

KCStat

kcstat.kcmo.org

June 20, 2017

#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 public² engagement”.

Objectives

Objectives relating to **Customer Service**

		Target Timeframe
1	Implement established customer service standards that can be applied across all departments.	April 2018
2	Require all departments to identify customer expectations and perceptions and measure satisfaction via feedback tools such as surveys.	April 2018
5	Expand customer service and communications training for existing employees through Think Zoom and other channels.	Ongoing

Objectives relating to **Engagement and Communication**

3	Execute the strategic communication plan in support of the Citywide Business Plan.	April 2018
4	Continually seek innovative and creative ways to connect and communicate with the public and staff while applying an integrated and strategic approach to all communication efforts.	Ongoing
6	Expand resident engagement in the Citywide Business Plan and budget review processes.	April 2017
8	Establish a process to identify public health and public safety issues and create campaigns to improve awareness and availability of resources by creating one Public Safety Announcement (PSA) per quarter and providing training opportunities for citizens.	November 2017

Objectives

Objectives relating to **Transparency**

- | | | |
|---|---|---------|
| 7 | Make information about the City's performance, operations, and financial condition more transparent, user-friendly, and understandable to elected officials and the public. | Ongoing |
|---|---|---------|

2017-2022 Measures of Success

Measures of Success	FY15 Actual	FY16 Target	FY16 Actual	FY17 Target	FY17 Actual	FY18 Target
Percent of citizens satisfied with customer service from city employees	49.7%	52%	46.6%	54%	47.9%	54%
Percent of customers satisfied with quality of department service on 311 service requests	83.3%	85%	84.1%	85%	83%	85%
Percent of 311 service requests closed within established timeframes	74.1%	80%	67.2%	80%	64%	80%
Percent of citizens satisfied with effectiveness of city communication with the public	45.6%	45%	44.6%	47%	44.0%	47%
Number of open data sessions	156,313	171,945	202,256	189,140	200,527*	206,301 5

*data tracking error occurred for three months. This figure has not been adjusted.

Customer Service and Communication: KCStat Dashboard

Customer Service

Engagement &
Communication

44

Percent of citizens satisfied

 needs improvement



Detail 

Customer Service

48

Percent of citizens satisfied

 needs improvement 



Detail 

Citizen Engagement and Communication

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

Citizen Satisfaction with Effectiveness of City Communication with the Public

Improve how effectively the city communicates with citizens.



The key measurement for this priority is citizen satisfaction with the effectiveness of the city's communication with citizens. The goal is to increase citizen satisfaction to 47% as measured by the FY2018 survey; achieving this would put Kansas City in line with the average for all cities in the KC metro. Kansas City is above the national benchmark for mid- to large cities. Survey results are available in the summer of each year. [Explore the data >](#)

44 Percent of citizens satisfied
Current as of May 2017

▶ **47** Percent of citizens satisfied
Jun 2018 Target



Needs Improvement

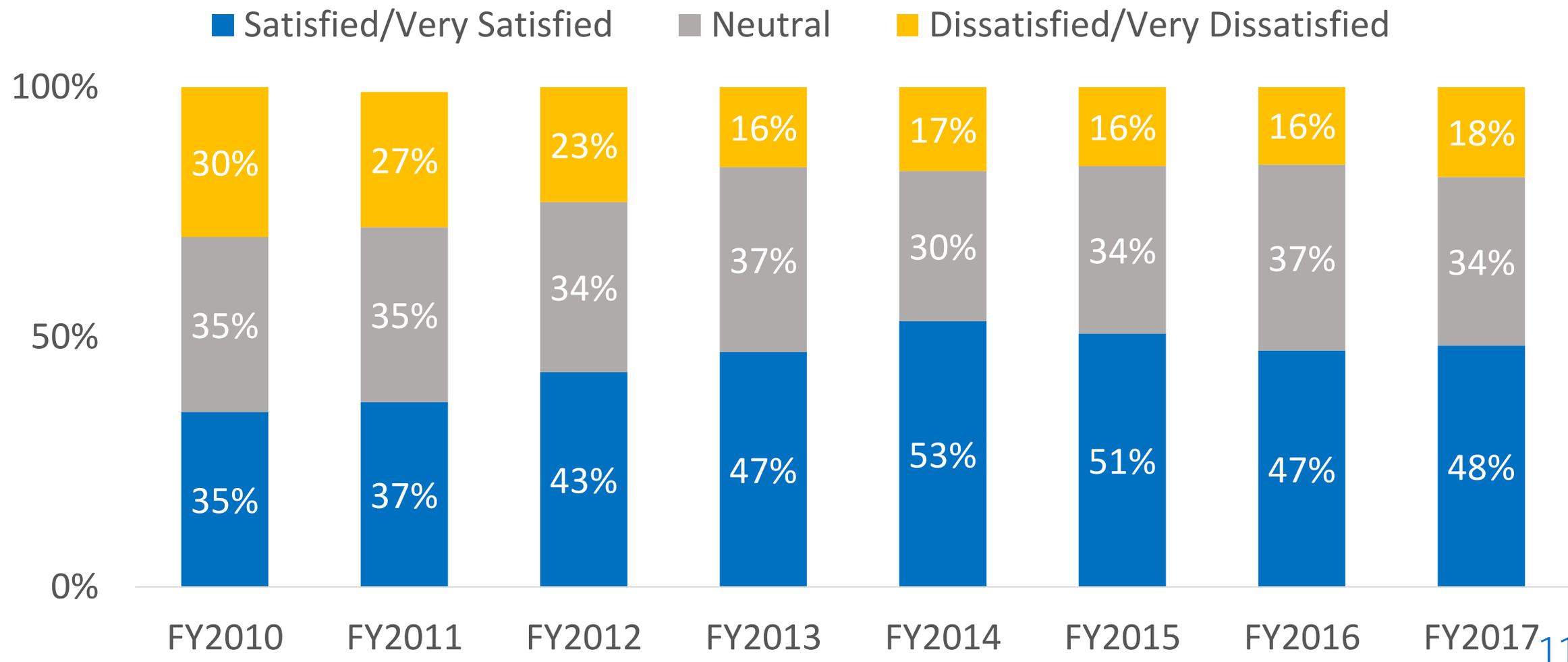
Importance-Satisfaction - Communication

<u>Communications Category</u>	<u>Importance</u>	<u>Satisfaction</u>	<u>FY2017 I-S Rank</u>
Opportunity to engage/provide input into decisions made by the city	35%	30%	1
The availability of information about city programs and services	43%	48%	2
Overall usefulness of the city's website	26%	48%	3
The city's use of social media	17%	45%	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	5%	44%	6

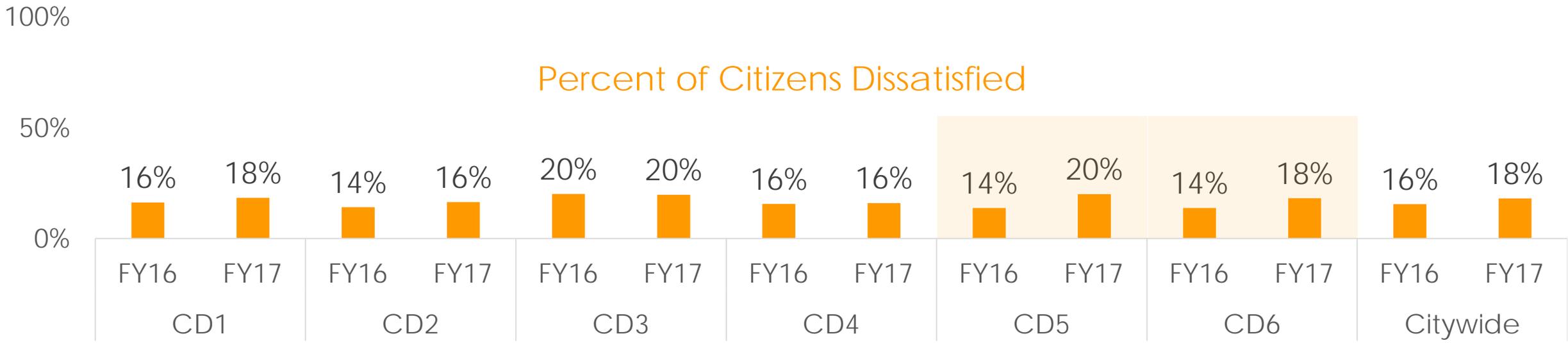
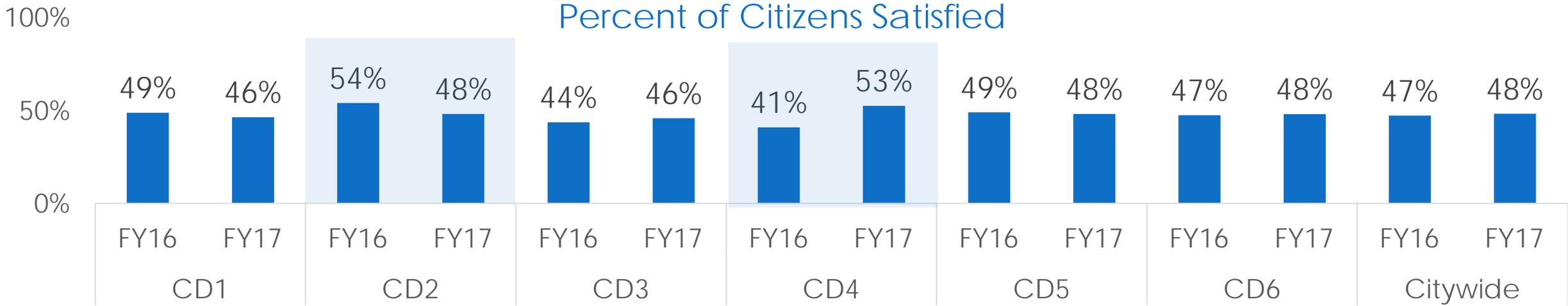
Source: Citizen Satisfaction Survey

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

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



Citizen Satisfaction with Availability of Information by Council District

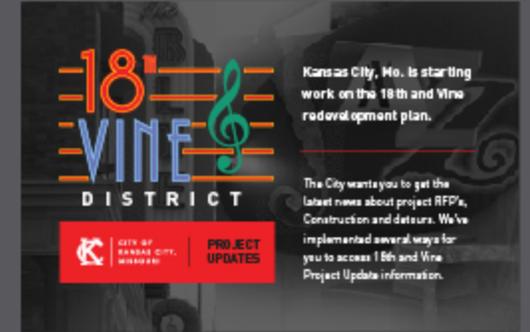


Source: Citizen Satisfaction Survey

Margin of error for Council District change is 4%

NextDoor
District 1- 9,901
District 2- 8,564
District 3- 2,230
District 4- 9,906
District 5- 3,696
District 6- 14,571

3rd District



4th District

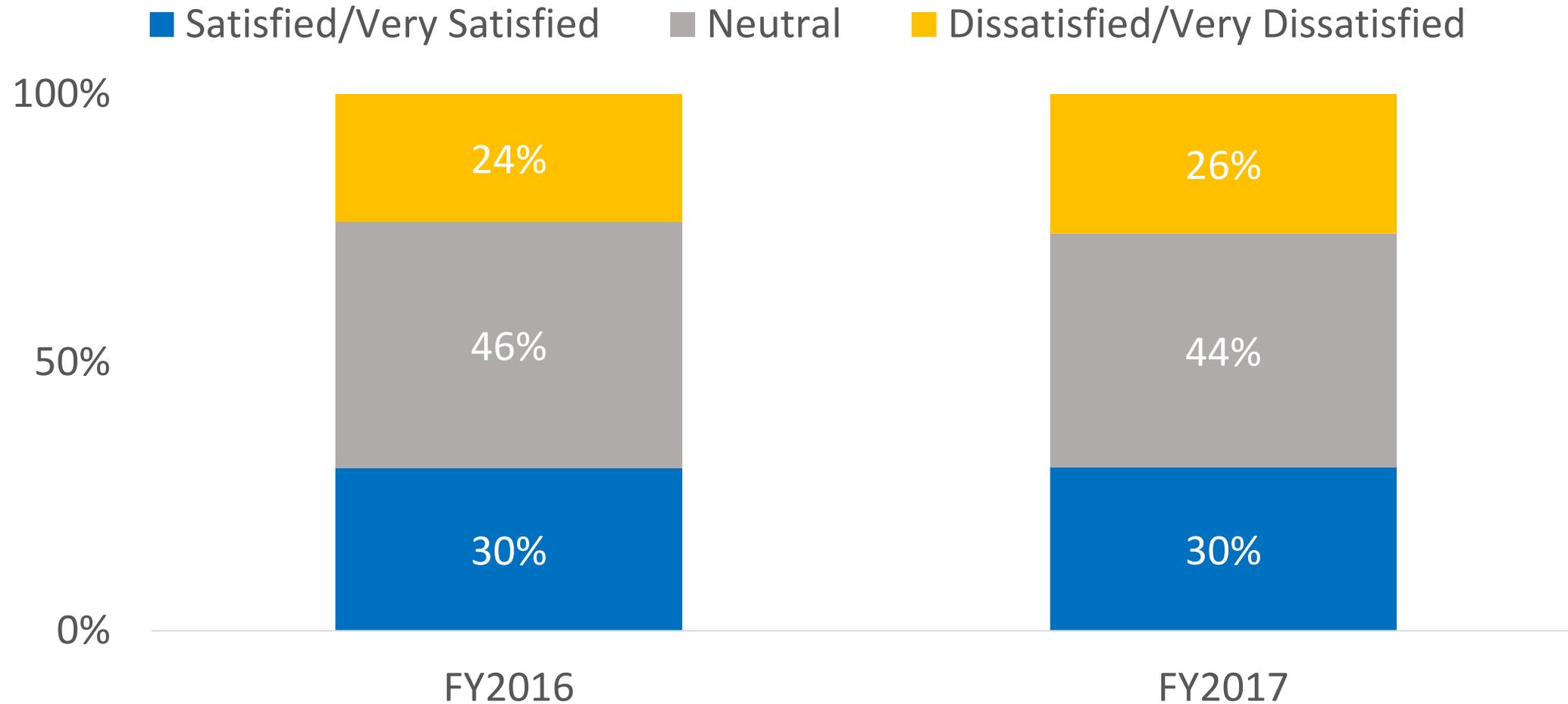
Paseo Gateway branding/outreach consultation

**Availability
of info by
Council District**

5th District



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



311 Mobile Van 2017 Events

- Town Fork Creek Neighborhood
- Home Buyer's Seminar & Home Maintenance Fair
- Easter Extravaganza
- Here's Waldo Neighborhood Association Meeting
- Blue Valley Neighborhood Association's *Stop the Violence* Picnic
- Missouri State Rep. Richard Brown's Community Forum (Southeast Community Center)
- Midwest WMS Walk -a-thon
- Global Outreach Day
- Southmoreland Neighborhood Association Dumpster Day
- Mayor Pro Tem Wagner's Town Hall (Avila University)
- Holiday Hills Neighborhood Association
- Average contacts per event = 87



Kansas City, MO @KCMO - Apr 21

You can request the Mobile 311 van for community events: kcmo.gov/311/mobile-van... #Mobile311Tweetalong pic.twitter.com/7YOVVpxKZ4

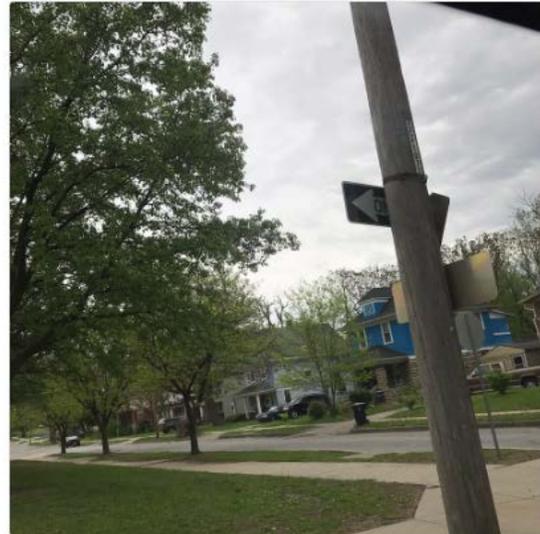
#Mobile311Tweetalong



Kansas City, MO @KCMO · Apr 21
Replying to @stadio @KCMO311
We are documenting issues we find as part of today's #Mobile311Tweetalong. They will be entered with @KCMO311 and fixed.

Kansas City, MO @KCMO · Apr 21
Demo of vacant structures is 2nd most important priority for citizens. Top priority during FY16 according to citizens. #Mobile311Tweetalong

Kansas City, MO @KCMO · Apr 21
33rd and Tracy. Adopt the Street sign is loose. @KCMO311 #Mobile311Tweetalong



3 3 1

Kansas City, MO @KCMO · 26 Feb 2016
That concludes our #Mobile311Tweetalong with @KCMOManager. We found several issues that will be addressed by @KCMO311. Thx for following.

Kansas City, MO @KCMO · 26 Feb 2016
During today's #Mobile311Tweetalong, we are in NE KC. You can walk or bike on Cliff Drive during Car-Free weekends:



2 5

Mark Van Baale @markvanbaale · 26 Feb 2016
Live tweeting from @kcmo for a #Mobile311Tweetalong in the mobile 311 van.

1 1

Kansas City, MO @KCMO · 26 Feb 2016
We will be in historic Northeast Kansas City this afternoon for the #Mobile311Tweetalong

2 1

Kansas City, MO @KCMO · 26 Feb 2016
We are riding with @KCMOManager this afternoon as part of a #Mobile311Tweetalong in the mobile 311 van.

5 3

Community Engagement University (CEU)



- Thirty-one participants in Spring '17 class
- Six classroom sessions
- One session at Gregg-Klice Community Center (with tour)
- One session at EOC (with tour)

Kansas City Government 101 – Frontier School of Excellence



Session 1: Government 101 (Monday, April 24)

- What makes the City of Kansas City great
- How and why our local government functions as it does
- Activity (*Local Government or Not*)
- Why your vote matters
- GO Bond – What is that?

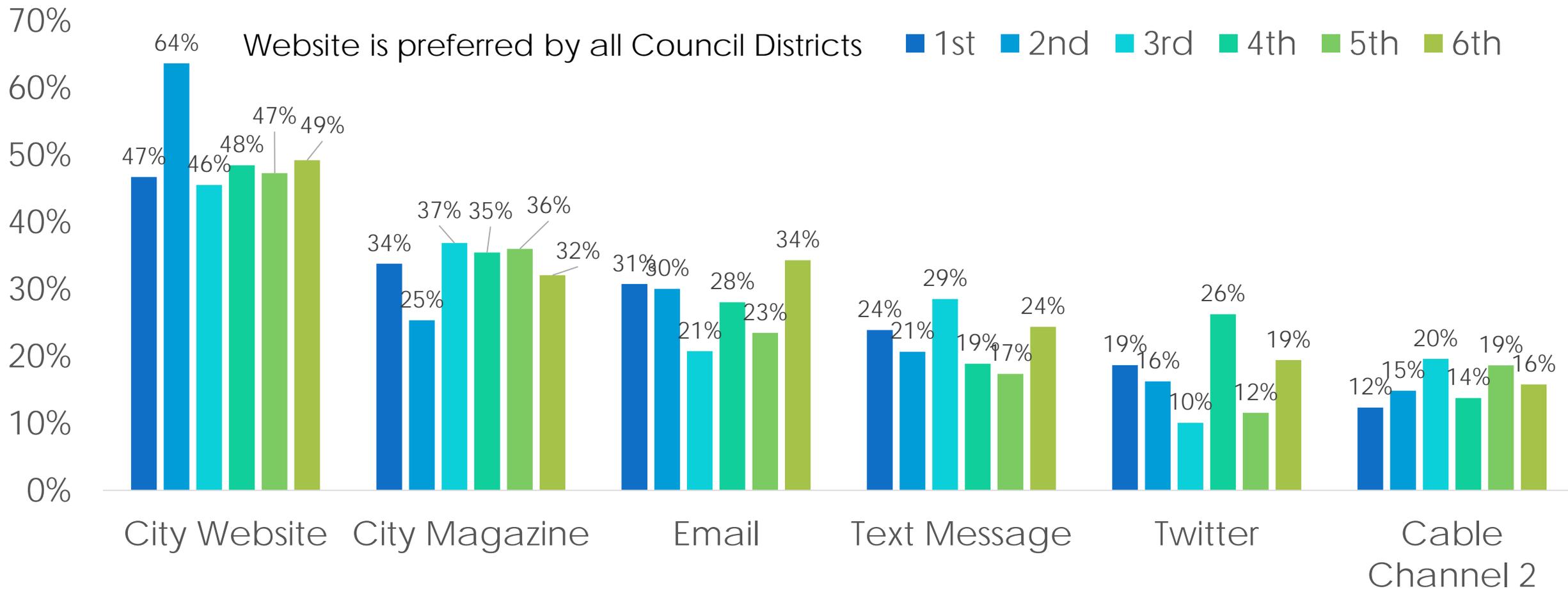
Session 2: Neighborhoods and Healthy Communities (Wednesday, April 26)

- Parks & Recreation Department - What there is for you - programs, activities, and facilities
- Neighborhoods and Housing Services Department
- Trash or Recycling?
- How to maintain your property
- Animal Health and Public Safety
- Clean Water by the Water Services Department

Session 3: Dollars and Sense (Friday, April 28)

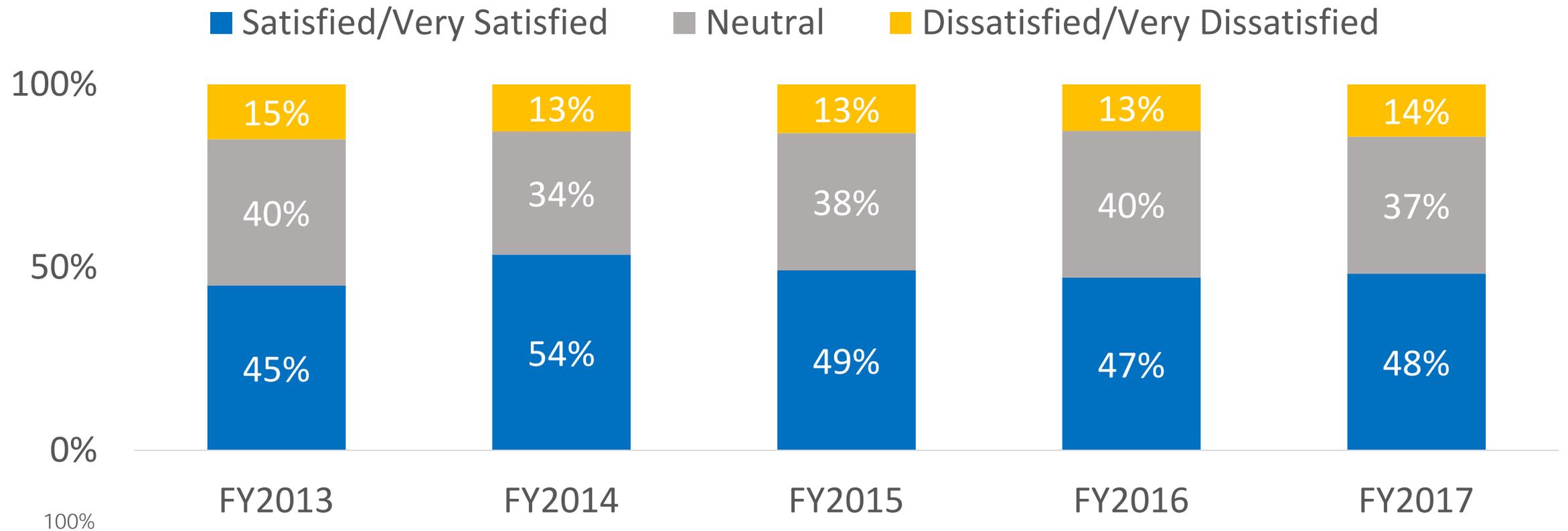
- Where does the money go?
- Where does the City get its money?
- What does the data say?
- Balance the City's Budget
- What do you think of Kansas City (survey)?

1st and 2nd Preference for Receiving Information, citywide and by Council District



Source: Citizen Satisfaction Survey

Citizen Satisfaction with the Usefulness of the City Website



% of citizens who have visited the website

8% increase
63%

KCMO.gov

#1 preferred method for receiving City information



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 page. 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, kcmomomentum.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



You have 7 more days to share input on suggested changes for our Ride Share ordinance: kcmomomentum.org/posts/10185/sa...



Search function

KCMO.gov

Stats

 **7%**

Unique page views
compared to same period last year

Top 5 Pages:



1. Home page



2. Jobs



3. Pay Online



4. Police home page



5. Municipal Court
home page



Most common search terms:

“police reports”

“trash”

“business license”

“maps”

“pay ticket”

Planning Home page

55,680

pageviews

Building Permits

↑ 31.7%

24,244 pageviews

Codes & Ordinances

↑ 819.3%

25,152 pageviews

Inspections

7,825

unique pageviews

KCMO.gov

City Planning pages

Building Rehab

17,618

unique pageviews

Contractor Licensing

15,559

unique pageviews

Crime Mapping

↑ **83.4%**
33,290 pageviews

Missing Persons

↑ **96.8%**
6,541 pageviews

City Council members

↑ **68.2%**
13,064 pageviews

KCMO.gov

Highlights

Neigh. Grants & Assistance

↑ **53.2%**
7,374 pageviews

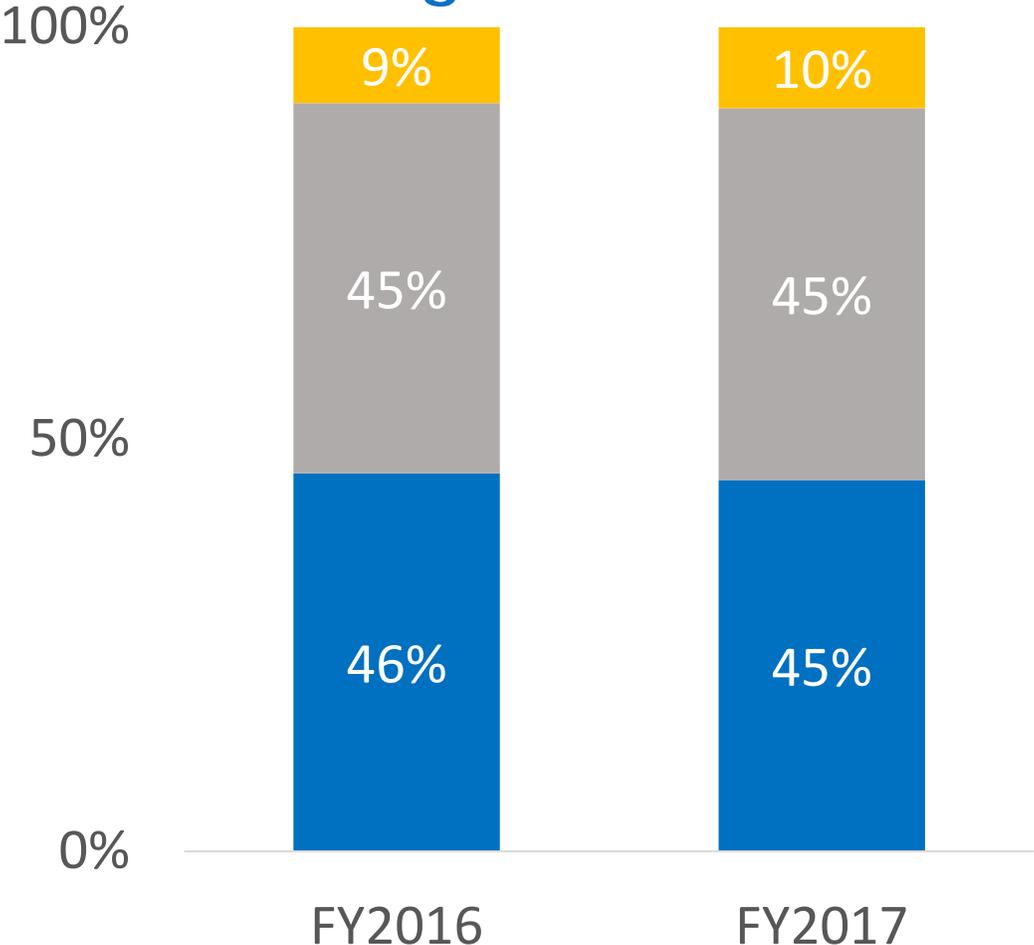
Animals FAQ

↑ **136.7%**
10,054 pageviews

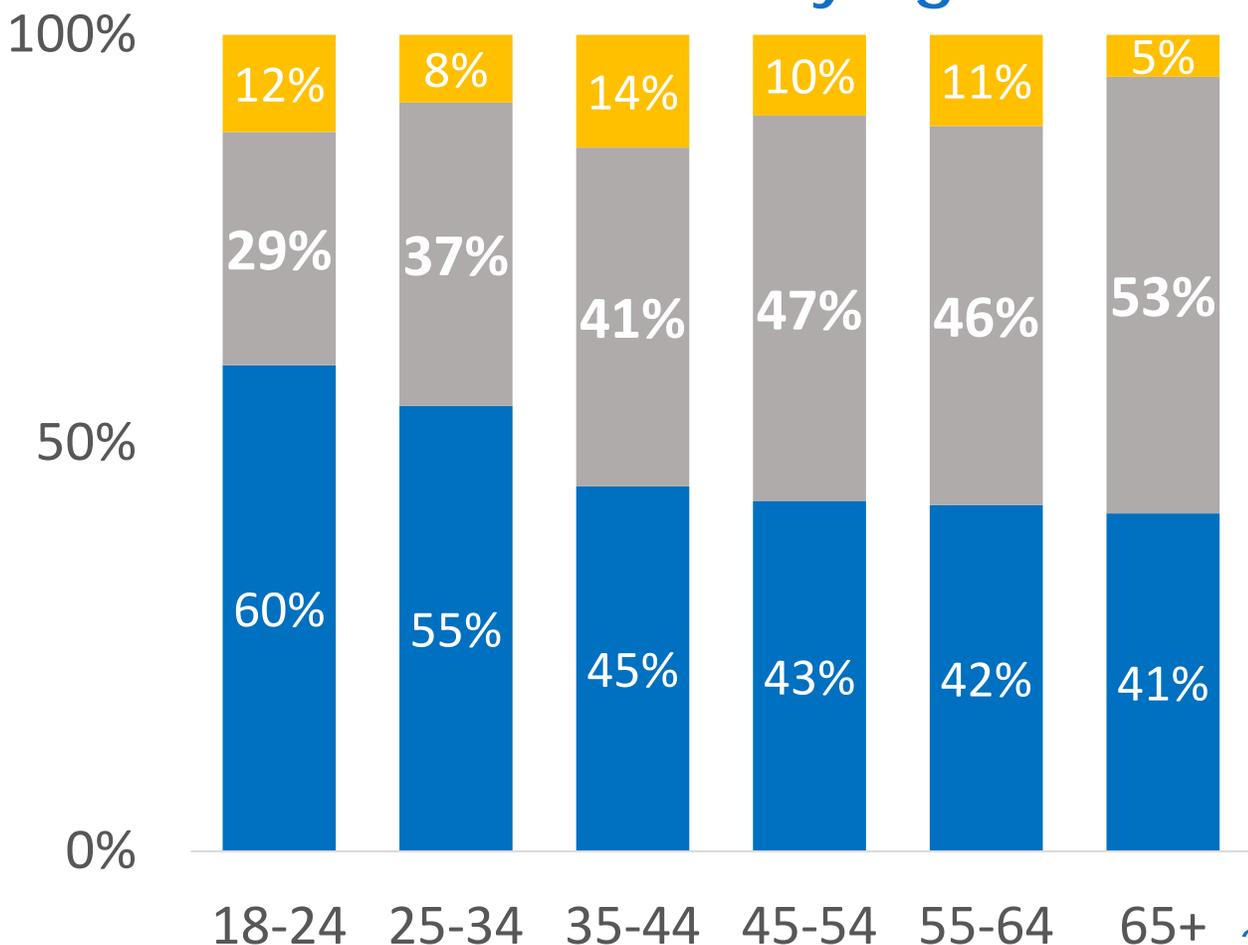
Citizen Satisfaction with KCMO's Use of Social Media

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

Change from Last Year



Satisfaction by Age



Social Media



83,000+

Twitter followers

ON PACE TO HIT 90-95K by 2018

TOP TWEETS:

 **Kansas City, MO** 
@KCMO

Kansas City will always be **#ChiefsKingdom**, win or lose. That is something we can count on. We are still proud of the **@Chiefs!**



© Jeff Roberts | iPhoto.com

RETWEETS 889 LIKES 2,433 

10:44 PM - 15 Jan 2017

10k+

interacted with tweet

 **Kansas City, MO** 
@KCMO

What a beautiful sunset in Kansas City on the last day in January! 😊



RETWEETS 637 LIKES 2,053 

5:48 PM - 31 Jan 2017

TOP AVATARS:



Social Media

Tweet-along

 Kansas City, MO 
@KCMO

We are riding with @KCMOManager this afternoon as part of a #Mobile311Tweetalong in the mobile 311 van. Follow along!



 Kansas City, MO 
@KCMO

3400 block of Michigan on west side. Need pickup of City blue bags. @KCMO311 #Mobile311Tweetalong



 Kansas City, MO 
@KCMO

Building to the west of area we are in today is planned for commercial/apartment redevelopment as a Land Bank Project. #Mobile311Tweetalong

Land Bank – Project Highlight

- 3200 Gilham Road commercial and apartment redevelopment
 - 30,000 square-foot building
 - Sold for \$70,000
 - Redevelopment commitment \$250,000



RETWEETS 3
LIKES 6



3:33 PM - 21 Apr 2017

 Kansas City, MO 
@KCMO

Citizens' Priorities for Neighborhood Services in KCMO as shown. #Mobile311Tweetalong

Citizens' Priorities for Neighborhood Services

Service	Importance	Satisfaction	FY2017 Rank (1-5)
Enforcing clean up of trash/debris on private prop.	22%	32%	1
Demo of vacant structures	27%	21%	2
Mowing/Cutting of weeds	22%	29%	3
Exterior maintenance	16%	29%	4
Board up of vacant structures	13%	27%	5
Enforcing in your neighborhood	16%	41%	6
Animal shelter ops	11%	55%	7
Enforce animal code	7%	42%	8
Custom animal control officers	3%	48%	9

Social Media

f Facebook



Building KCMO's tax base to benefit entire City

City of Kansas City, Mo. Government: The KCStreetcar is driving economic development in Kansas City

Kansas City continues to thrive with \$2 billion in economic development along the KC Streetcar line!

Direct upload video has reached over

7,600



City of Kansas City, Mo. Government

Published by Mark Van Baale [?] · April 5 · 🌐

Union Station Kansas City Inc. is absolutely stunning tonight! All part of welcoming visitors around the world for the [National World War I Museum and Memorial](#) centennial ceremony on Thursday.

00:17

+5,000 views

Social Media

Facebook Live



We have been using Facebook Live more for major events to enable people to hear about meetings that would otherwise not be live.



Airport Single Terminal First Public Hearing

Reached over
2,000



Mayor's State of the City Address

Reached over
123,000

Viewed over
12,700 times

News Releases



News from City Hall

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



55,897

Current subscribers



Highest
open rate

43%

NTDF Summer
Workshop

KANSAS CITY HOME | EMPLOYMENT | CONTACT US | ABOUT US | POLICE | FIRE | PUBLIC WORKS | TRANSPORTATION | COMMUNITY DEVELOPMENT | GOVERNANCE | CONTACT US

KCMO GOV

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Email Address (required):

First Name:

Last Name:

City of Kansas City, MO [Media Release](#)

1st District News
 2nd District News
 3rd District News
 4th District News
 5th District News
 6th District News
 Art & Culture
 City Clerk's Office Newsletters
 City Planning
 Finance, Budget & Taxes
 Health Dept. Information
 KCMO Historic Preservation
 KCMO Land Bank
 KCMO Travel & Tourism Info
 KCMO's Magazine
 KCMO's Snapshots
 Municipal Court
 P&S (Public Improvement Advisory Committee)
 Procurement
 Public Art Opportunities

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Email Address (required):

[View previous newsletters](#)

News from City Hall
 City Communications Office
 City of Kansas City, Missouri
www.kcmo.gov



Officers recognized during Animal Care and Control Appreciation Week

FOR IMMEDIATE RELEASE: April 10, 2017

Kansas City Animal Health and Public Safety officers are among a national contingent of professionals being recognized during Animal Care and Control Appreciation Week for their daily efforts to protect the public and animals in distress.

Endorsed by the National Animal Care & Control Association, the week was created to show appreciation to animal health officers and highlight the important work they do daily. This year the week being observed is April 9-15.

Kansas City's animal health officers perform a [variety of duties](#) including enforcing city ordinances regarding animal health and public safety, protecting the public from animal threats, picking up strays and sick and injured animals, protecting animals from neglected, mistreatment and abuse and rescuing animals

News from City Hall
 City Communications Office
 City of Kansas City, Missouri
www.kcmo.gov



KC Streetcar hits double milestone: 2 million rides & \$2 billion in economic development

FOR IMMEDIATE RELEASE: May 6, 2017

Saturday's party celebrating the first year of operation for the KC Streetcar took on even more prominence with confirmation that a staggering 2 million rides have been reached and the economic development underway in the area has soared past \$2 billion.

Mayor Sly James and City Manager Troy Schulte led a host of supporters who gathered at Union Station to recognize the positive impact KC Streetcar is making downtown.

"We've said from the start that the streetcar was about more than just transit,"

News from City Hall
 City Communications Office
 City of Kansas City, Missouri
www.kcmo.gov



City demolishes vacant, crime-ridden motel
Paseo Gateway project will revitalize Historic Northeast neighborhood

FOR IMMEDIATE RELEASE: March 20, 2017

The crumbling walls of the Foyale Inn took a big hit Monday when the City launched a demolition welcomed by Northeast residents and business owners eager to say good-bye to the long-time eyesore.

The razing began shortly after 9:30 a.m. at the corner of Independence Avenue and The Paseo, where the motel has been since 1965. The vacant structure had devolved into an unwanted landmark more associated with illegal activity than reasonably-priced lodging.

Demolition clears the way for the continuing development of the \$12 million

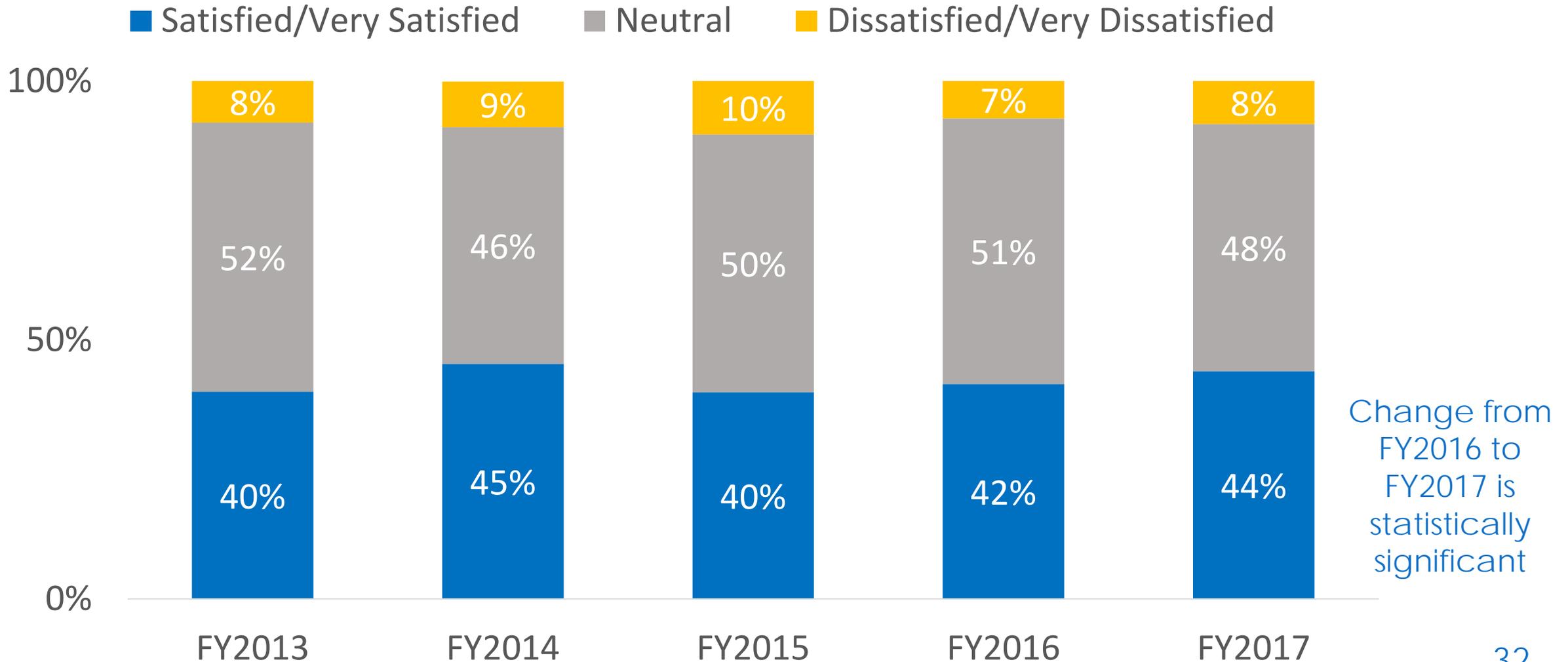
Improved subscriptions

SNAPSHOTS

CITY OF KANSAS CITY, MO. RESIDENT NEWSLETTER

MORE INNOVATION.
 MORE TECHNOLOGY.
 MORE CULTURE.
 MORE VIDEO.
 MORE ARTS.
 MORE DATA.
 MORE KC.

Citizen Satisfaction with KCMORE Magazine



KCMOre

Resident Engagement Magazine

KCMOre
KANSAS CITY, MO. RESIDENT ENGAGEMENT MAGAZINE

Settings
Issue of Choice
Frequency
Links
What's New & Hot



KCMOre

KANSAS CITY, MO., RESIDENT ENGAGEMENT MAGAZINE

SPRING/SUMMER 2017



More Innovation, More Technology, More Art, More Culture, More Data, More Transparency, More Green, More Engagement.



Human Relations Department fights for justice

Human Relations Department (HRD) is the city's largest and most visible department. It is responsible for ensuring that all city employees are treated fairly and that the city's policies and procedures are applied consistently to all employees.

HRD is committed to providing a safe and supportive work environment for all city employees. It works closely with other city departments to ensure that all city policies and procedures are applied consistently to all employees.

HRD is also responsible for investigating and resolving complaints of discrimination, harassment, and retaliation.

HRD is committed to providing a safe and supportive work environment for all city employees. It works closely with other city departments to ensure that all city policies and procedures are applied consistently to all employees.

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HUMAN RELATIONS DEPT. RADIO HOST

HRD staff members participating in a radio broadcast.

Kansas City, MO
1111 East
Kansas City, MO 64108

LEAFBRUSH SET-OUT DATE SCHEDULE

SET OUT ALL SACKS AND BINNIES BY 7 A.M.

Trash day	North	Central	South
Tuesday	Monday, April 7	Monday, April 10	Monday, April 24
Thursday	Tuesday, April 18	Tuesday, April 17	Tuesday, April 15
Wednesday	Wednesday, April 19	Wednesday, April 12	Wednesday, April 26
Thursday	Thursday, April 20	Thursday, April 13	Thursday, April 27
Friday	Friday, April 21	Friday, April 14	Friday, April 28

Curbside collection

- Same day as trash/recycling collection
- Curbside by 7 a.m.
- Limit of 20 sacks and/or bundles to report a infraction
- Each sack of 18" x 24" with holes only
- No dirt bags
- No trash
- Call 311 with a 24-hour to report a infraction.

HOURS ARE 7 A.M. TO 7 P.M., ON WEEKDAYS.

KCWATERSERVICES.ORG/LEAF-BRUSH/

SPRING 2017

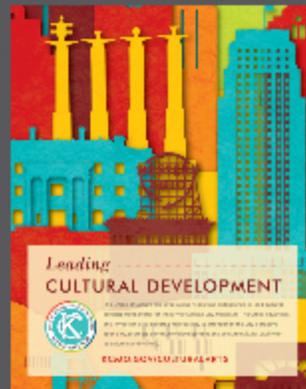
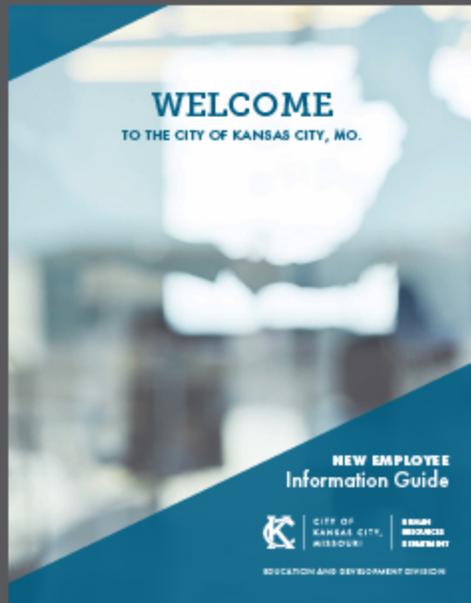
Region Map



Photo credit: [unreadable]

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

Design



HOW

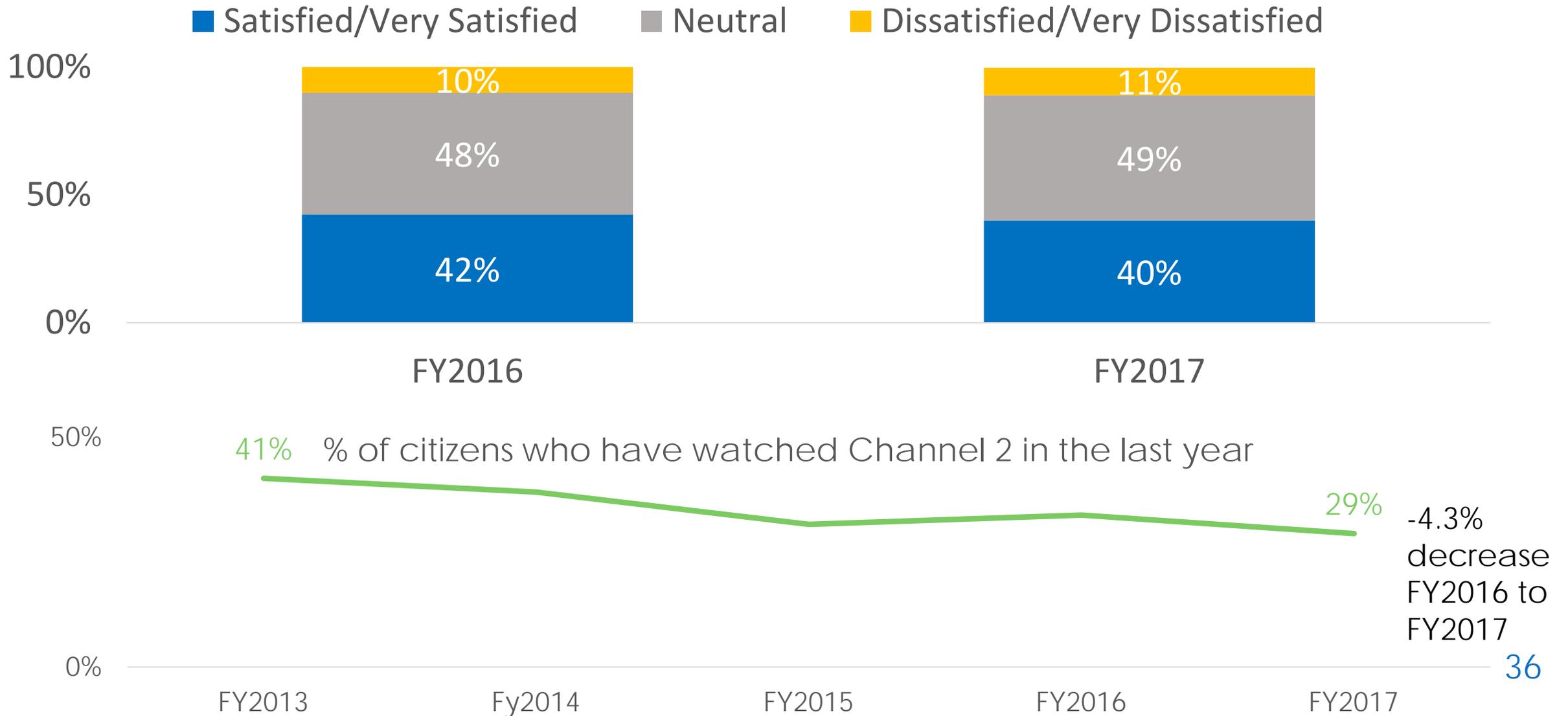
Design Magazine

Recognition

Karen L.



Citizen Satisfaction with KCMO Video Content (TV and Online)





116

uploaded to YouTube
(Jan.-July)



INCLUDES:

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

Video Production



ALL

Council meetings taped
for Channel 2



TOP 
10
OF **2017**

1 City Accepting
KCI Proposals

2 Transportation and
Infrastructure Committee
Meeting

3 Innovative Single Terminal
Airport Proposal

4 ADA Training Session

5 The Weekly Report
May 12, 2017

6 The Weekly Report
May 26, 2017

7 KCI Tour

8 The Weekly Report
May 19, 2017

9 The Weekly Report
June 2, 2017

10 Streetcar Video from
Zaragoza, Spain



Whatever Happens, Wherever You Go, You'll Know.
WEATHER • SAFETY • COMMUNITY

AlertKC is your connection to information that matters most to you, 24/7. Get text message alerts regarding public safety, community news and now, severe weather conditions, right where you are. If you live or work in KCMO, stay in the know and get connected with alertKC.

Alerts by email or phone call are also available at www.kcmo.gov/alertkc.

If you're a current Nite subscriber, then you will already receive these messages.

SIGN UP
Text your ZIP CODE to 888777

Ad in the Pitch



Whatever Happens, Wherever You Go, You'll Know.
WEATHER • SAFETY • COMMUNITY

AlertKC is your connection to the information that matters most to you, 24/7. Get text message alerts regarding public safety, community news and now, severe weather conditions, right where you are. If you live or work in KCMO, stay in the know and get connected with alertKC.

Alerts by email or phone call are also available at www.kcmo.gov/alertkc.

If you're a current Nite subscriber, then you will already receive these messages.

SIGN UP
Text your ZIP CODE to 888777

Northeast News



REGÍSTRESE AHORA
Envíe por mensaje de texto su CÓDIGO ZIP a 888777

Spanish Billboard

Alert KC ads



SIGN UP NOW
Text your ZIP CODE to 888777

Transit Ad



Alert KC

June 2016: 13,848

(very small change before campaign in early 2017)

Dec. 2016: 14,376

Today: 18,304

+24%

Execute the strategic communication plan in support of 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.

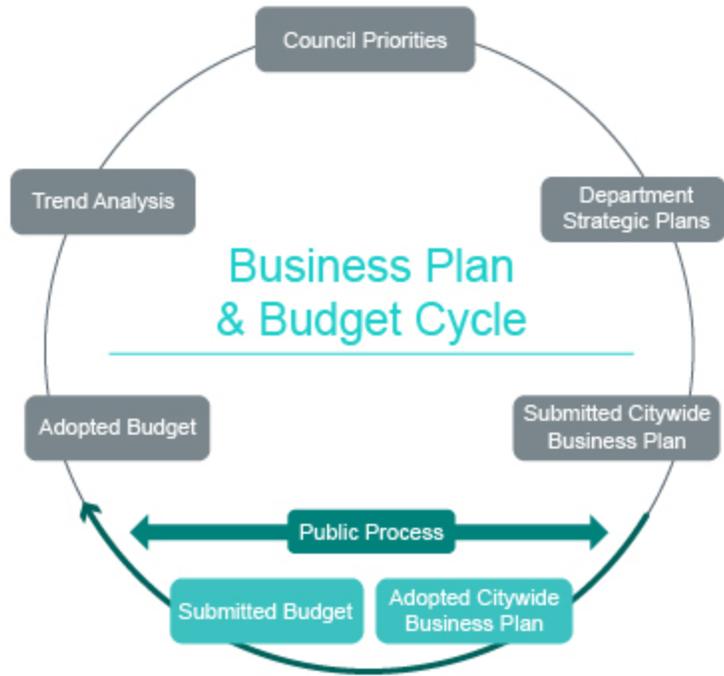
- Plan contains 31 recommended activities to help fulfill objectives of the Citywide Business Plan
 - Completed - 14
 - In progress - 9
 - Need resources -8
- Success Story: Animal Health & Public Safety PSA's, Land Bank stories
- [Summer Pet Safety](#), [Officer & Pet Profile](#)
- [Urban Revival](#) stories

**Expand resident
engagement in the
Citywide Business Plan
and budget review
processes.**

Four Citizen Work Sessions
held across city mid-
September through early
October, 2016

Fall 2016 = 102 Attendees

Fall 2015 = 90 Attendees



Fall Budget work sessions

Establish a process to identify public health and public safety issues and create campaigns to improve awareness and availability of resources by creating one Public Safety Announcement (PSA) per quarter and providing training opportunities for citizens..

- Police produced three sets of PSA's
- Firearm safety awareness
- Violence impact from relatives of victims
- Seatbelt Safety

2017 PSA Schedule

- Alert KC – April
- Gun Safety – June
- Fire Safety – September
- Police –round two



City of Kansas City, Mo. Government

Published by KC Comm [?] · March 3 ·

Just in time for severe weather season, the City of Kansas City has renamed and expanded its text notification system. "AlertKC" will help keep residents in the know with weather warnings and community messages delivered directly to their phones.

<http://kcmo.gov/ne.../2017/city-expands-text-messaging-system/>



Municipal Court PSAs

- Two video produced to explain Municipal Court functions
- “How to behave in Court”
- How to use lobby kiosk



Kansas City Missouri Municipal Court shared their video.

Published by Benita Jones [?] · January 5 · 🌐

Just a few reminders about going to court





★
Won
Kick Off
Award
▼



Kansas City
Corporate Challenge
CURRENTLY IN
8th
place in
Division A



Customer Service

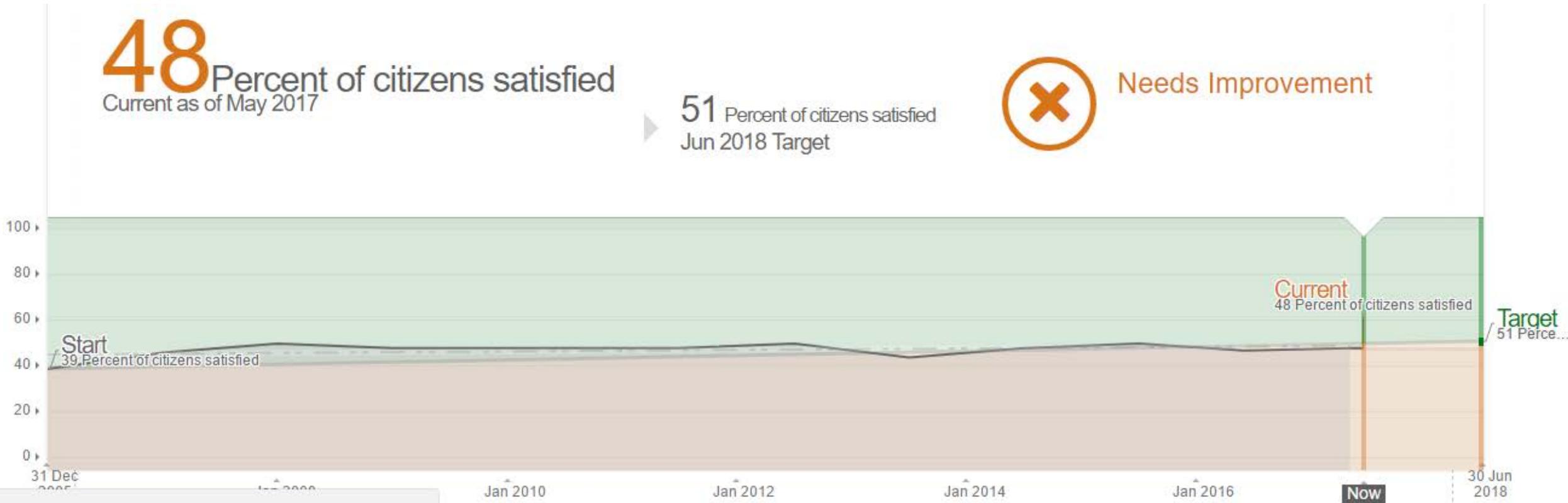
Citizen Satisfaction with Customer Service from City Employees

48 Percent of citizens satisfied
Current as of May 2017

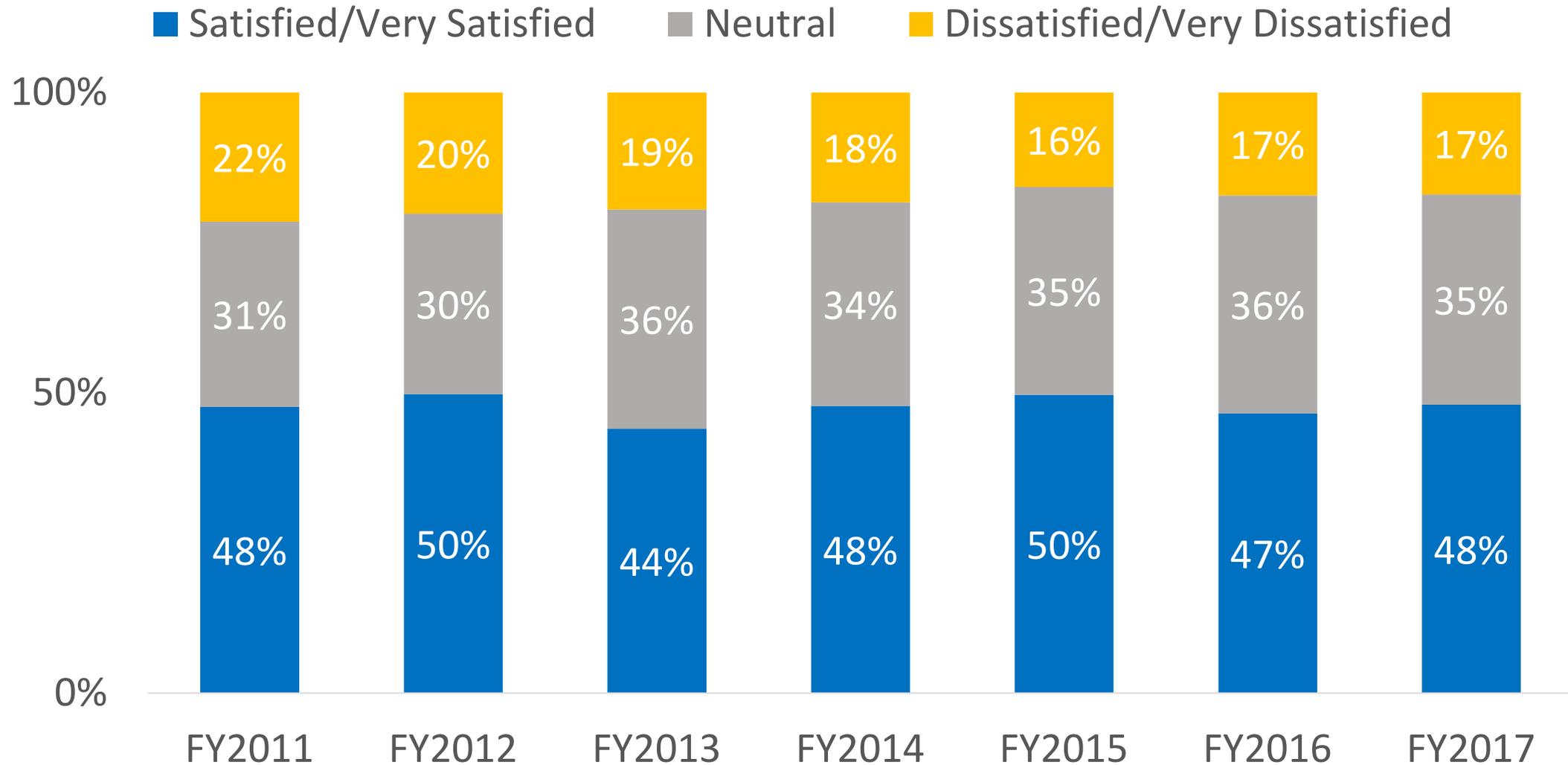
51 Percent of citizens satisfied
Jun 2018 Target



Needs Improvement



Satisfaction with Customer Service from City Employees Over Time



Source: Citizen Satisfaction Survey

Implement established
customer service
standards that can be
applied across all
departments.

Customer Service Steering Committees

Including recognition event during charity campaign kickoff

- Kickoff scheduled for Friday, September 8
- Event to be held at Barney Allis Plaza
- Employee Recognition will be from 10:00 to 11:00
 - Awards for Departments/Divisions based on Citizen Survey results
 - Individual recognitions for compliments received from residents

Developing guidelines on what types of employee actions/work should be submitted for recognition.

- Employee compliment form on MyKC
- City Employee Compliment/Thank You form coming to kcmo.gov

Employee Appreciation Event at Worlds of Fun

- Scheduled for Saturday, August 26
- Employee + 1 tickets for \$15 each
- Includes both parks, buffet lunch, and parking

EnerGov Implementation

Emphasis on standard solutions and eliminating free form entry to provide a more standard response to residents



Extensive internal communication forthcoming as we go through the Cartegraph and Energov process.

Collaboration between 311 and Departments

311 Field Trips

- Tow Lot
- Municipal Court

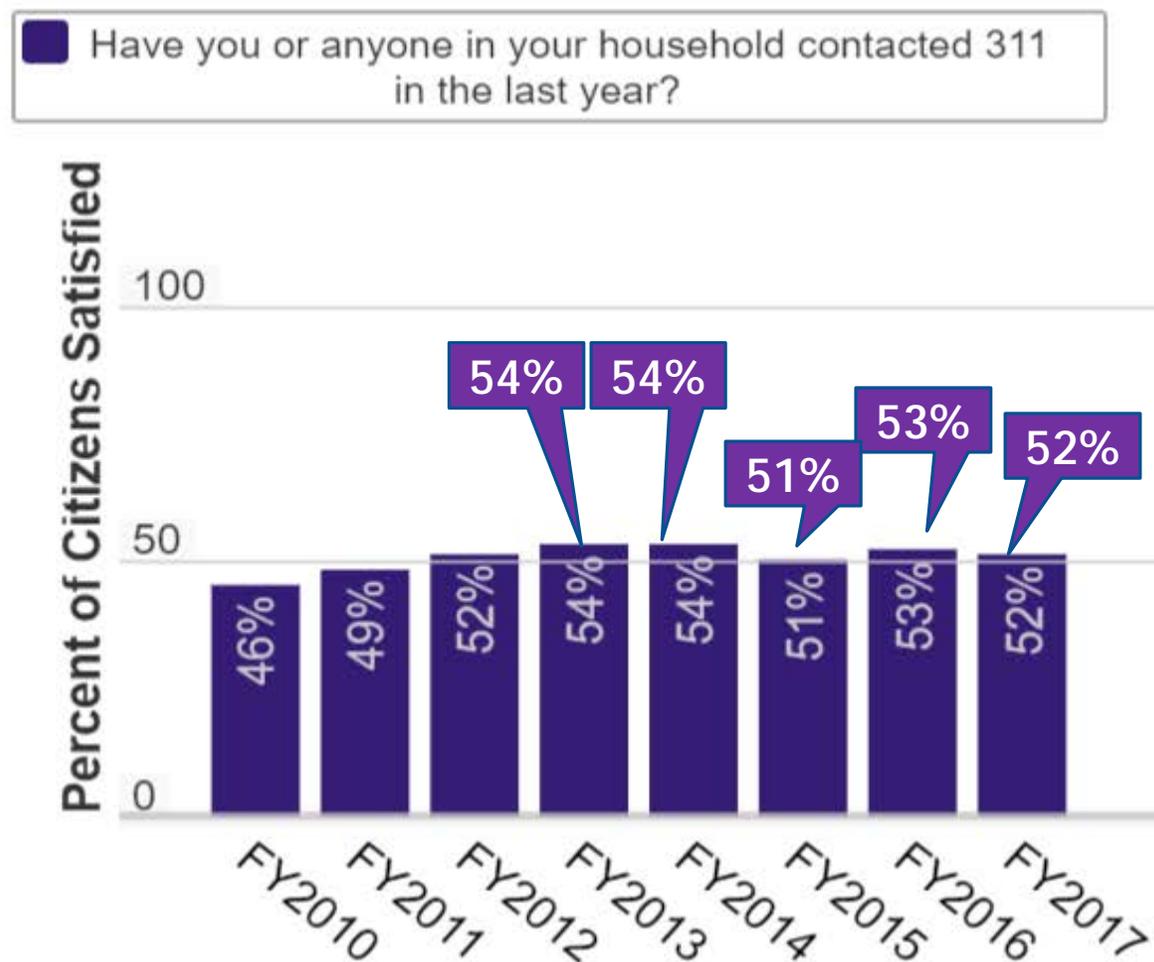
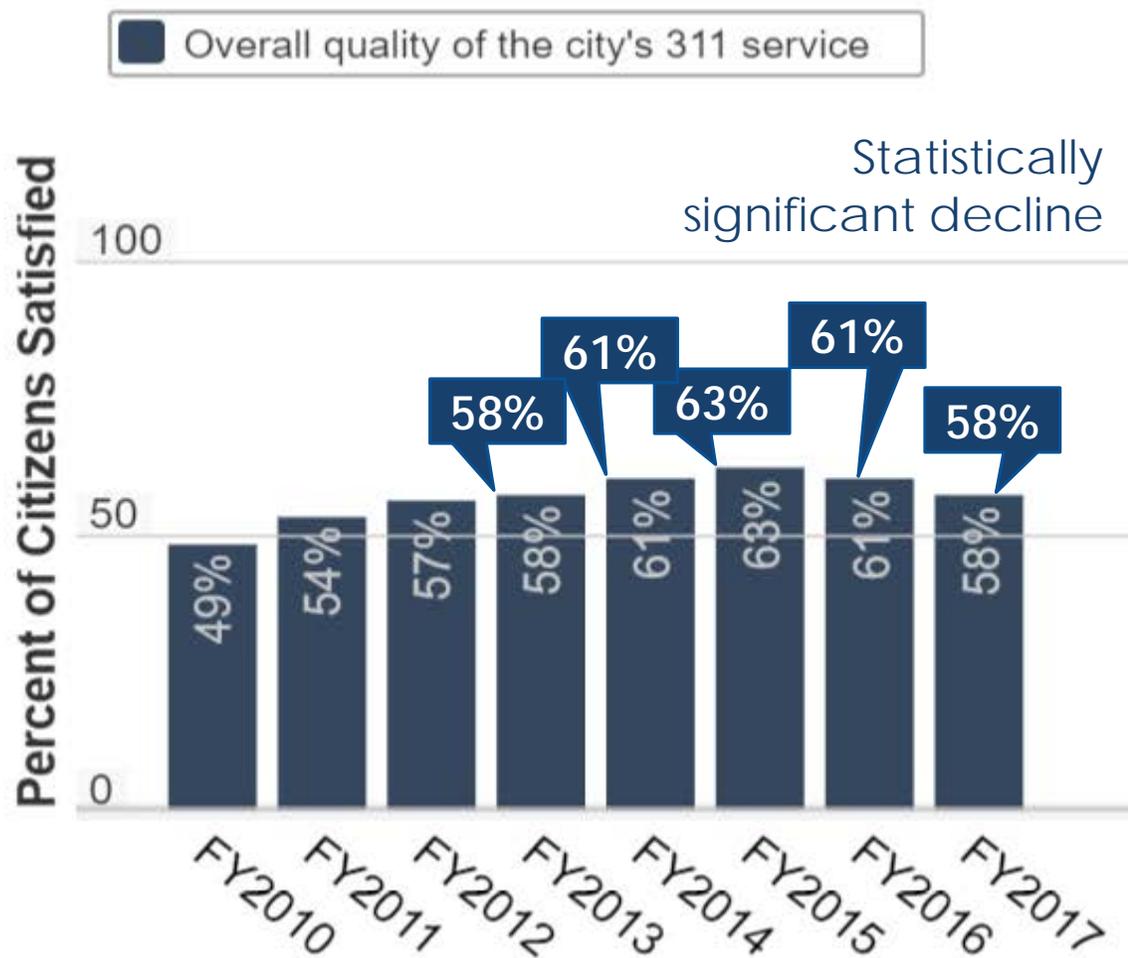
Specializing Call Taker Skills

- Municipal Court

Department/311 Trainings

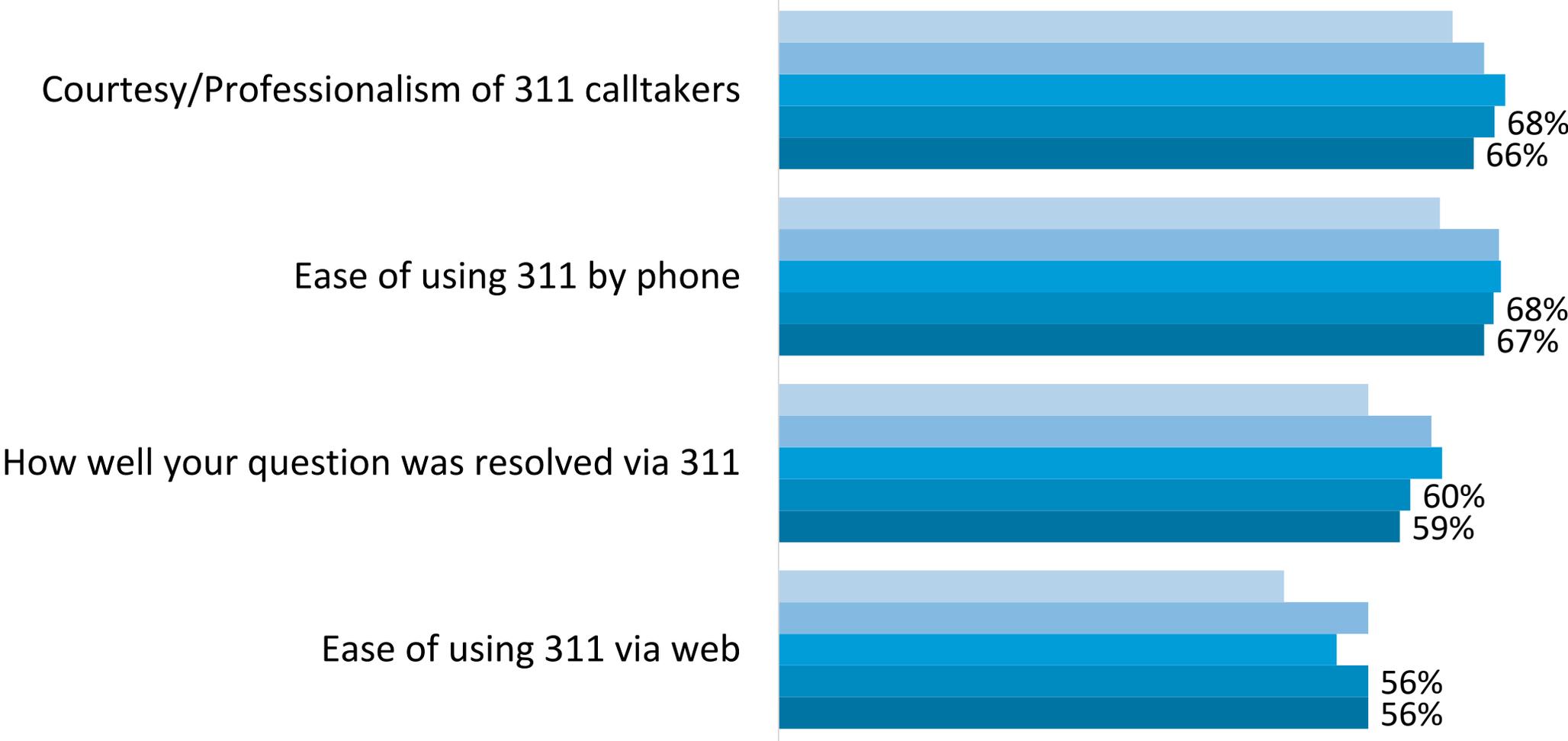
- Municipal Court
- City Planning and Development
- Solid Waste

Use of 311 – Citizen Survey



Citizen Satisfaction with 311

FY2013 FY2014 FY2015 FY2016 FY2017



No statistically significant changes this year.

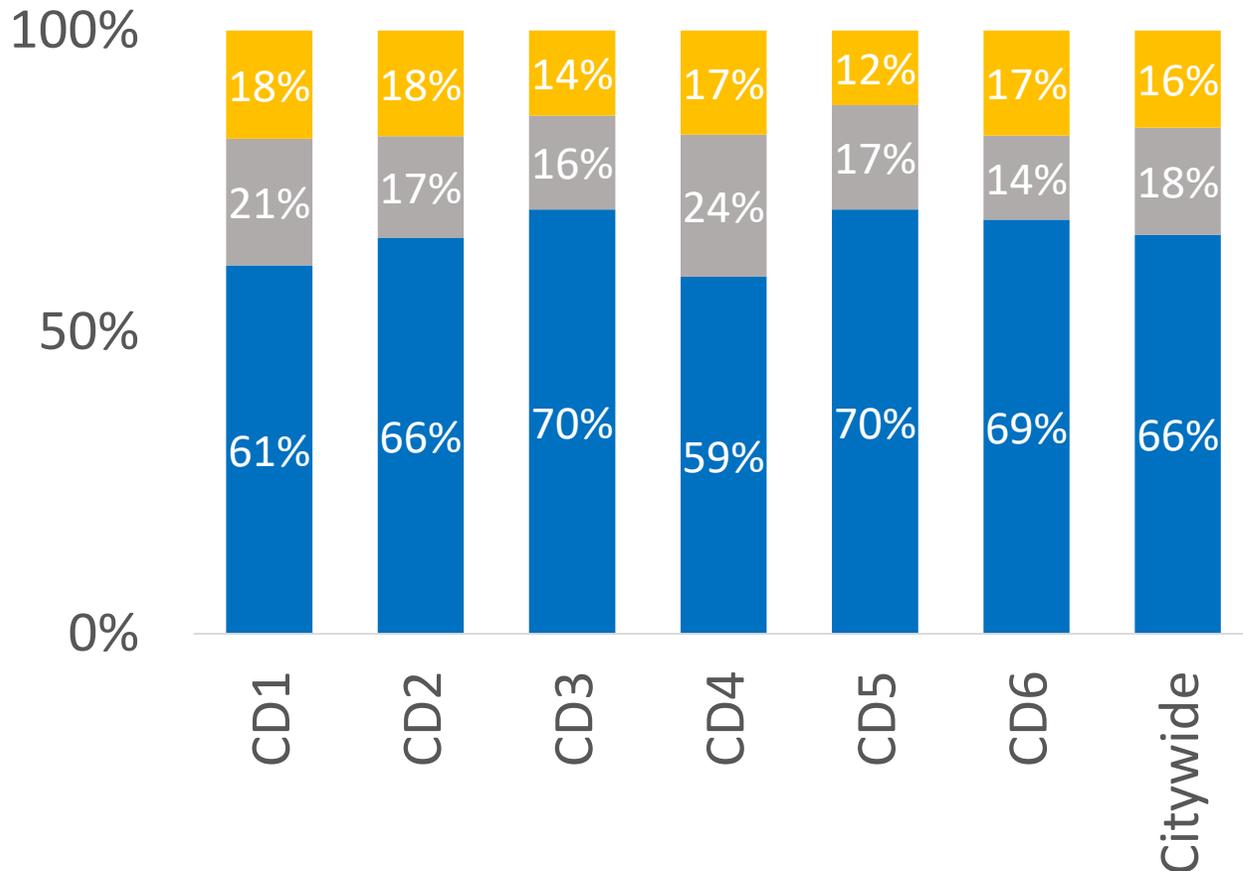
57 100%

Source: Citizen Satisfaction Survey

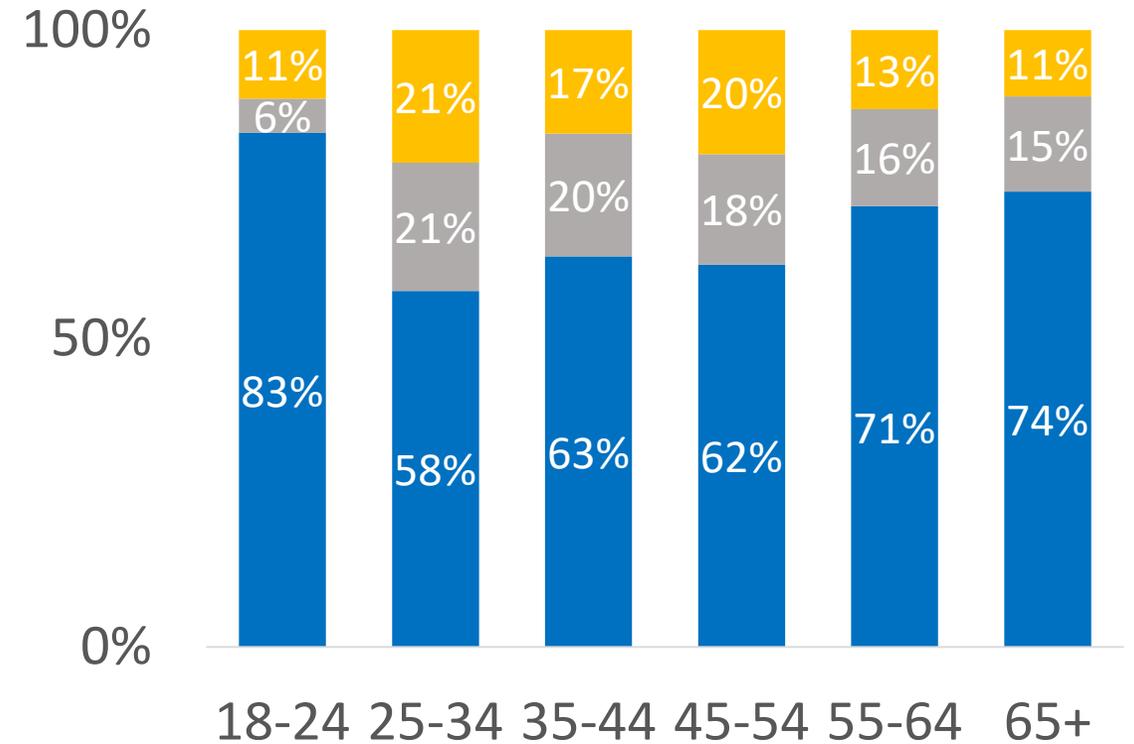
How Well Your Question was Resolved Via 311

Very Dissatisfied/Dissatisfied Neutral Very Satisfied/Satisfied

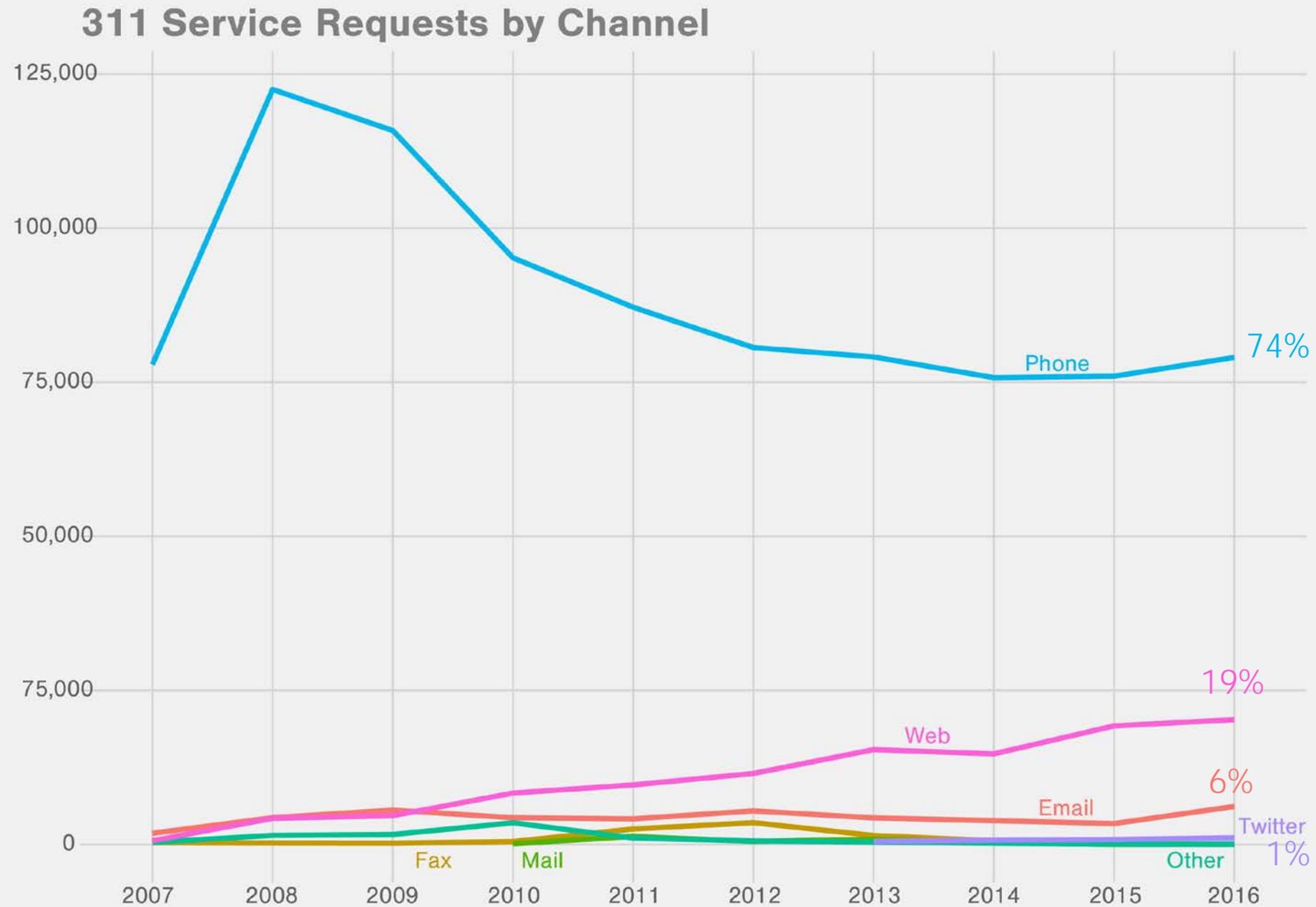
Satisfaction by Council District



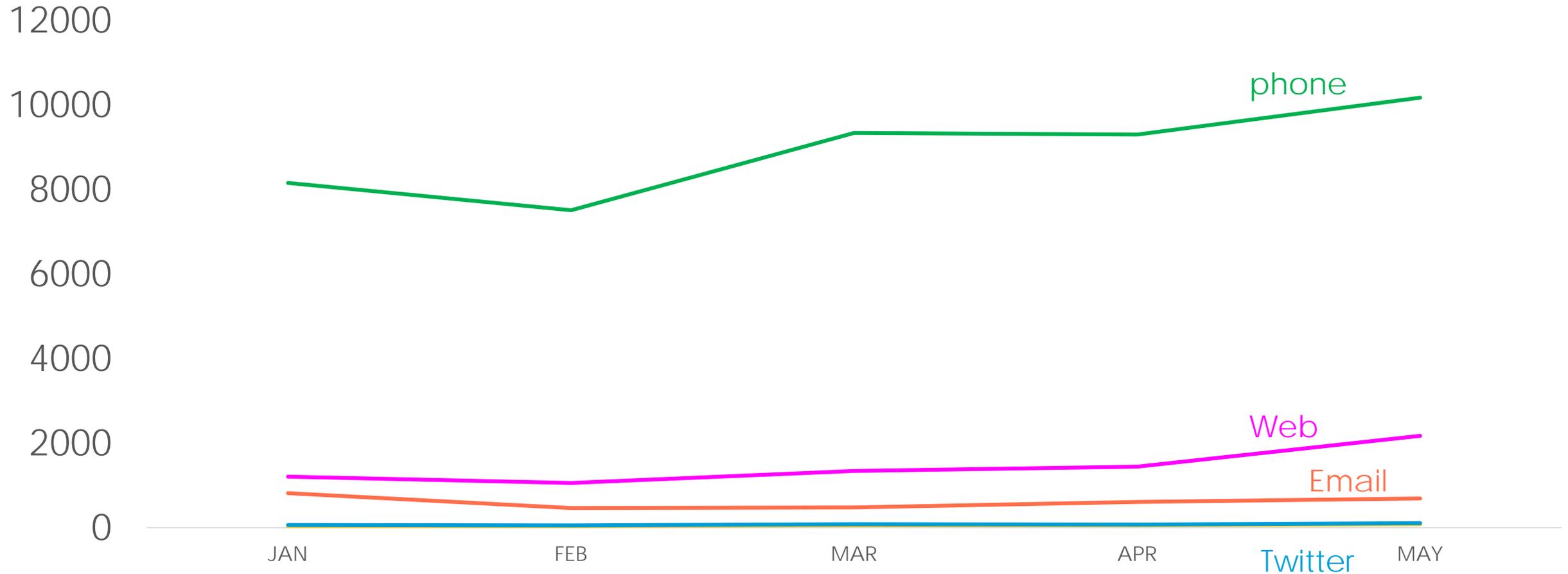
Satisfaction by Age



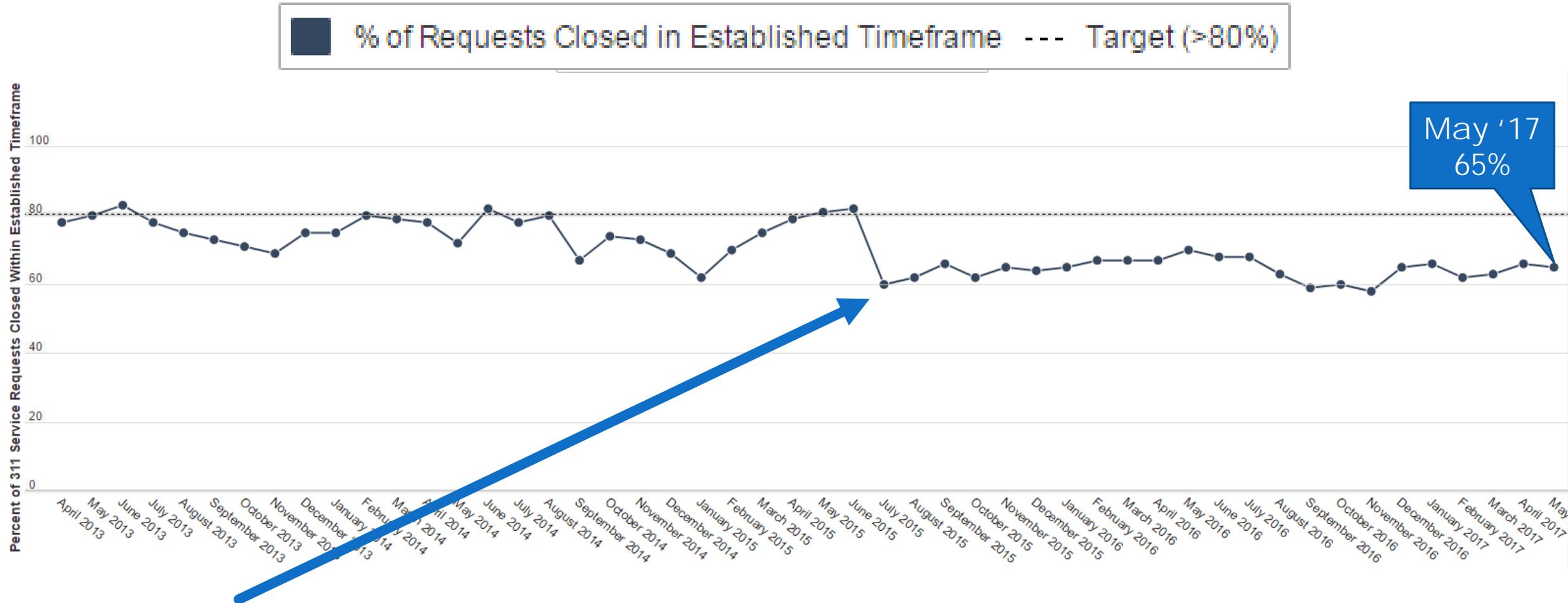
311 Service Requests by Channel



Service Request Channels by Month



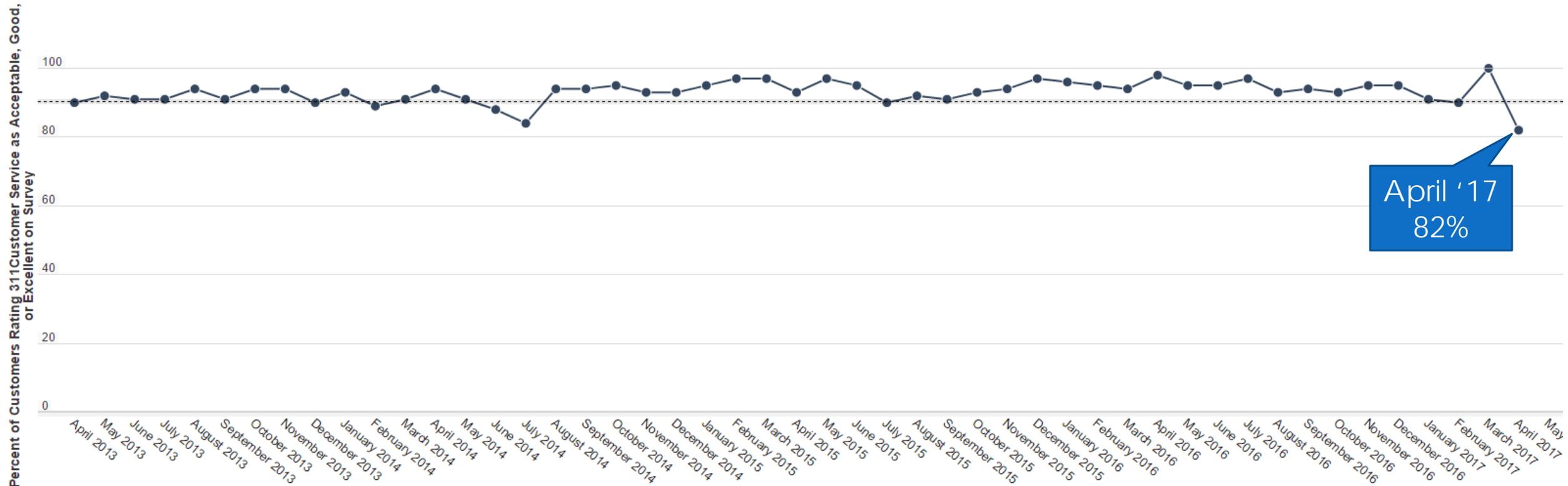
Service Request Responsiveness



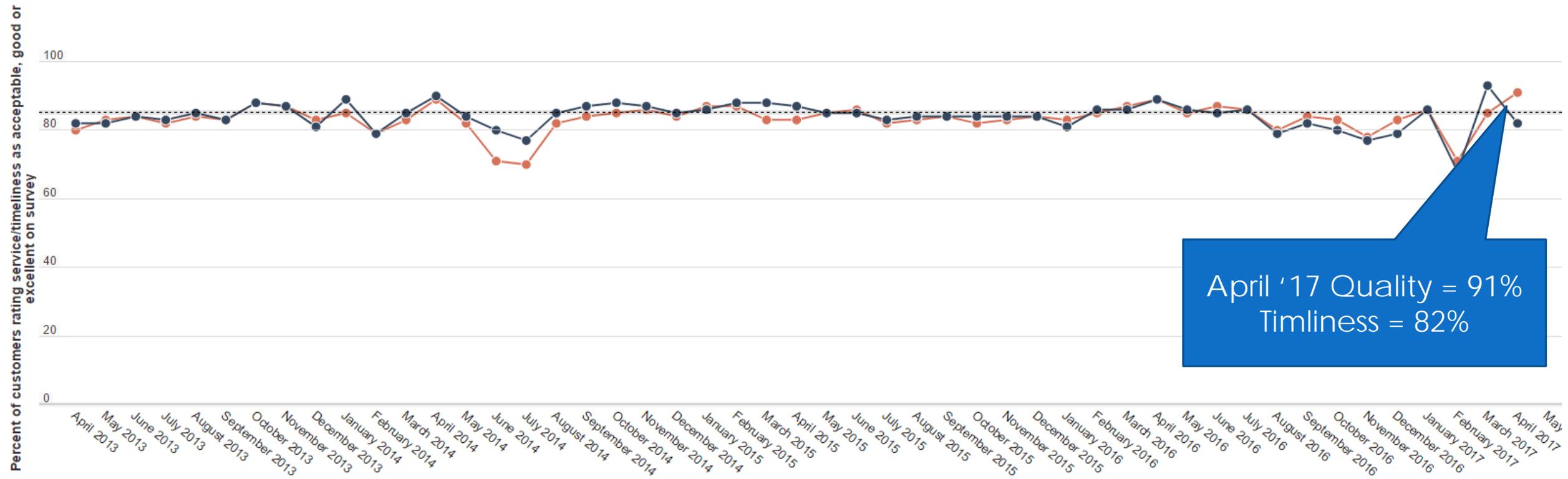
In late June 2015, timeframes for many service requests were changed during 311's software upgrade and some were changed to align with service expectations.

Customer Service Ratings of 311 Call Takers

■ % Customers Satisfied with Customer Service Provided by 311 - - - Target (90% Satisfied)



Satisfaction With Quality And Timeliness Of Service Provided By Departments



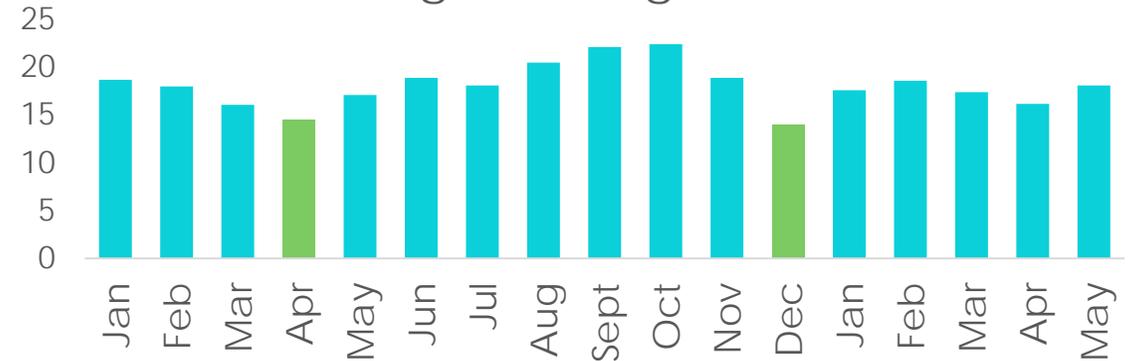
311 is working on new system for capturing customer feedback

311 Abandonment Rate

50%

Abandonment Rate Target (>5%)

Average Staffing on Phone

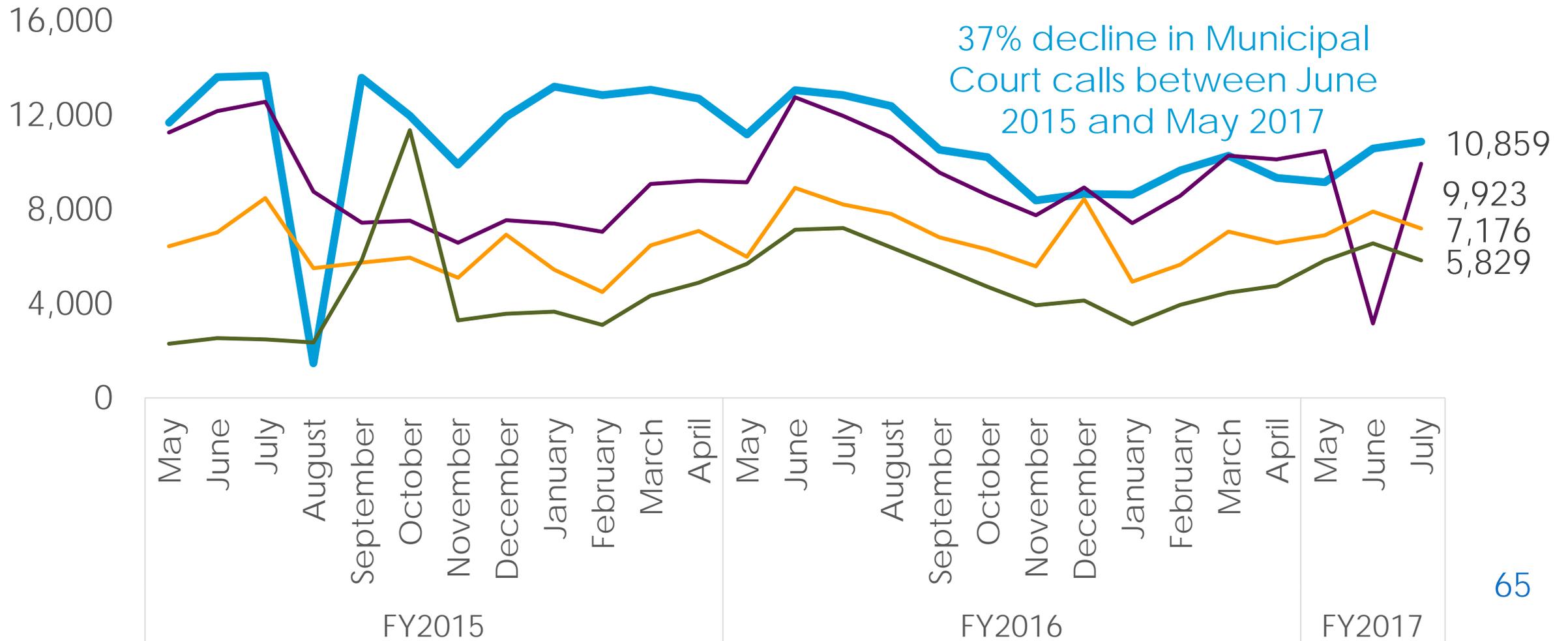


0%



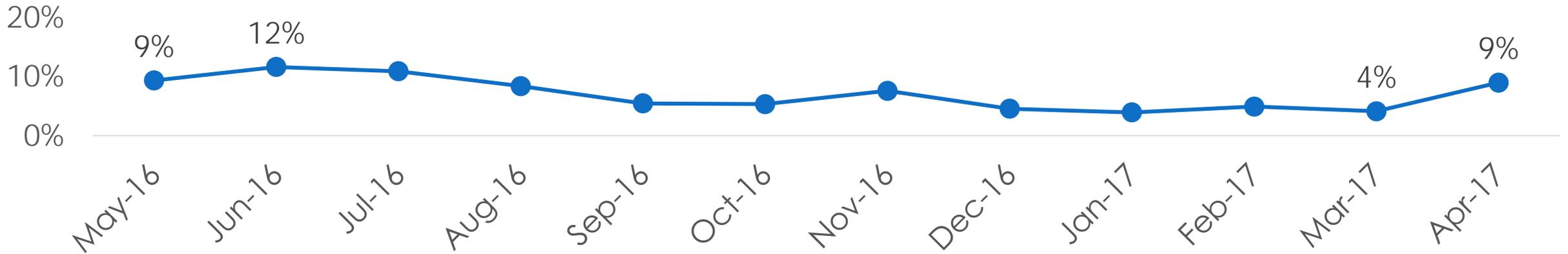
What services do people call 311 for?

—Municipal Court —Action Center —Solid Waste —Property Violations

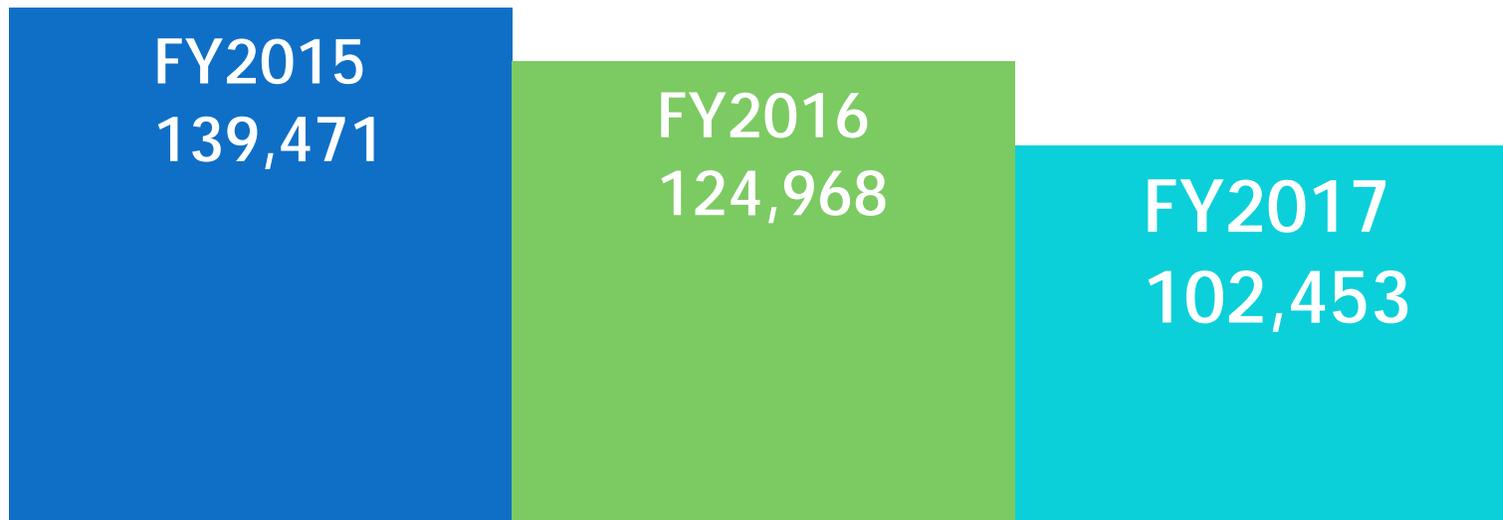


Highlight Municipal Court 311 Call Queue

% Abandoned Calls – Municipal Court Queue FY2017



Number of Received Calls Over Past Three Fiscal Years



311 Internal Dashboard

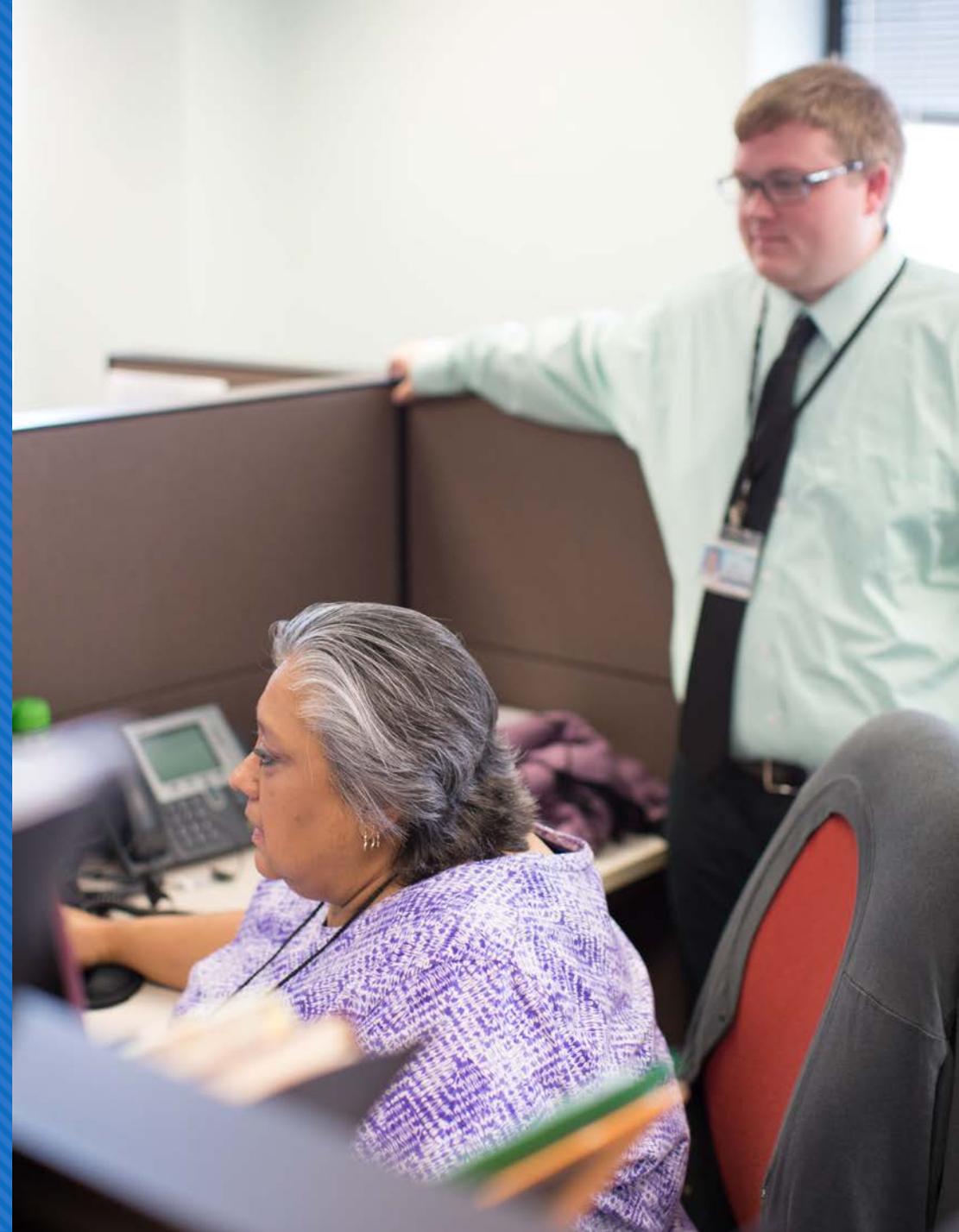
311 CALLS DAILY

AS OF 6/9/2017

Contact Type	Queue Name	Incoming Calls	% of Total Volume	Aband 0-5	Calls Received	Aband Count	Calls Handled	Aband Rate	Calls in S.L.	Service Level	ASA	AHT	Max Queue	Max Hold
	311 Spanish CSQ	17	1.2%	0	17	2	15	11.76%	10	58.82%	00:40	09:52	03:27	04:03
	311 AnimalControl	142	9.7%	2	140	6	134	4.29%	122	87.14%	00:14	05:38	05:12	12:47
	AC Overflow - 20423	27	1.8%	4	23	0	23	0.00%	21	91.30%	00:09	02:38	01:19	09:21
	Action Center - 21000	343	23.5%	4	339	26	313	7.67%	232	68.44%	00:44	04:43	09:01	10:26
	Municipal Court - 20701	360	24.6%	0	360	12	348	3.33%	268	74.44%	00:33	03:34	07:24	09:36
	Property Violations - 20940	224	15.3%	2	222	10	212	4.50%	165	74.32%	00:34	06:06	08:37	11:11
	Solid Waste - 21003	225	15.4%	0	225	6	219	2.67%	189	84.00%	00:18	04:35	05:25	09:18
	Water Meter Sewer - 21023	123	8.4%	1	122	6	116	4.92%	93	76.23%	00:44	07:22	07:49	12:55
	Total	1,461	100.0%	13	1,448	68	1,380	4.70%	1,100	75.97%	00:32	04:57	09:01	12:55
Incomming		1,000	68.4%	13	987	52	935	5.27%	752	76.19%	00:31	05:07	09:01	12:47
Internal		4	0.3%	0	4	0	4	0.00%	4	100.00%	00:08	08:32	00:24	02:06
Redirect In		430	29.4%	0	430	16	414	3.72%	323	75.12%	00:35	04:10	07:24	12:55
Transfer In		27	1.8%	0	27	0	27	0.00%	21	77.78%	00:33	10:30	04:06	10:21
	Total	1,461	100.0%	13	1,448	68	1,380	4.70%	1,100	75.97%	00:32	04:57	09:01	12:55

Contact Type	Queue Name	Incoming Calls	% of Total Volume	Aband 0-5	Calls Received	Aband Count	Calls Handled	Aband Rate	Calls in S.L.	Service Level	ASA	AHT	Max Queue	Max Hold
Incomming	-	74	5.1%	10	64	64	0	100.00%	0	0.00%	00:00	00:00	06:16	00:00

Require all departments to identify customer expectations and perceptions and measure satisfaction via feedback tools such as surveys.



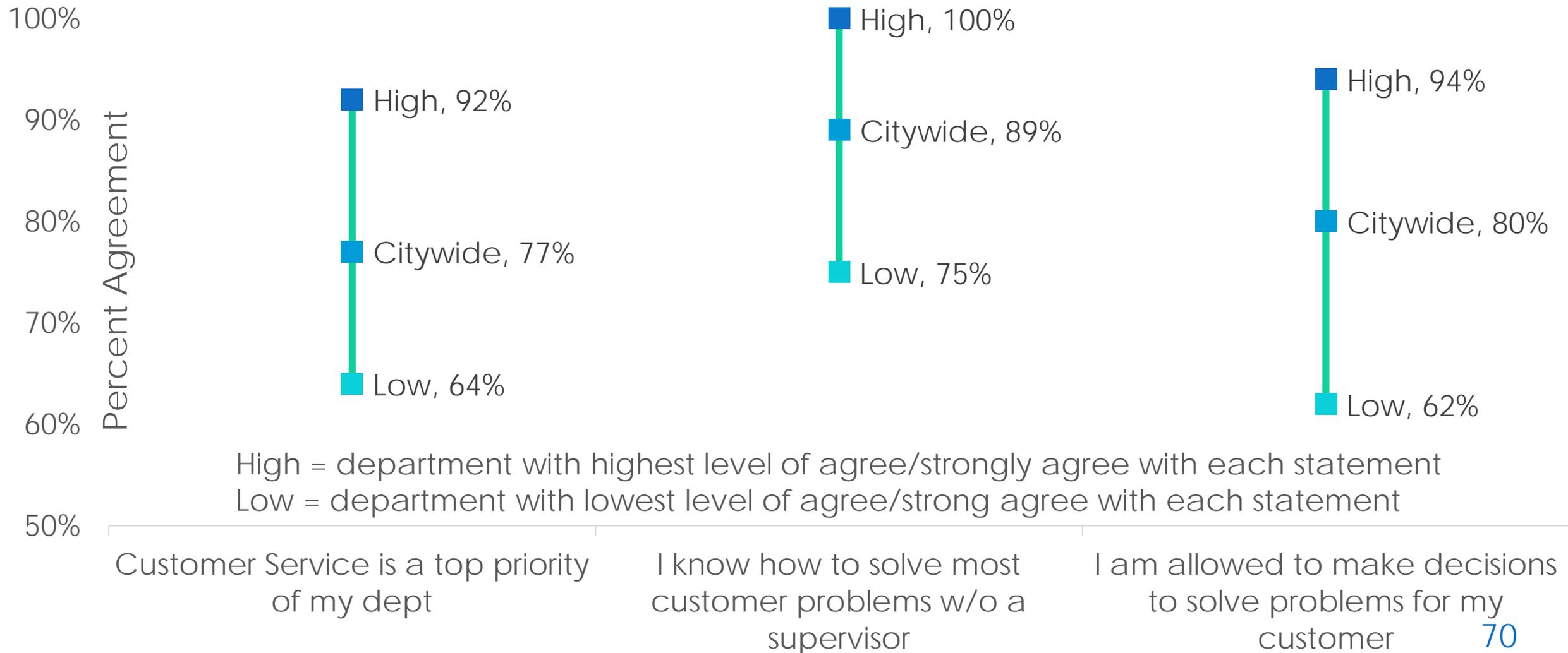
Embedding PIOs in departments – Spotlight on City Planning and Development

- City Planning & Development
 - Improved its communications and customer service
 - Drives traffic to revamped webpages with better content



*Petrina Parker,
PIO City Planning*

ElevateKC Survey – Employee perception of customer service

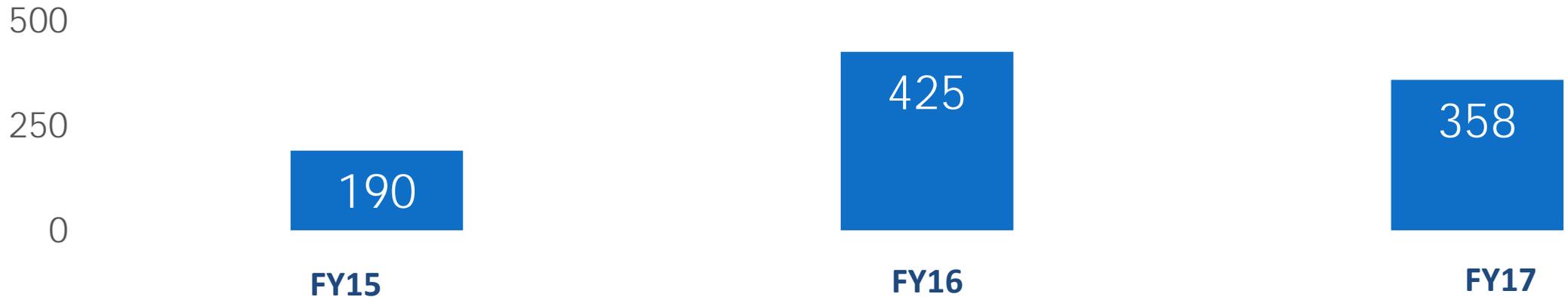


Expand customer service
and communications
training for existing
employees through Think
Zoom and other
channels.

Employee Customer Service Training

FY2015 customer service training became mandatory for new hires

Unique Participants by fiscal year



- Full three day program
- 4,170 training hours
- Average content scores: 4.6/5.0
- Average instructor scores: 4.9/ 5.0

- Switched to two day program in August 2015
- Number of training hours: 7,432
- Average content scores: 4.6/5.0
- Average instructor scores: 4.9/ 5.0

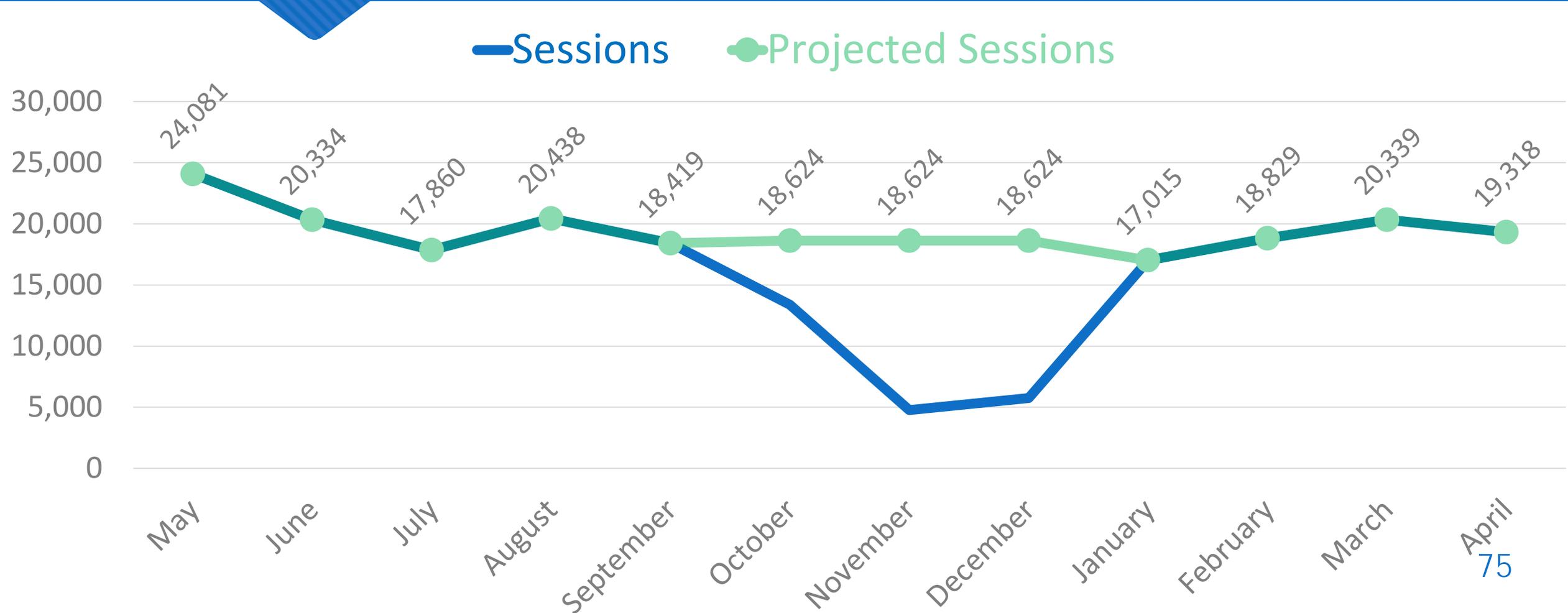
- Number of training hours: 5,370
- Average content scores: 4.6/5.0
- Average instructor scores: 4.9/ 5.0

Since moving to the two-day Public Service Communication program, the time for completion went from **5 months from date of hire to 2.5 months.**

Transparency through Data

Make information about the City's performance, operations, and financial condition more transparent, user-friendly, and understandable to elected officials and the public.

Open Data - Sessions



Updates allow us to better promote datasets



- Authority
- Official
- Community
- Categories
- 311
- Airport
- Area Plans
- Audits
- Budget
- Show All...
- View Types

Featured Content

Kansas City Code Violations

June 1, 2017 2,297 Views



Explore property code violations within Kansas City. Look up data on your house, neighborhood, council district, or by type of violation.

Clicking on charts will filter the other visualizations. Allowing you to quickly and easily...

Market Value Analysis

External Content



See how markets differ across neighborhoods, and where markets intersect in Kansas City, MO

Kansas City Monthly Car Auction

May 17, 2017 18.4K Views



Unclaimed Vehicle Auction

AUCTION RULES AND REGULATIONS : (Please click "Show More" to view)

In order to ensure that order is maintained...

5034 Results

Sort by

Solid Waste Leaf and Brush drop off Price list Neighborhoods

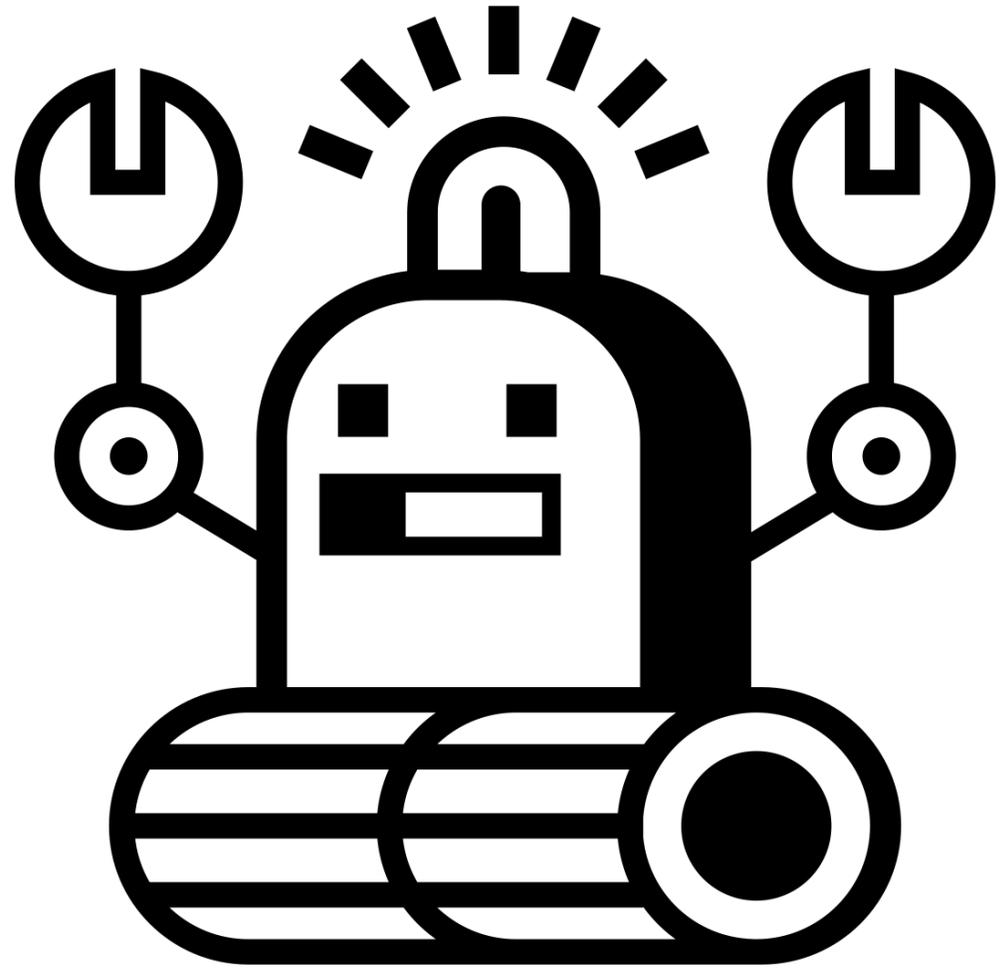
Honing OpenData KC to Improve Usability

- We will be moving PDFs and all other non-machine-readable data off the site.
 - There are currently about **5,000** PDFs on the site.
- Tech improvements mean we can share more geographic data
- Energov Implementation will allow access to rich permit data

We are trying something
completely new

Announcing the Beta
of the OpenData KC
Chatbot.

m.me/OpenDataKC





Hi!



I'm KCDData Bot! I can help you find data from Kansas City, Missouri's Open Data Portal!

What type of data can I help you find today? Or click "Data List" and I can help you find the right data.

If you get lost, start over by typing "restart".

PS: I'm still very experimental and make a good amount of mistakes. If you type "feedback" you can leave me some advice 😊



[Data List](#)

[code violations](#)

What do you want to know about Code Violations?

[I want a map](#)

[I want raw data](#)



Notes on the Bot

- Our target audience is neighborhood leaders who have some data skills, but find the open data portal (understandably) overwhelming.
- Helps us push our best content to people
- It's an experiment.

User feedback will be very helpful to us!



Feedback

I would love your feedback and suggestions!

Can you fill out this google form for me?



[Feedback Form](#)



Questions?

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

#KCStat

