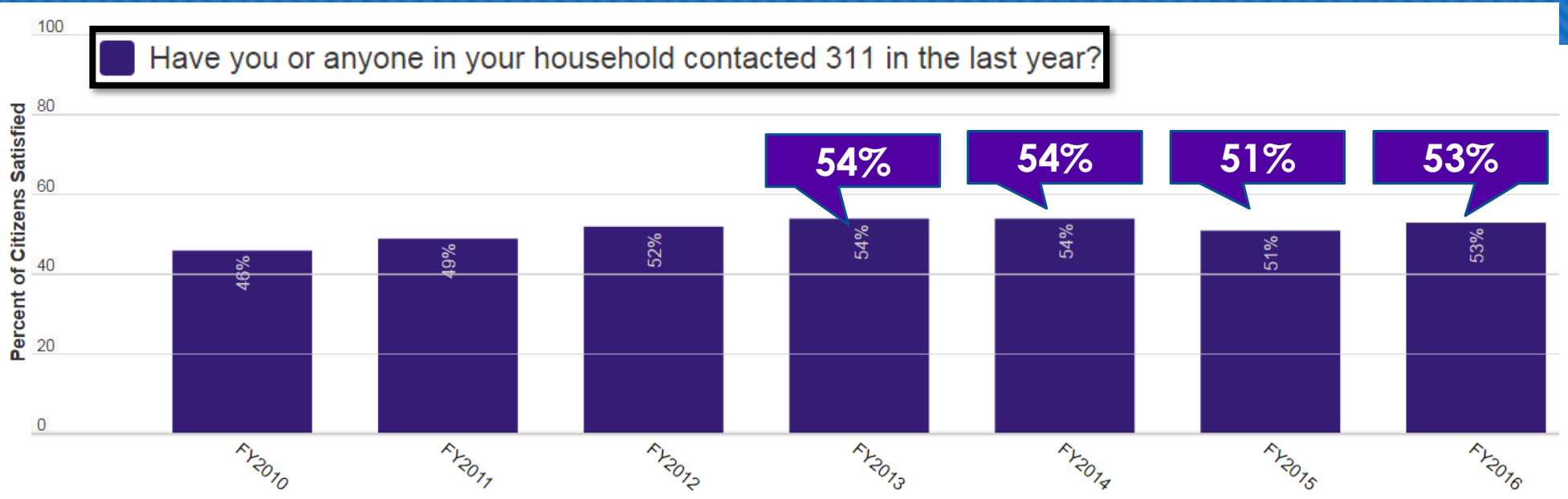
Includes a liaison from each department

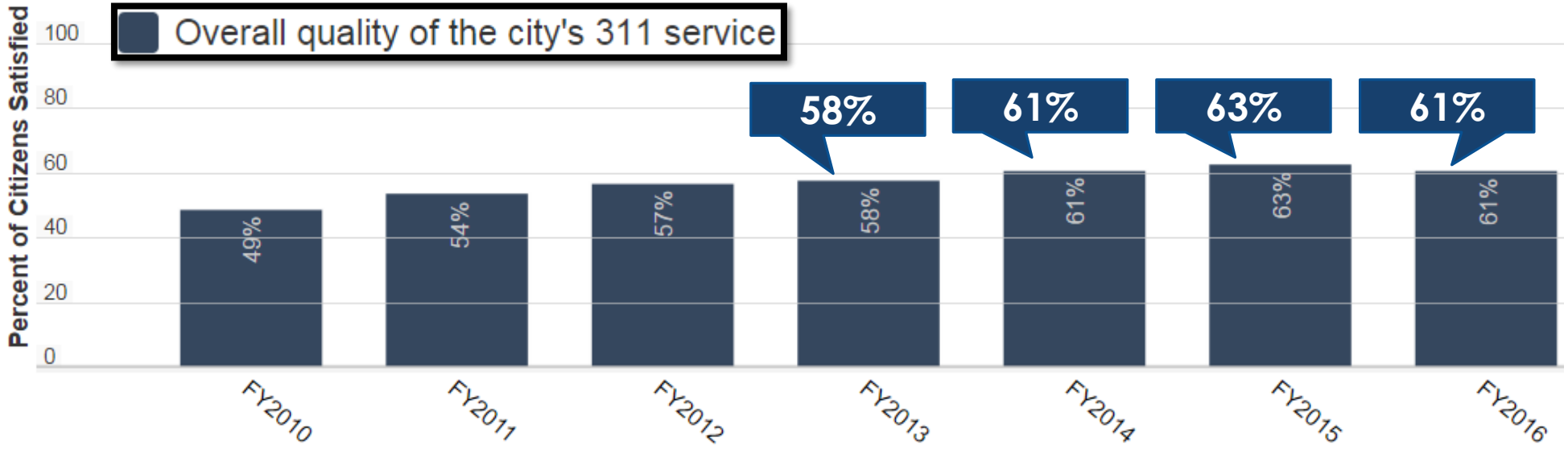
Meets quarterly with next meeting scheduled for January 13.

Agenda items include:

- Updated Customer Service and Communication citywide goal and objectives
- Employee Appreciation at World of Fun
- Review of latest Citywide Survey results
- AR on Employee Service Awards and possible changes
- Citywide Employee Recognitions

Use of 311 – Citizen Survey

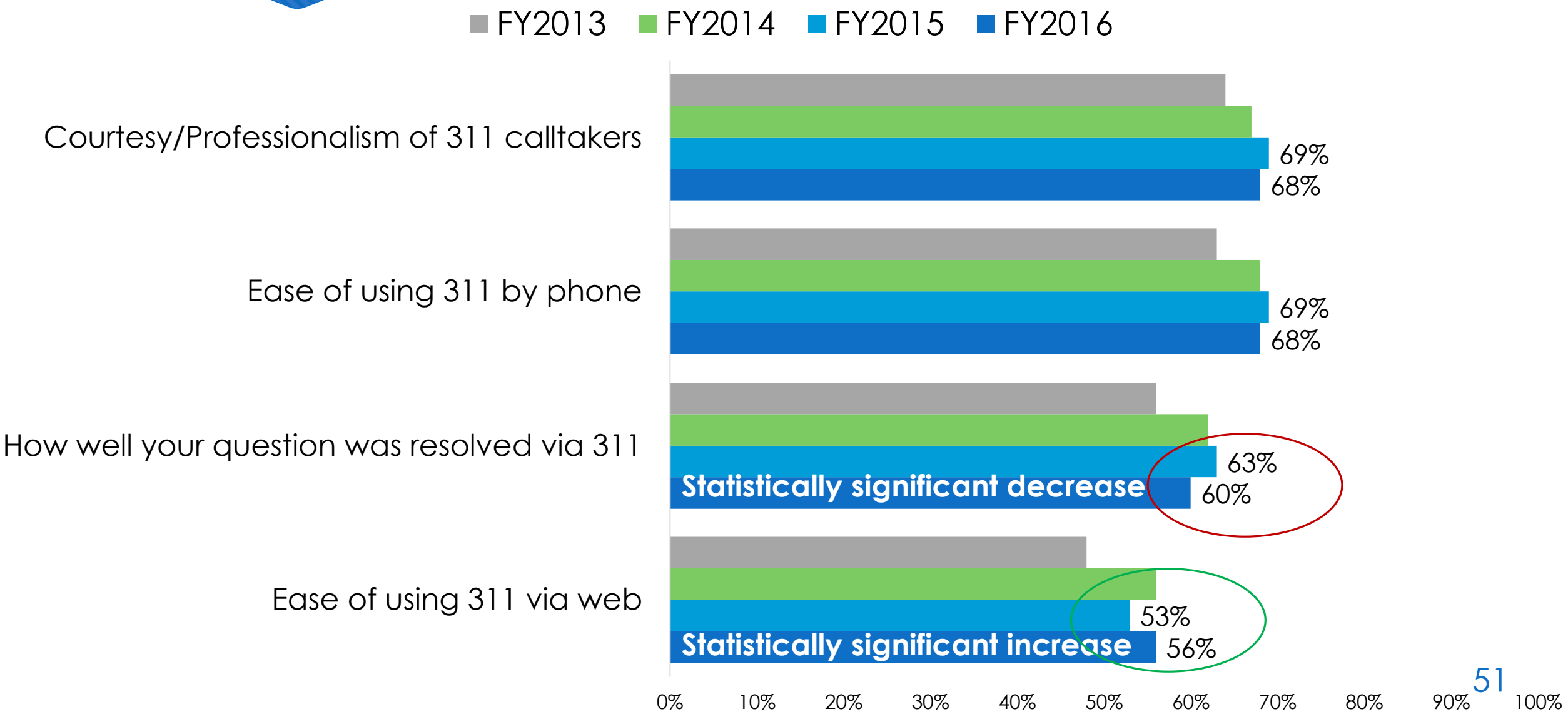




In the past (FY15), users of 311 were polarized, both more likely to be satisfied and dissatisfied. As of the FY16 Midyear results, users are only more likely to be very satisfied.

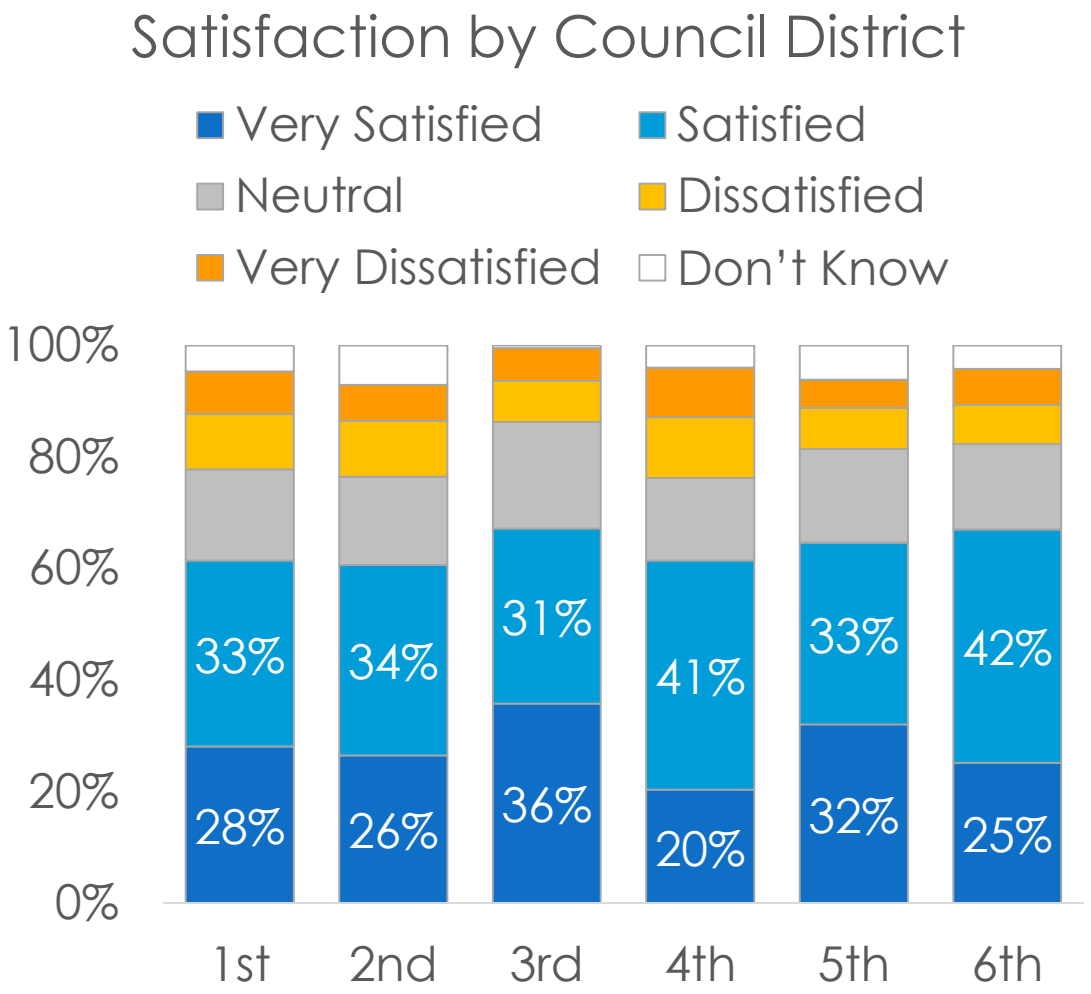
Source: Citizen Survey, kcstat.kcmo.org

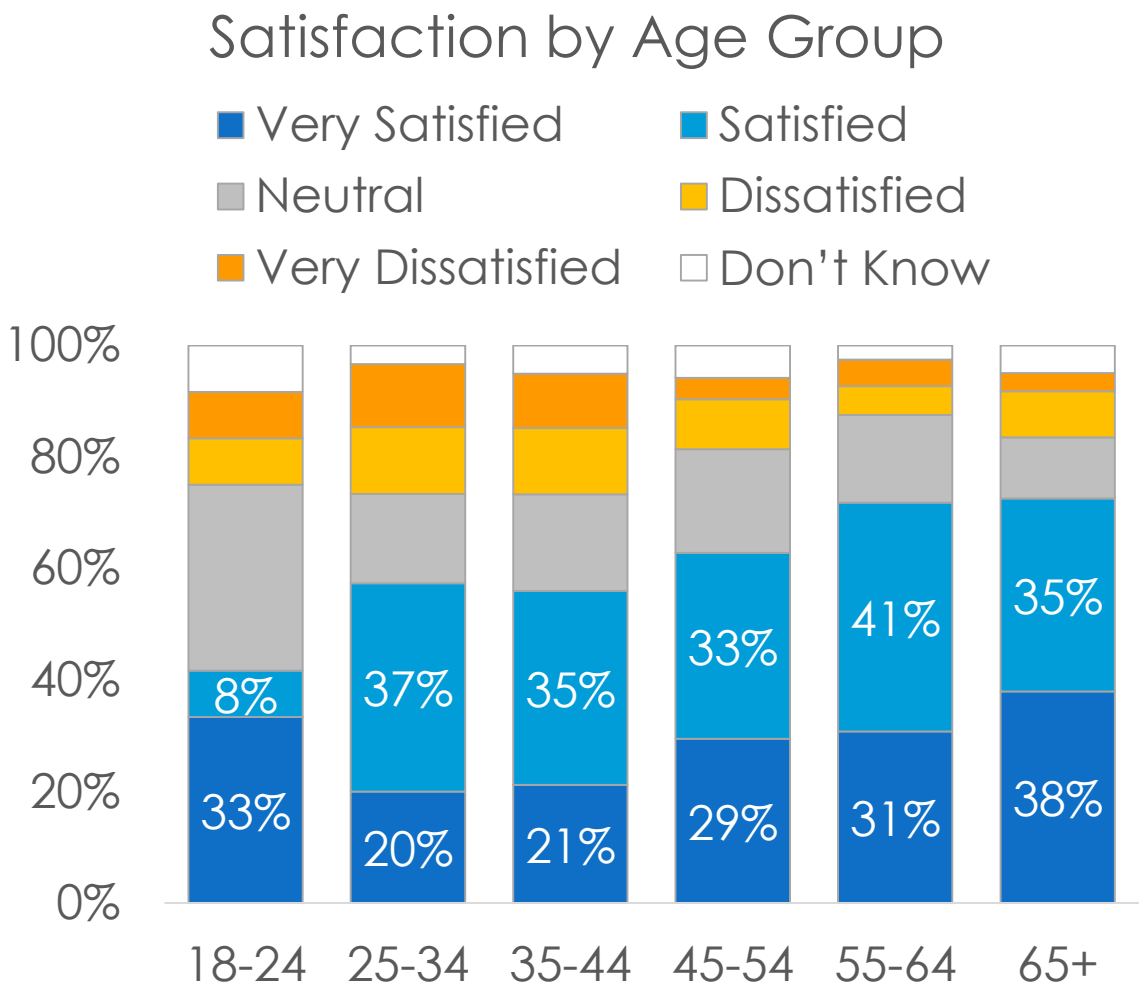
Citizen Satisfaction with 311



Source: Citizen Satisfaction Survey

How Well Your Question was Resolved Via 311

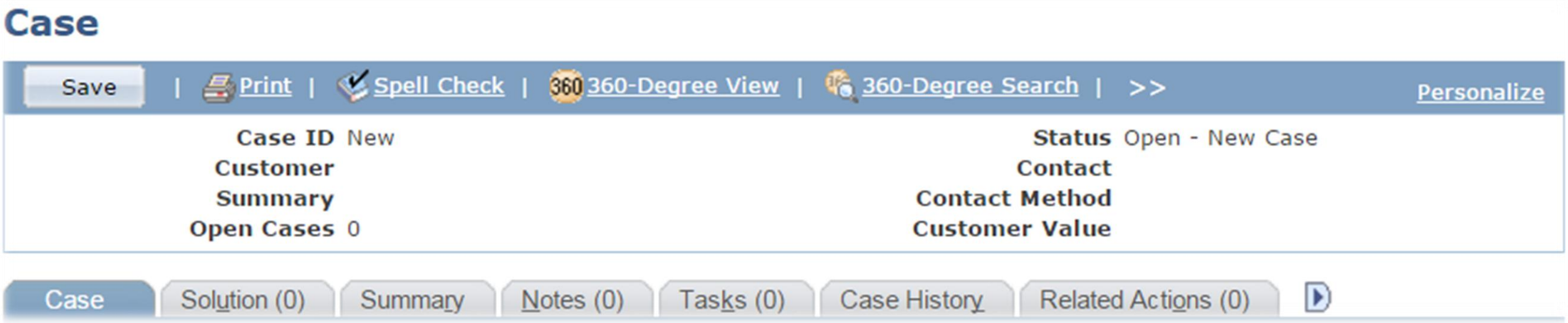




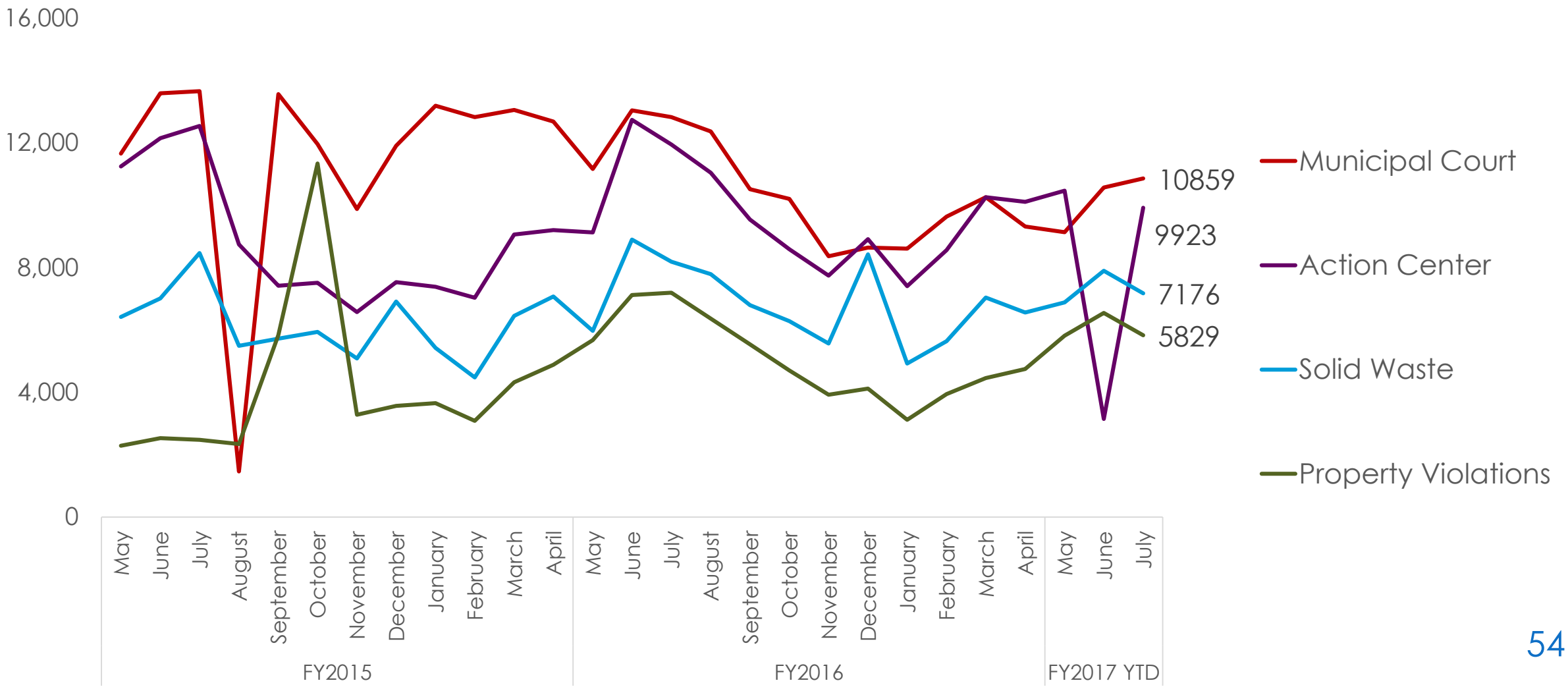
Source: Citizen Satisfaction Survey

PeopleSoft End-User Training

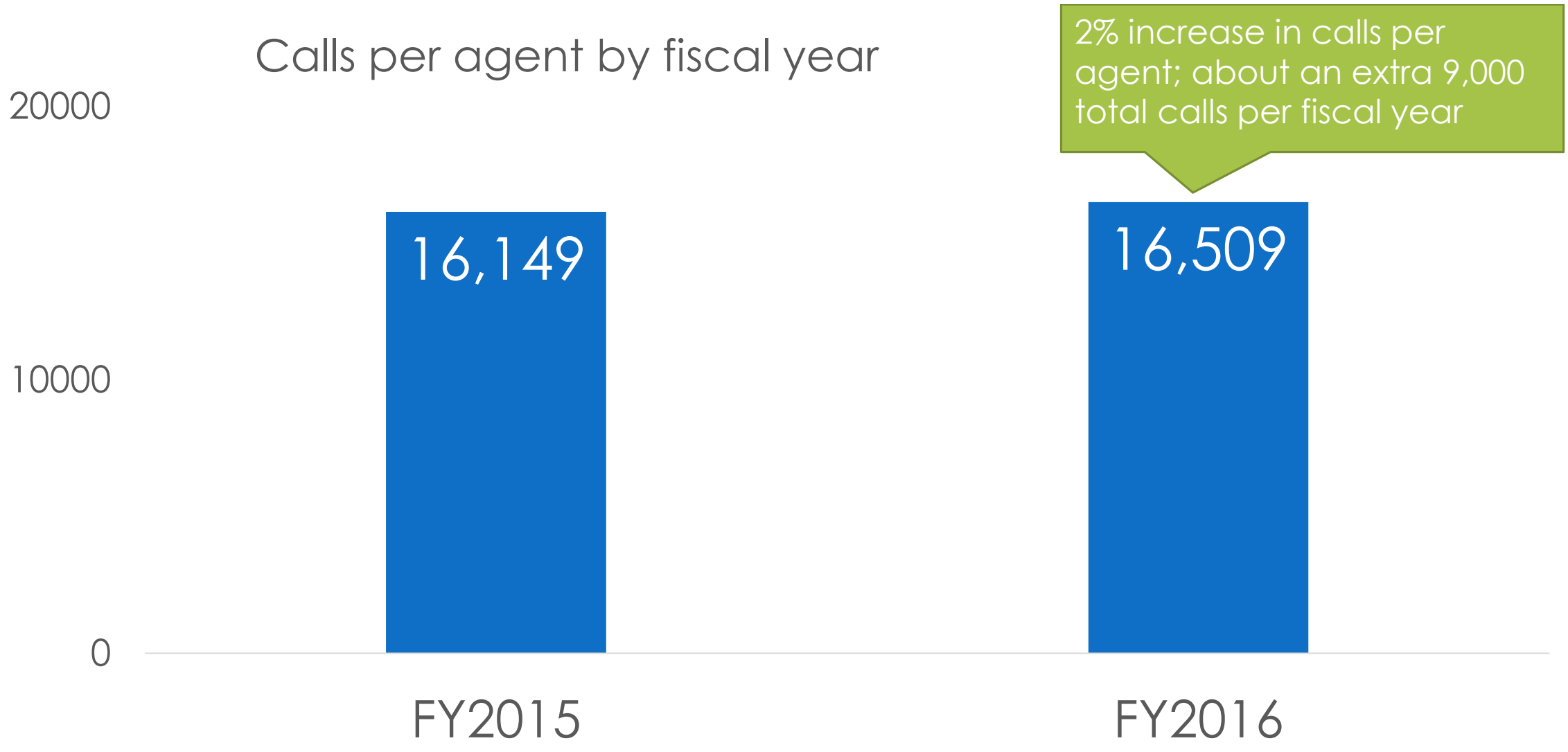
- Next session happening NOW with Mayor's staff!



What services do people call 311 for?

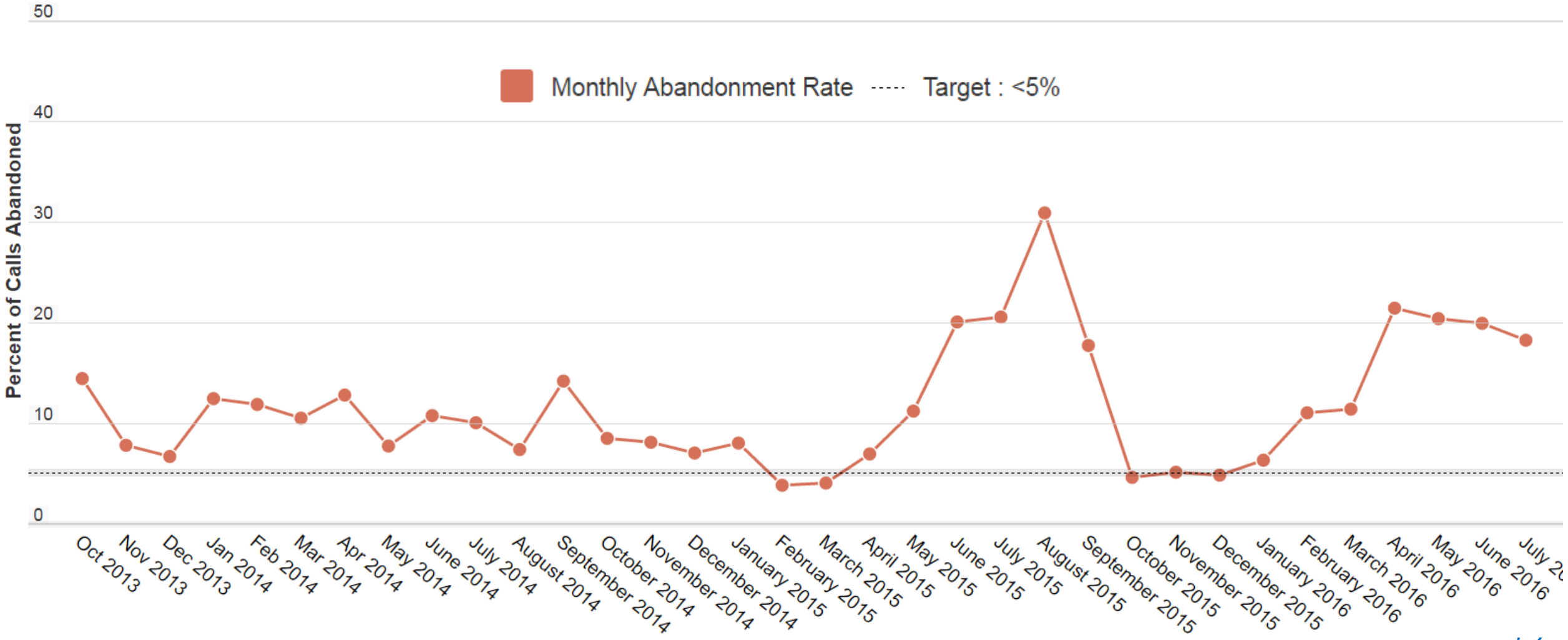


Calls per Call Line



Source: 311

311 Abandonment Rate



Source: 311

Hiring and training timeline for Call Takers

January – April 2016
- Hiring process

April – June 2016
- Training (6-7 weeks)

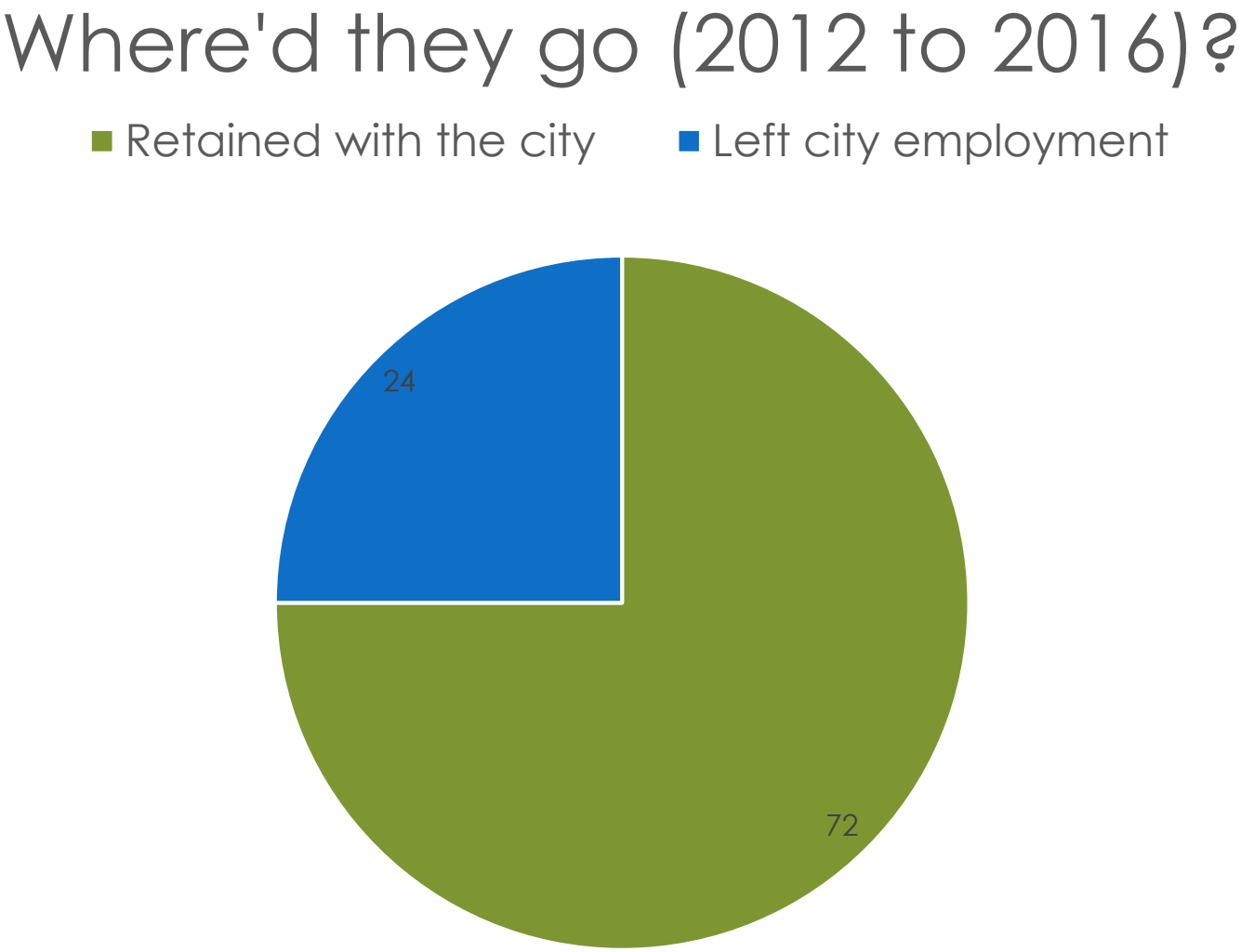
May/June 2016
- Recruit next class from existing list

July 2016
- Hire

July – August
- Second training class

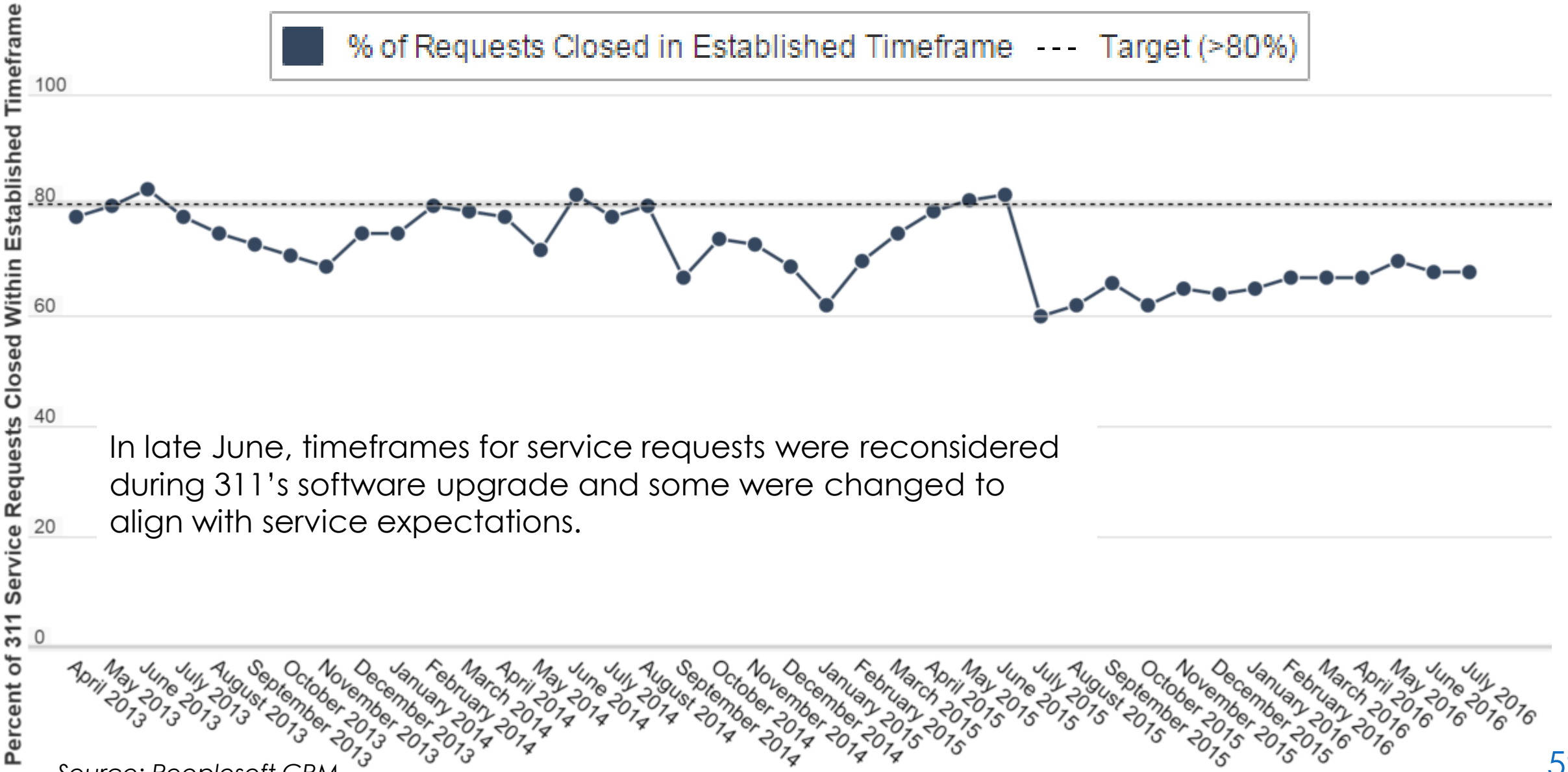
311 Staff Promotability

- 311 call takers have high "promotability" and often get hired by other departments because of their knowledge of city operations and customer service skills



Source: 311

Service Request Responsiveness

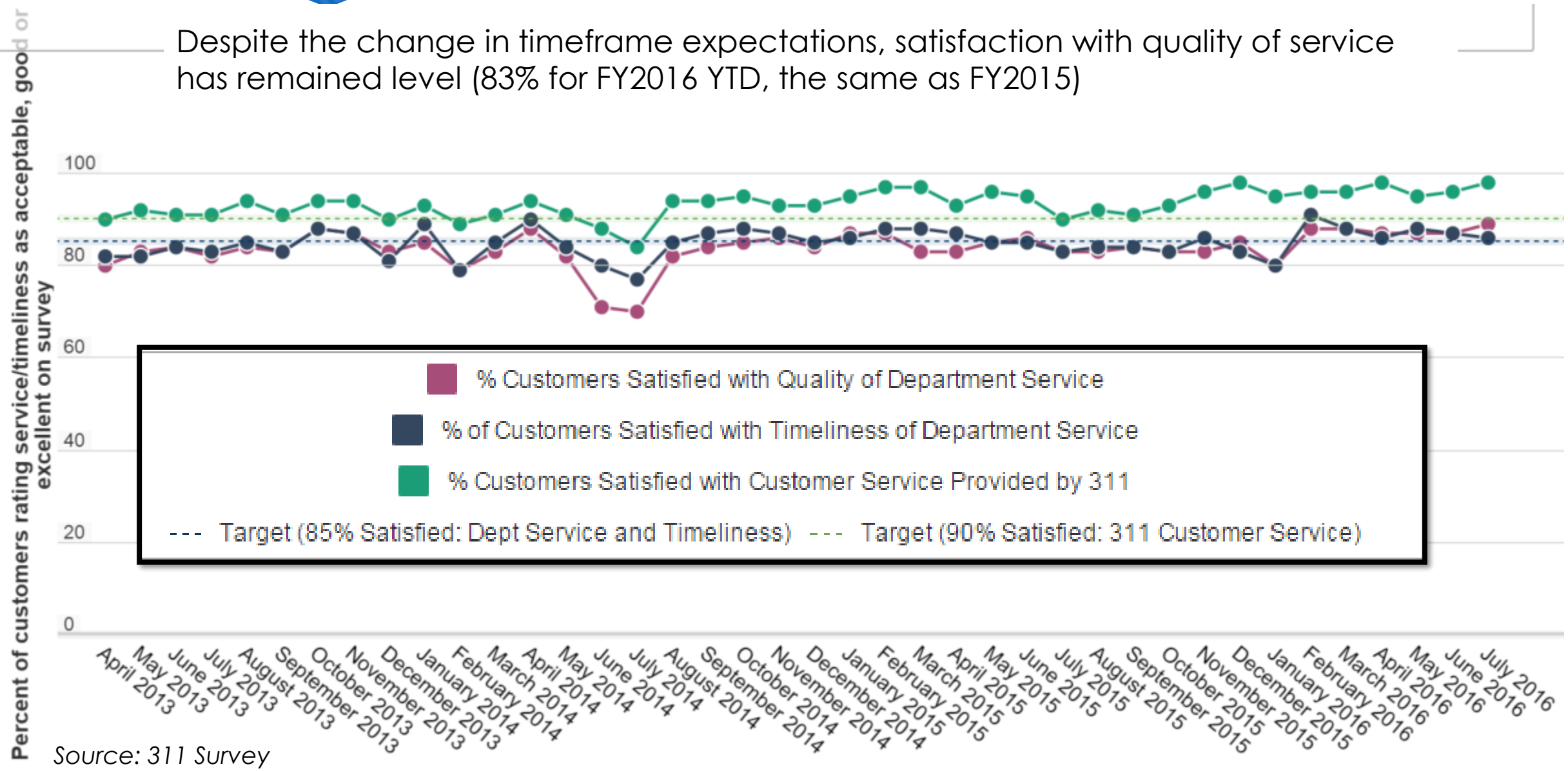


In late June, timeframes for service requests were reconsidered during 311's software upgrade and some were changed to align with service expectations.

Source: Peoplesoft CRM

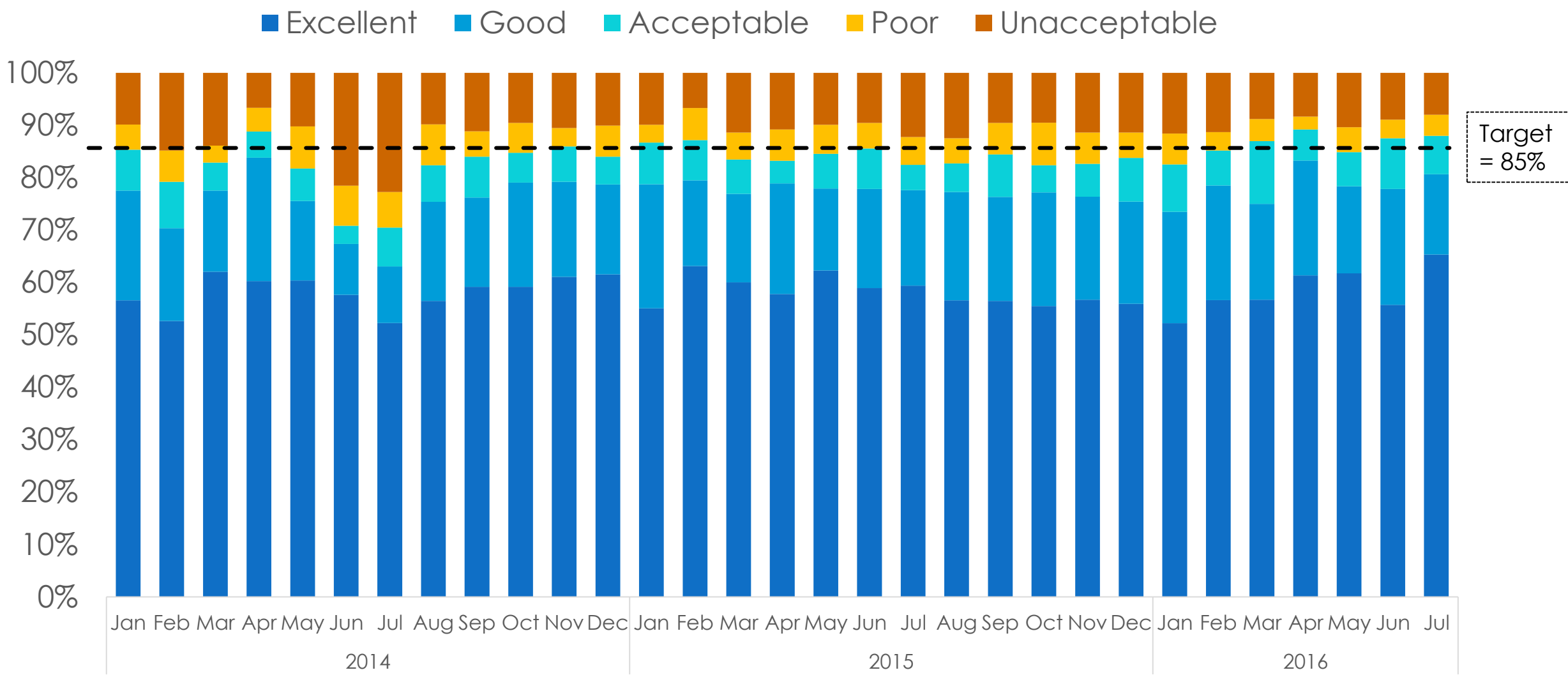
311 Customer Survey Responses

Despite the change in timeframe expectations, satisfaction with quality of service has remained level (83% for FY2016 YTD, the same as FY2015)



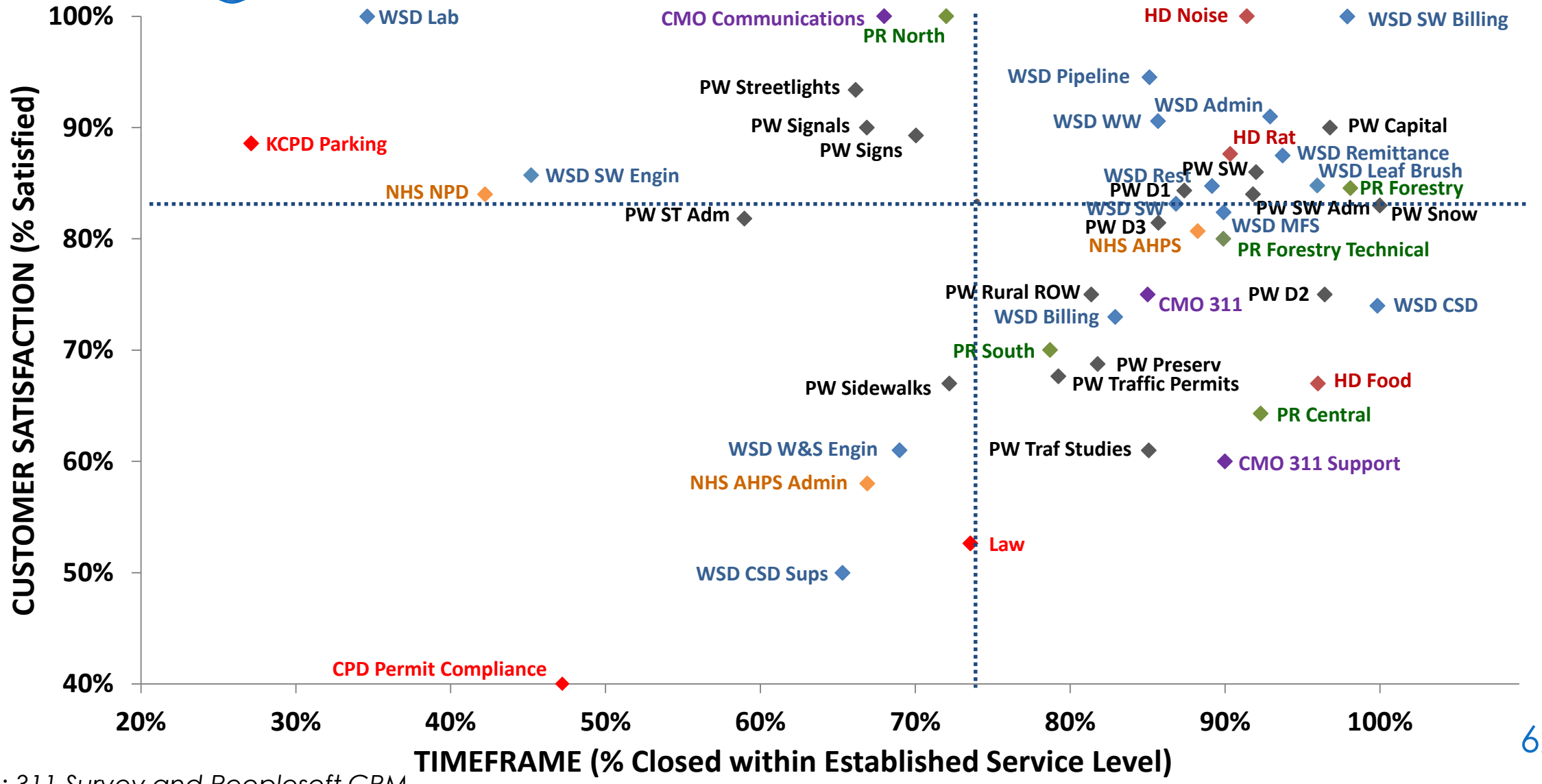
Source: 311 Survey

311 Customer Satisfaction with Service Delivery



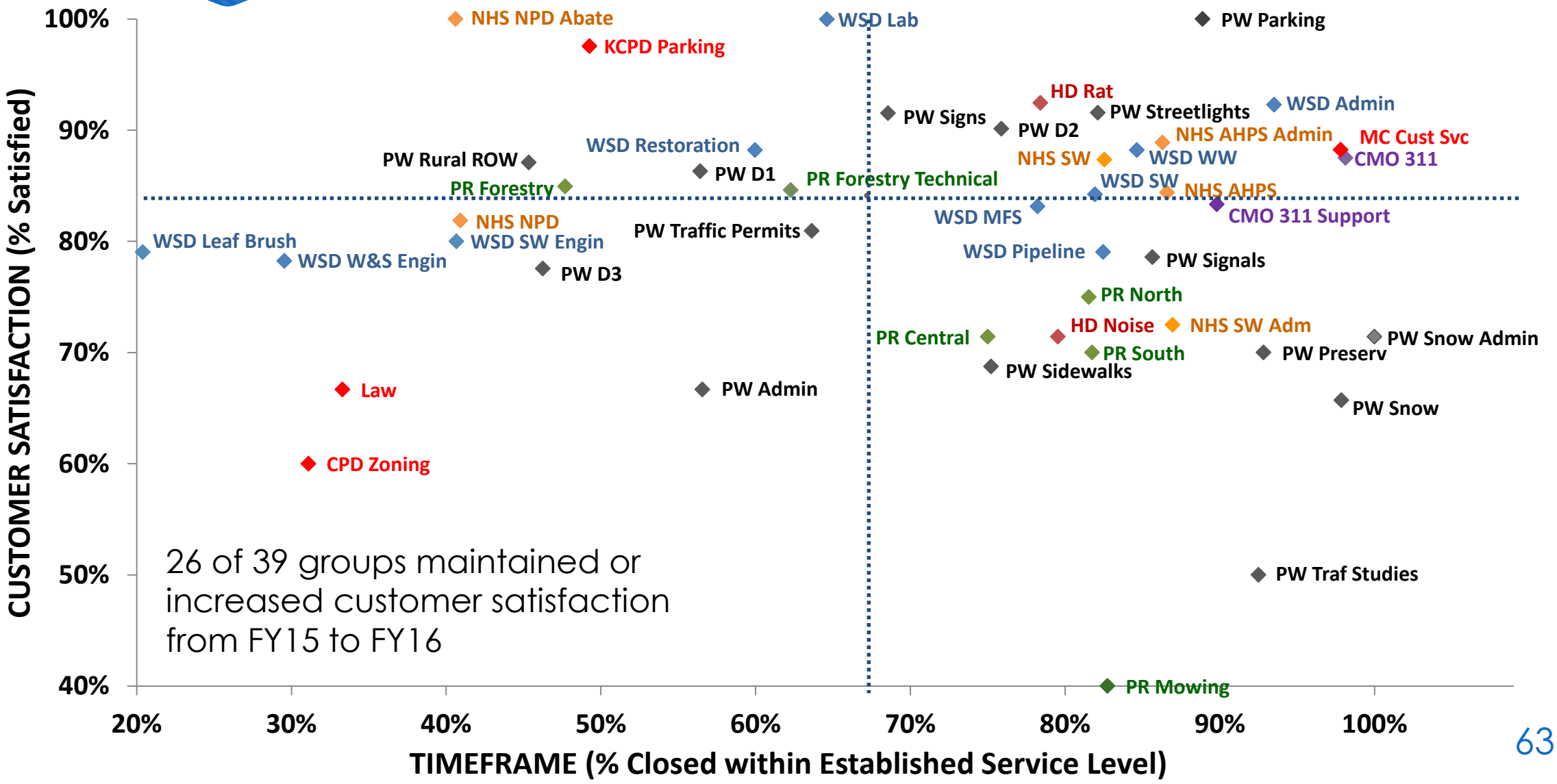
Source: 311 Survey

311 Matrix FY15 (Customer Svc v. Timeliness)



Source: 311 Survey and Peoplesoft CRM

311 Matrix FY16 (Customer Svc v. Timeliness)



Source: 311 Survey and Peoplesoft CRM

311 Van Deployment

- **311 Mobile Van Events**
  - 791 individuals reached (March – July 2016)
  - Available on upon request
  - Attended events like:
    - Neighborhood meetings
    - Council District meetings
    - State Representative meetings
    - Community fairs

311 Mobile Van

The 311 Mobile Van is out and about providing information and services to residents where they live, work, and play. Watch this space for upcoming visits! Request the mobile van!

Bright Spot – Municipal Court

New customer service effort = positive press for Municipal Court

- Customer Kiosks installed in 2016

By Micheal Mahoney
BIO »

Changes aim to improve service of KC's Municipal Court system

People can pay fines online, arrange payment plans

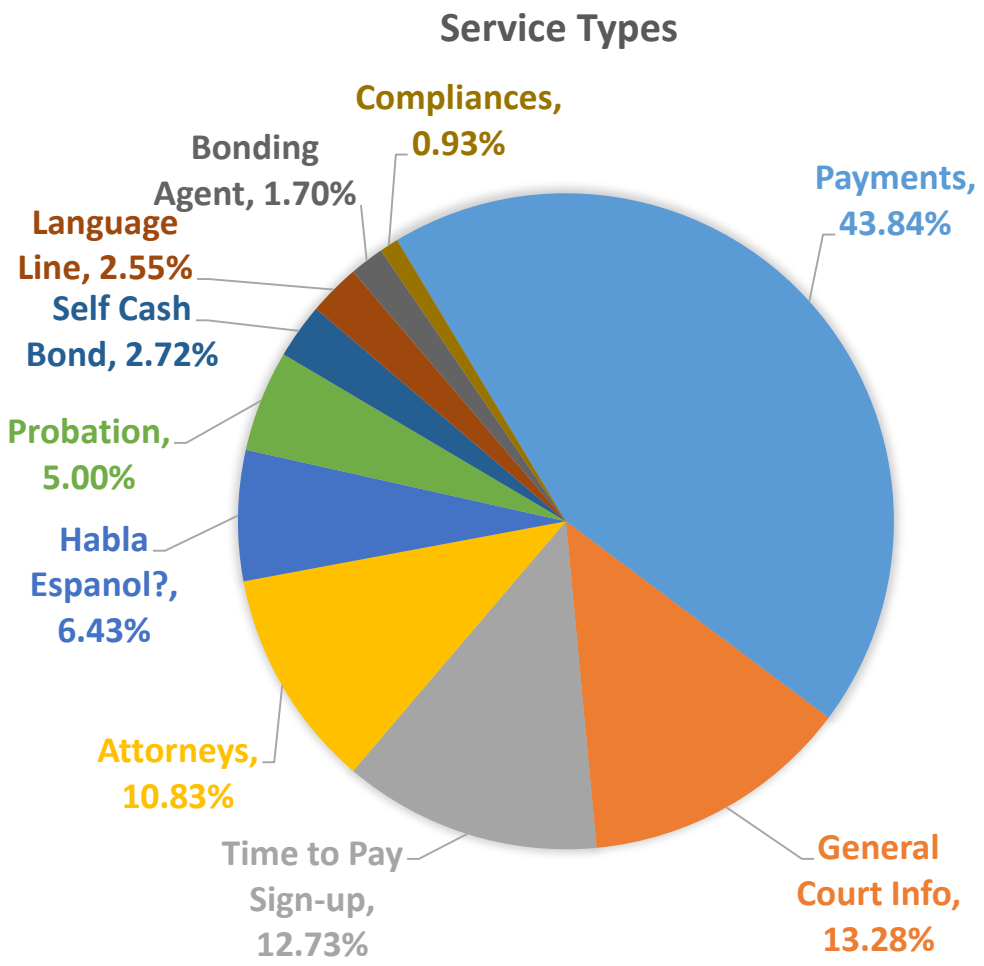
Published 5:21 PM CDT Apr 13, 2016

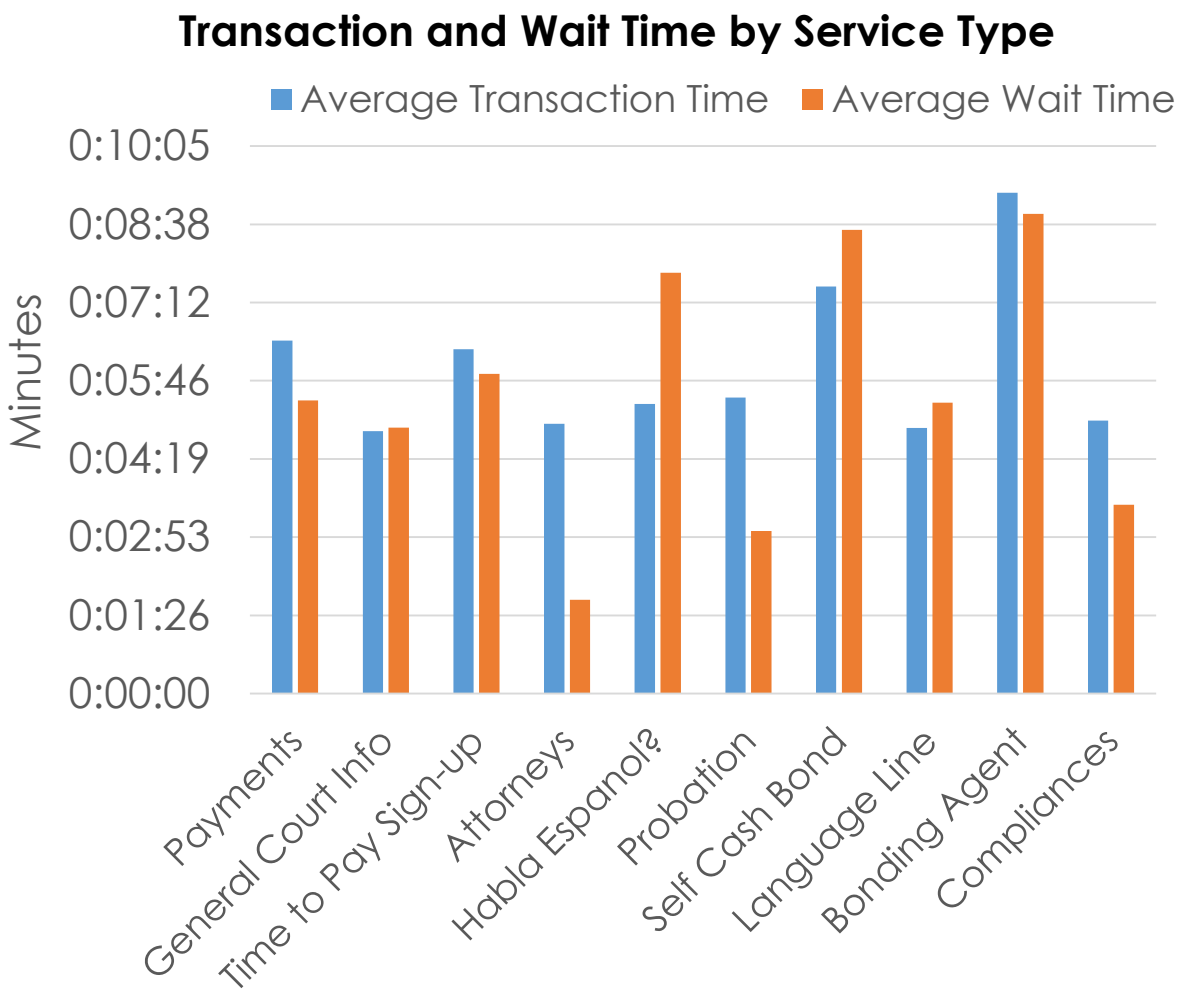
Text Size: A A A

SHOW TRANSCRIPT »

KANSAS CITY, Mo. — Kansas City's Municipal Court system isn't a place people want to spend much time, but the head of the system said new improvements could make the experience easier.

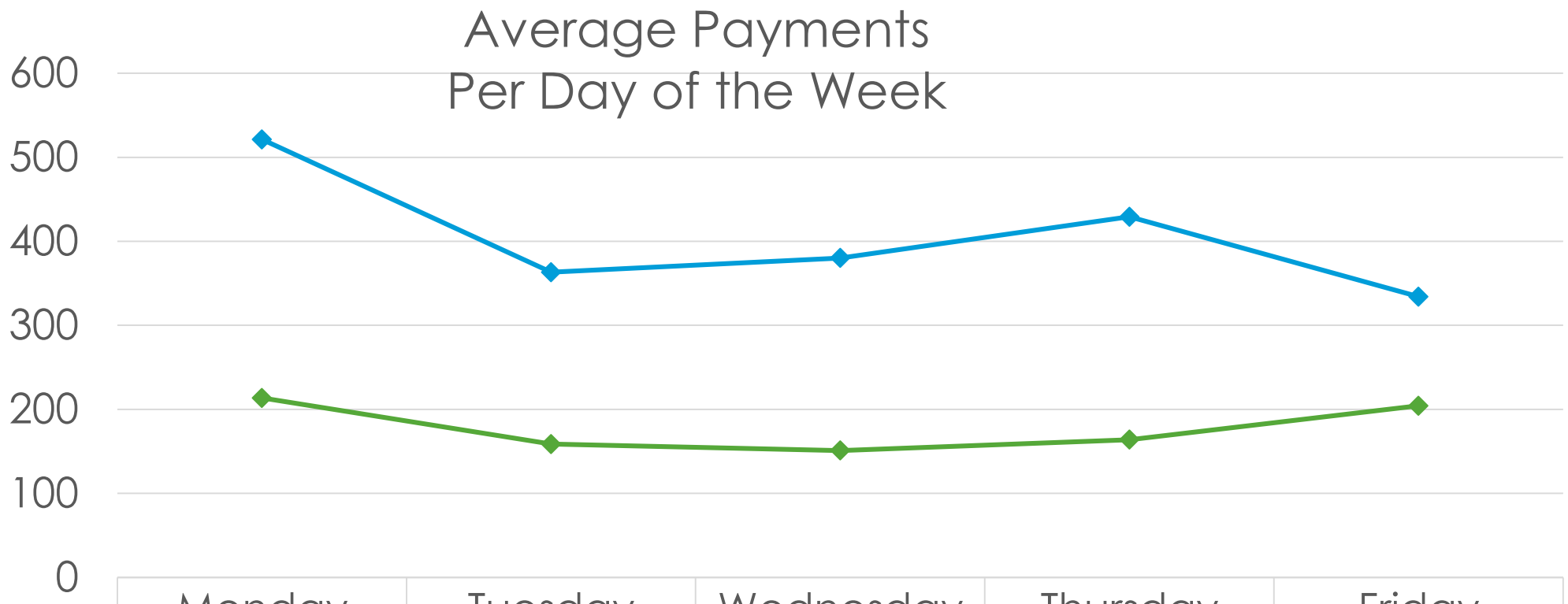
Municipal Court Services Overview and Wait Time





Source: Municipal Court

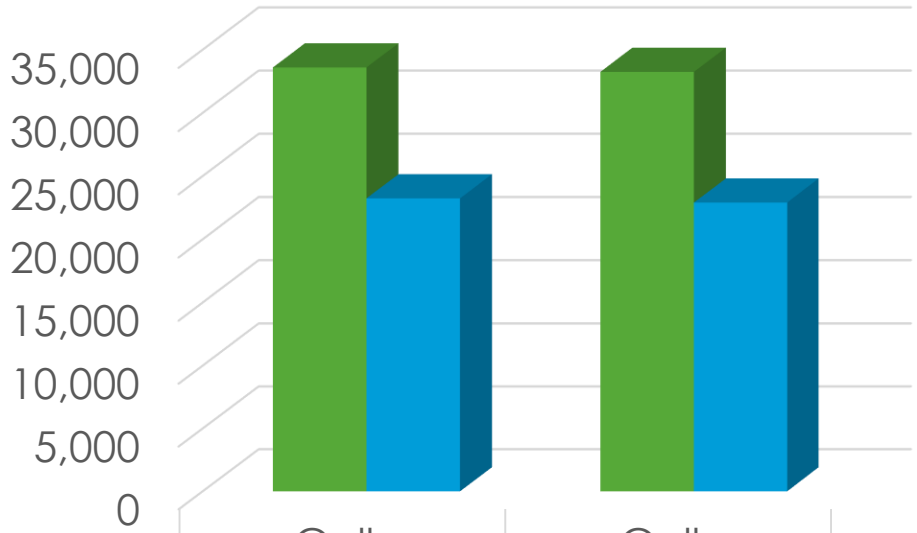
Payment Trends Before and After



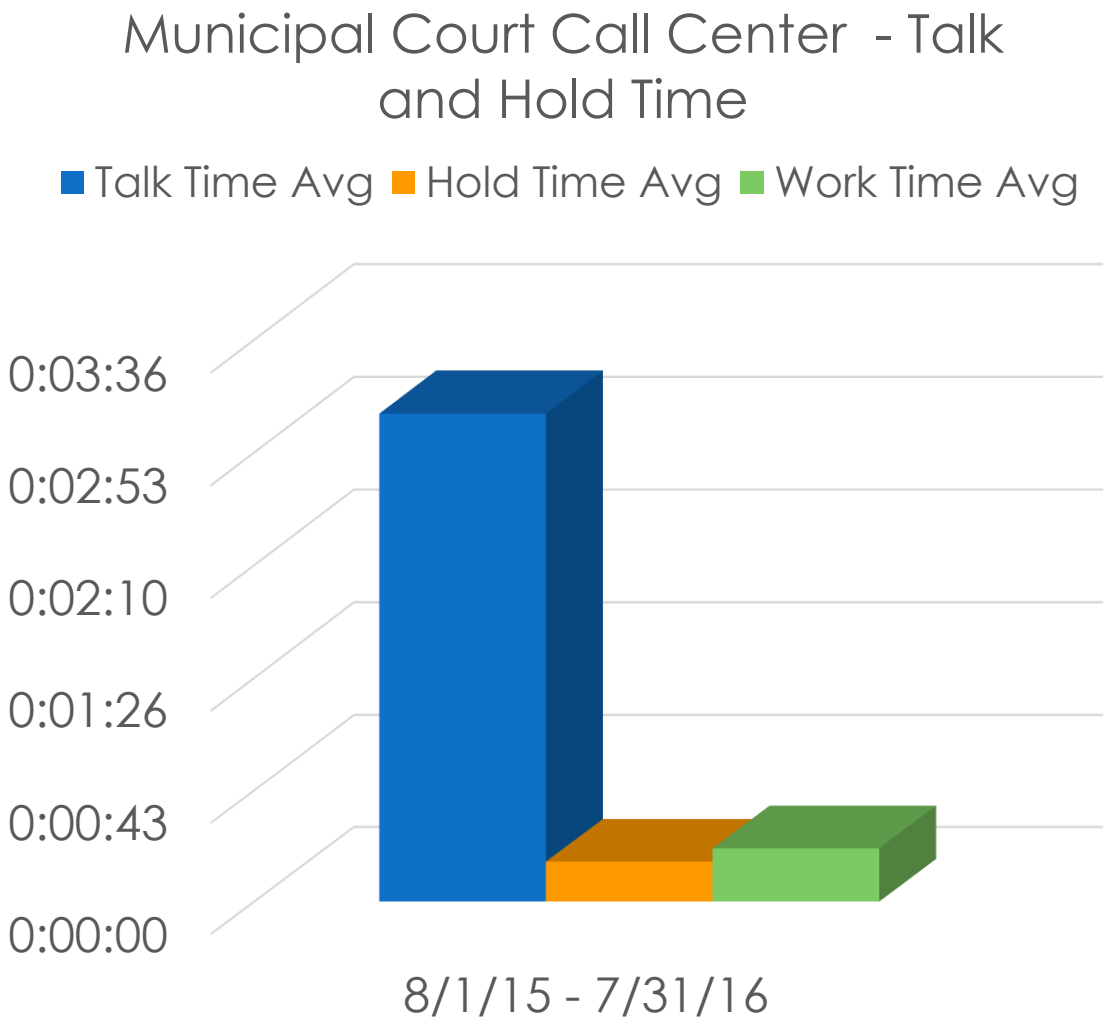
	Monday	Tuesday	Wednesday	Thursday	Friday
Prior Qmatic	214	159	151	164	204
Qmatic	521	363	380	429	334

Source: Municipal Court

Municipal Court Call Center

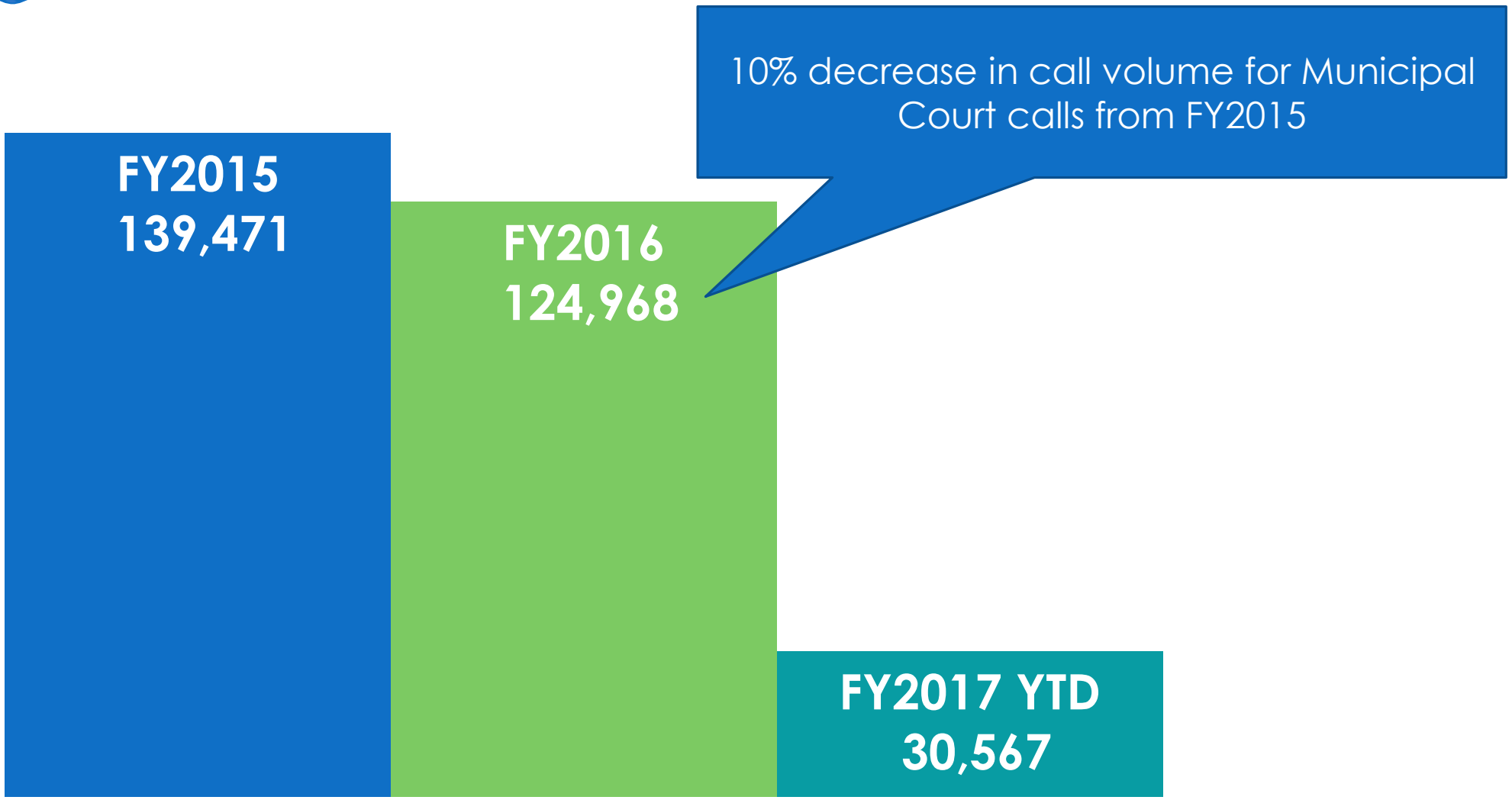


	Calls Present	Calls Handled
8/1/14 - 7/31/15	33,588	33,239
8/1/15 - 7/31/16	23,234	22,903



Source: Municipal Court

Municipal Court 311 Call Volume



Source: 311

Objective 2

Require that all departments identify customers' expectations and perceptions via feedback tools such as surveys

Surveys and Feedback Across the City

Customer Survey

- 311 – all operational departments
- Aviation
- City Clerk's Office
- City Planning
- Conventions
- Health
- Human Relations
- Municipal Court
- Neighborhoods
- Parks
- Water

Citizen Survey

- Aviation
- City Manager's Office
- Finance
- Health
- KCFD
- Municipal Court
- Neighborhoods
- Parks
- Public Works
- Water

Internal Survey

- General Services
- Law
- Human Resources
- Finance
- Human Relations
- City Manager's Office

Feedback Sessions/Roundtables

- General Services – IT Division

Questions?

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

#KCStat

KCStat