

KCStat

kcstat.kcmo.org

May 29, 2018

#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”.

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)
- 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.

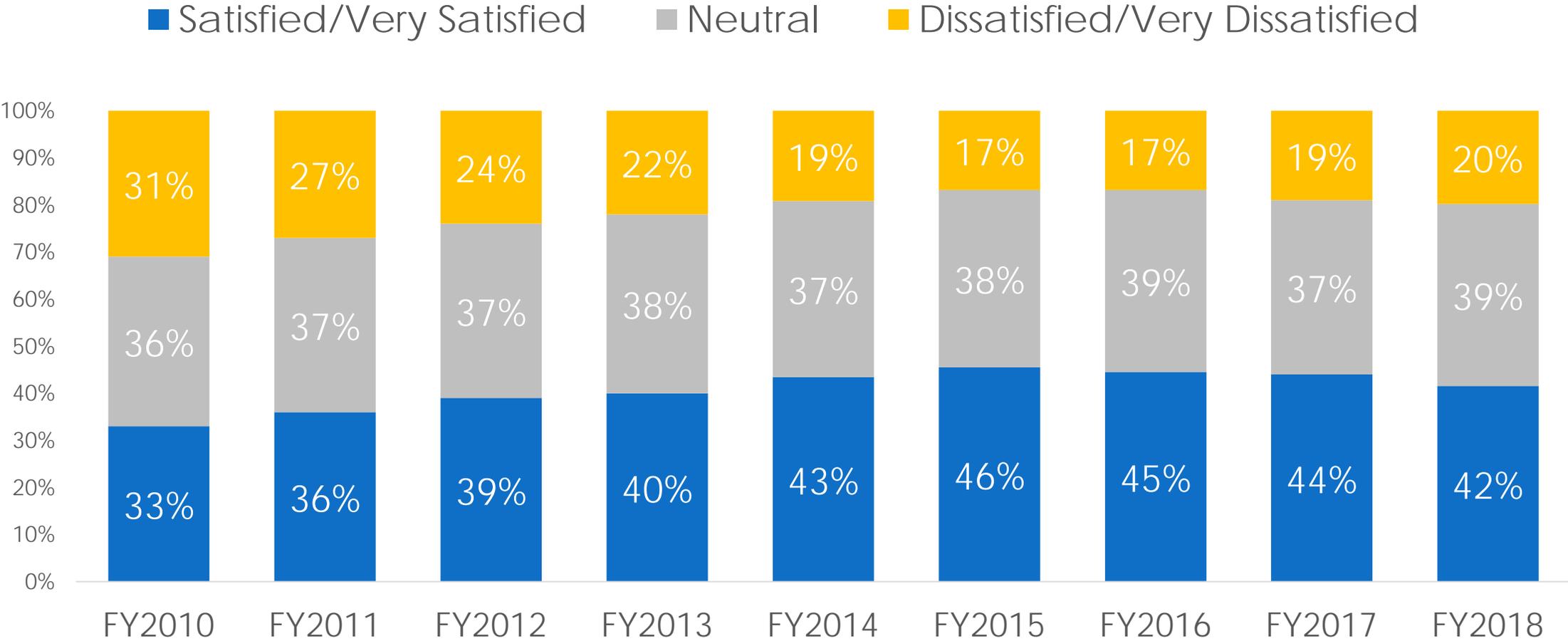
- A. Monitor established customer service standards that can be applied across all departments, and report performance. (Office of the City Manager)
- B. Create a central repository for collecting feedback about customer service citywide. (Office of the City Manager)
- C. Develop a Coaching to a Culture 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	Target FY19
1	Percent of residents satisfied with effectiveness	46%	45%	44%	47%	42%	47%
2	Percent of residents satisfied with opportunity opportunity to engage provide input into decisions made by the city.	-	30%	30%	33%	29%	36%
3	Number of open data sessions.	156,313	202,256	200,527	206,301	201,829	206,301
4	Percent of resident satisfied with customer service from city employees	50%	47%	48%	54%	48%	54%

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

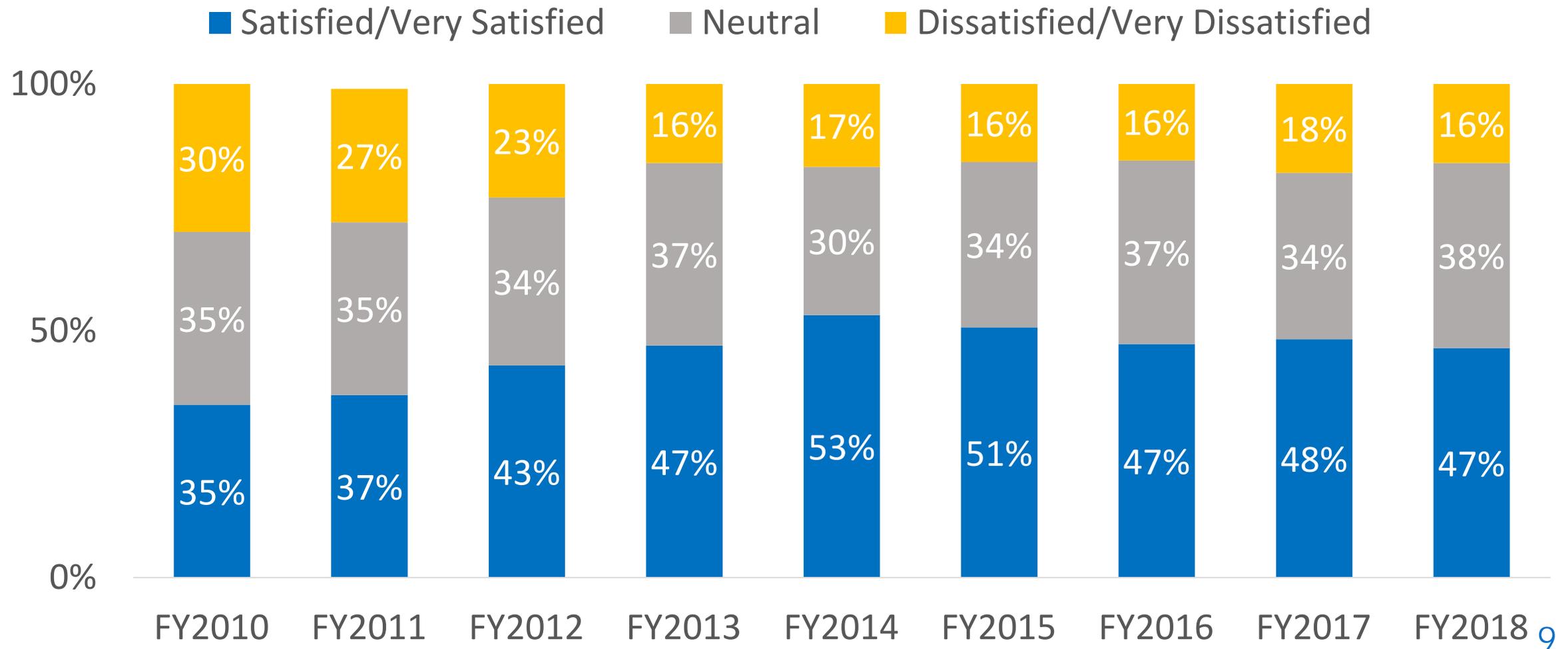


Source: Resident Satisfaction Survey

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	36%	29%	1
The availability of information about city programs and services	47%	47%	2
Overall usefulness of the city's website	26%	48%	3
The city's use of social media	16%	39%	4
Quality of city video programming including city television channel (Channel 2) and web streaming	7%	35%	5
The content in the City's magazine KCMore	6%	38%	6

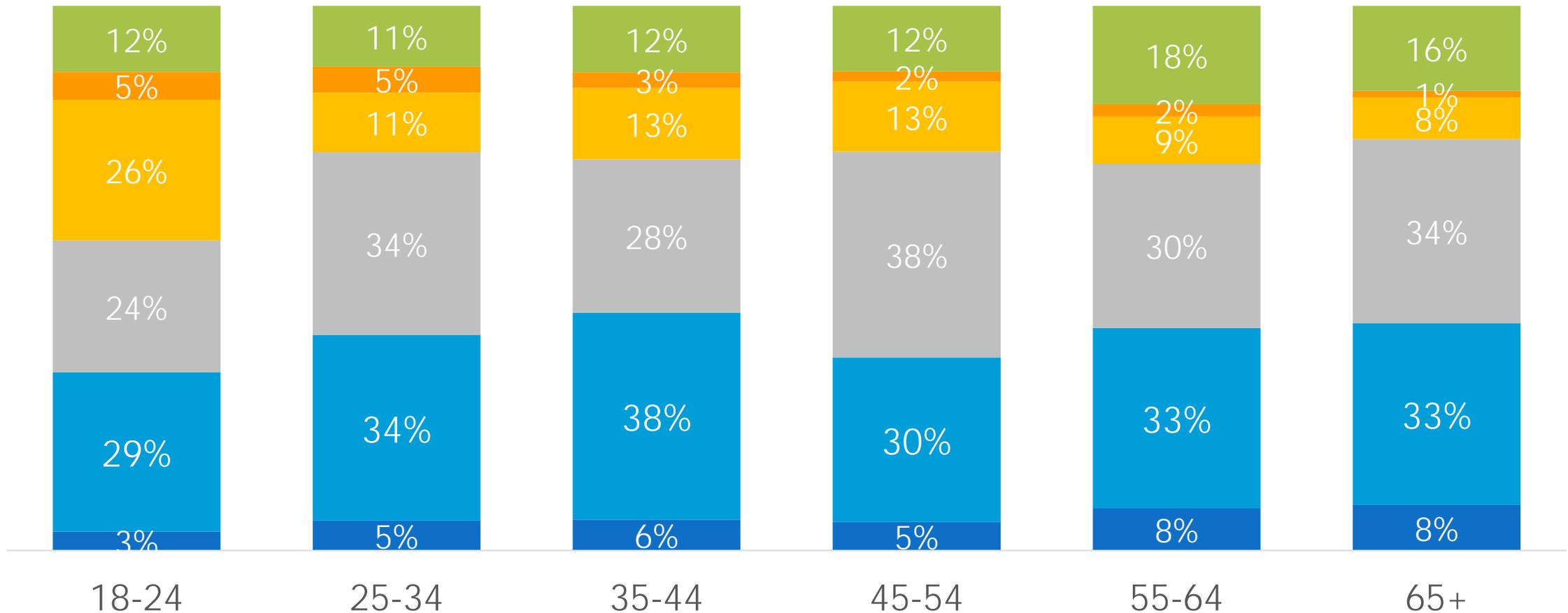
Citizen Satisfaction with the Availability of Information about City Programs and Services



Source: Resident Survey

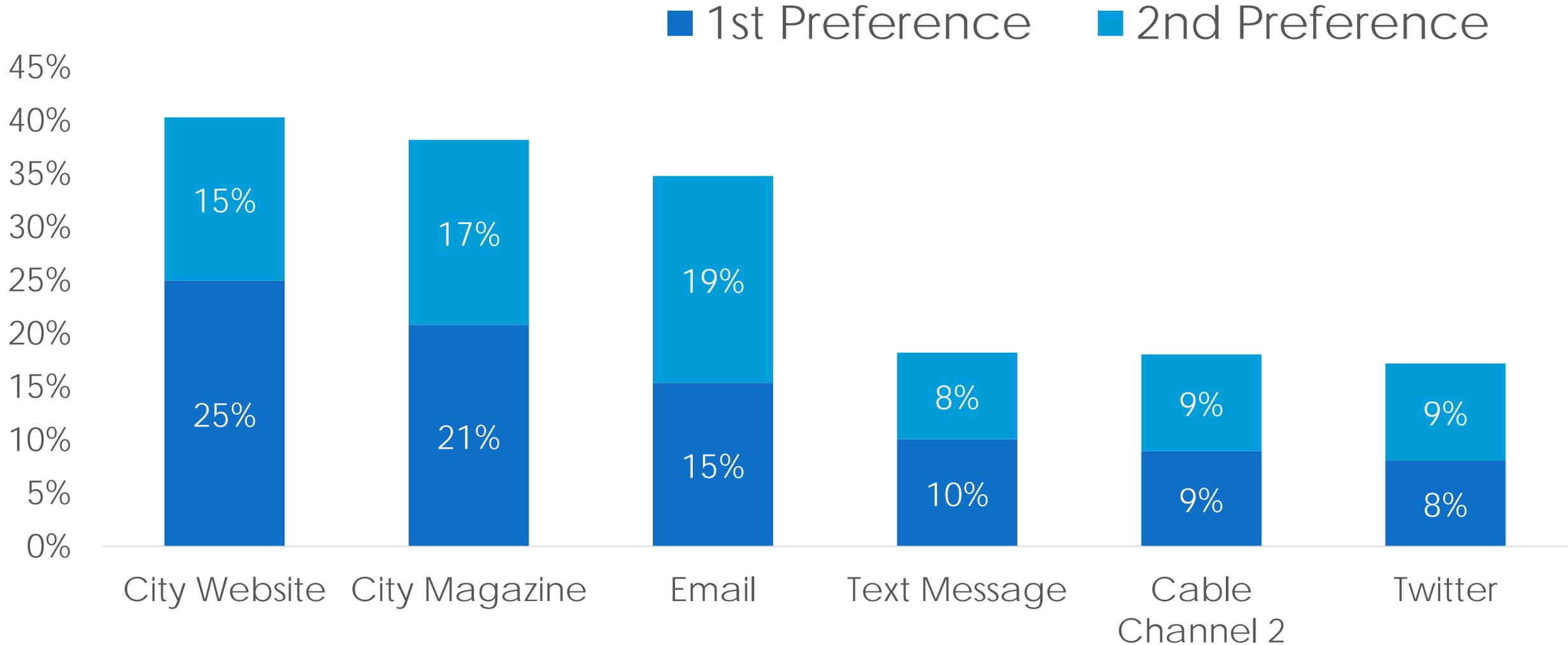
Availability of Information by Age Demographics

Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied Don't Know



Source: Resident Satisfaction Survey

1st and 2nd Preference for Receiving Information



Source: Resident Satisfaction Survey

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)

Citywide Strategic Communications Plan



CITY OF
KANSAS CITY,
MISSOURI

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 image of a bridge with arches. A search bar with the text 'WHAT ARE YOU LOOKING FOR?' is positioned below the image. The main content area is divided into sections: 'About GO KC' with a 'YEAR 1' graphic and 'GO KC yearly project lists' and 'GO KC sidewalk projects' icons; 'GO KC latest updates' with a text block and a 'Read More' link; and 'GO KC Projects Explorer' with a bar chart. Contact information for KCMO is provided at the bottom left.



Projects



CITY OF
KANSAS CITY,
MISSOURI



GO KC – an integrated, strategic approach



Sidewalk Repair

Description:
This is the repair of sidewalks, curbs and drainage pipes. It is a capital project that is funded by the City of Kansas City, Missouri. The funding for this project is provided by the City of Kansas City, Missouri. The funding for this project is provided by the City of Kansas City, Missouri.

Funding Source	2018						Total
	April	May	June	July	August	September	
City of Kansas City	1,251,115	2,151,115	2,151,115	2,151,115	2,151,115	2,151,115	12,907,770
State of Missouri	2,000,000	2,000,000	2,000,000	2,000,000	2,000,000	2,000,000	12,000,000
Federal	4,000,000	4,000,000	4,000,000	4,000,000	4,000,000	4,000,000	24,000,000
Total Project	7,251,115	8,151,115	8,151,115	8,151,115	8,151,115	8,151,115	48,907,770

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



GO KC – an integrated, strategic approach

City of Kansas City, Mo. Government
Published by City Communications [?] · March 2 ·

The final phase of the Dodson Flood Control Project is moving right along with all signs indicating that the much-needed work will be completed by late 2020. This project is being funded by revenue from the GO KC bonds totaling more than \$7.5 million plus another \$17 million more from the federal cost share. The plan involves building a 20-foot tall levee to protect the area. <http://kcmo.gov/.../dodson-flood-control-project-moves-forwa.../>



KCMO.gov » Dodson Flo forward; GO bonds kick i industrial district

KCMO.GOV

City of Kansas City, Mo. Government
Published by City Communications [?] · October 23, 2017

Another GO KC project broke ground on the City's east side and 23rd Street improvements.

Roadway improvements include realigning, widening, pavi gutter replacement, sidewalks, storm and sanitary sewers, relocation, and other amenities along this section of 22nd Street.

Learn more about GO KC bond projects at kcmo.gov/gokc



Media Advisory

City of Kansas City, Missouri
kcmo.gov

Media Advisory: City set to start GO KC Sidewalk program

FOR PLANNING ONLY: April 12, 2018

Kansas City voters were clear about their desire to change the way sidewalks are repaired and paid for across the City. That's a major reason \$150 million was dedicated from the \$800 million bond package approved last April to sidewalk repairs.

WHO: Mayor Sly James and other elected officials gather to kickoff the city's GO KC Sidewalk program
WHEN: Friday, April 13 at 10 a.m.
WHERE: 33rd and Michigan Avenue
WHY: To officially launch this citywide program with a concrete pour

Media questions can be directed to Beth Breitenstein, Public Works Public Information Officer, at 816-613-2612.

GOkc | CITY OF KANSAS CITY, MISSOURI

Share Tweet Forward

Go KC Q&A

For ongoing needs, answers to questions about the GO KC bond projects

Q: How is the impact money being used?
The bonds will be used through a program to increase. For a fiscal year 2018, the program will have a total of \$150 million to be used for sidewalk repairs. In other years it will be lower.

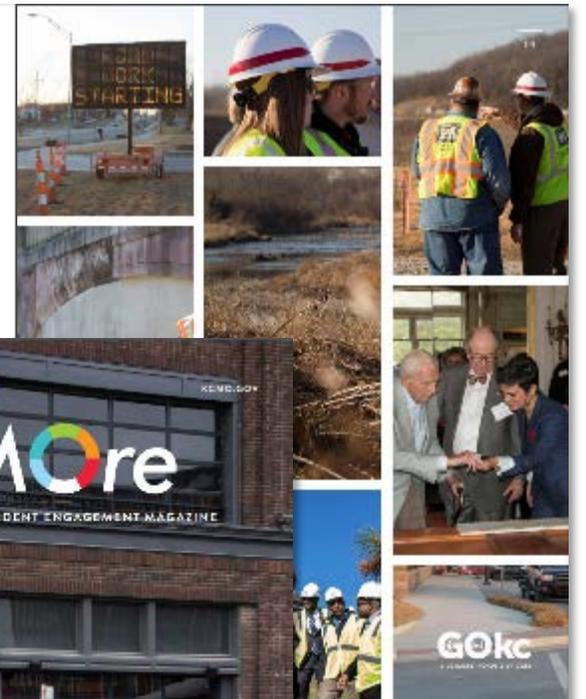
Q: What is the general obligation bond?
General obligation bonds are issued by the City of Kansas City, Missouri, to raise money for public projects. They are called general obligation bonds because they are backed by the full faith and credit of the City. The bonds are not guaranteed by the state or federal government's ability to pay, and

Q: What is the impact money being used for?
The bonds will be used through a program to increase. For a fiscal year 2018, the program will have a total of \$150 million to be used for sidewalk repairs. In other years it will be lower.

Q: What GO KC projects have already started?
Multiple projects are scheduled to start in the summer. One project is the relocation of the 22nd Street bridge.

Q: Why does Kansas have a general obligation bond?
The City of Kansas City, Missouri, has a long history of issuing general obligation bonds to fund public projects. The City's general obligation bonds are used to fund a wide range of public projects, including:

- Construction of new buildings
- Renovation of existing buildings
- Construction of new streets
- Renovation of existing streets
- Construction of new bridges
- Renovation of existing bridges
- Construction of new parks
- Renovation of existing parks
- Construction of new schools
- Renovation of existing schools
- Construction of new libraries
- Renovation of existing libraries
- Construction of new museums
- Renovation of existing museums
- Construction of new theaters
- Renovation of existing theaters
- Construction of new concert halls
- Renovation of existing concert halls
- Construction of new arenas
- Renovation of existing arenas
- Construction of new stadiums
- Renovation of existing stadiums
- Construction of new arenas
- Renovation of existing arenas
- Construction of new arenas
- Renovation of existing arenas



GO KC Sidewalks project



Social Media Reaction to GO KC Sidewalks

 Carolyn (Schulze) Fischer
@cschulzeinKC

Our daughters have SUCH a passion for bringing more sidewalks to KCMO that it didn't surprise me when we got this pic today from their walk home 😍

💪 #littleadvocates #bigvoices
#makingkcsafe #gokc



4/27/18, 6:17 PM

 Eric Bunch
@EricWBunch

Had a good time at the #GOKC sidewalk pouring today. Also caught a pic of @BethB3 using one of her many talents - herding elected officials!

Glad to see so much hard work from so many finally coming to life.



4/13/18, 9:30 PM

Over 1,600 views of the video.
Over 4,500 people reached.
Over 60 likes. 33 comments.



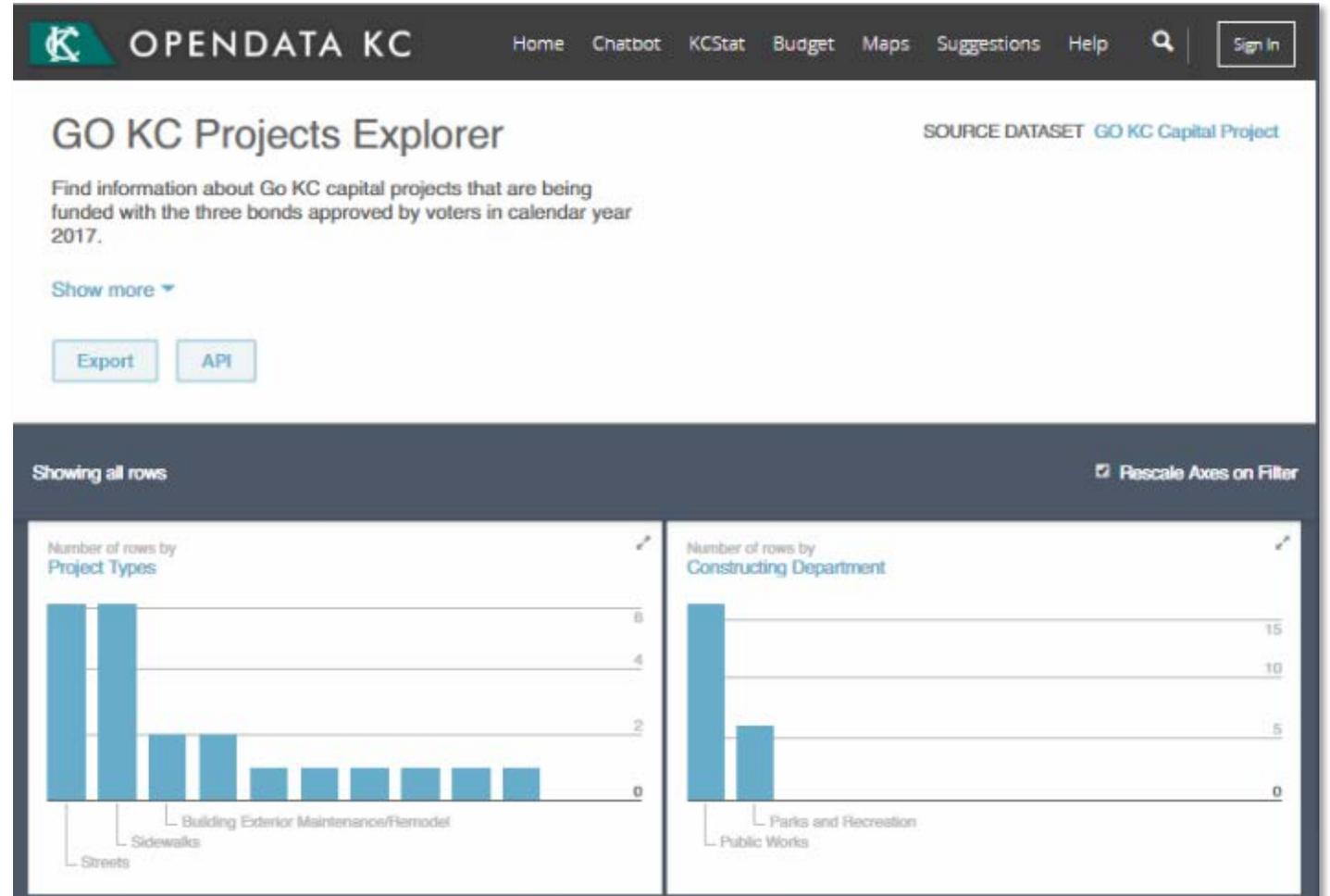
City of Kansas City, Mo. Government: City breaks ground on GO KC sidewalk repair

Today, Mayor Sly James, City Manager Troy Schulte and Councilmembers Quinton Lucas and Scott Wagner gathered on the city's east side with other city leaders at 33rd and Michigan Avenue to celebrate the kickoff of sidewalk repair citywide tied to Go KC bond...

How to Find GO KC Project Info

[KCMO.gov/gokc](https://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.



Creatively-staged events



GO KC Year One Report Card



YEAR 1 REPORT CARD

This GO KC report card summarizes the progress of projects launched in Year One of the 20-year infrastructure repair plan approved by voters in April 2017.

The City has held several groundbreaking, launched a citywide sidewalk repair program, repaired fountains, synchronized traffic signals, and held Design Open House sessions to gather input prior to construction for additional projects.

Not all of the projects are glitzy and glamorous, but all are essential to building a better Kansas City with better sidewalks, a new animal shelter, less flooding, and more accessibility for all our residents.

In addition to this annual report card, the City created the GO KC Project Explorer in Open Data KC, which allows residents to track progress and review details of ongoing projects. Complete information is also available at kcmo.gov/gokc.

FOR MORE INFO VISIT KCMO.GOV/GOKC

GOkc CITY OF KANSAS CITY, MISSOURI
SIDEWALKS, ROADS & BRIDGES

YEAR 1

YEAR ONE PROJECTS BY TYPE

Paseo Bridge Repairs over Brush Creek	Complete	Bridges
Spirit of Freedom Fountain	Complete	Bridges
Delbert Hoff Fountain	Construction underway	Buildings
KC Museum	Construction underway	Buildings
Starlight ADA	Construction underway	Buildings
City Hall - Elevator ADA	On Order	Buildings
Animal Shelter	Design	Buildings
Maple Woods Parkway	Design	Buildings
North Oak Trafficway	Design	Streets
Southwest Quadrant Beacon Hill	Construction underway	Streets
135th St from Wornall Rd to M-150	Groundbreaking held	Streets
Paseo Gateway	Design	Streets
Prospect MAX	Ongoing	Streets
Wornall Road, 85th-89th	Bids awarded	Streets
Beardsley Road Landslide	Design	Streets
22nd/23rd Street	Construction underway	Streets
Marlborough Community Infrastructure	Construction underway	Streets
Penn Valley Park Landslide	Construction underway	Streets
Broadway Traffic Synchronization	Final Testing	Streets
Swape Park Industrial Levee	Right-of-way Acquisition	Flood Control
Dodson Industrial	Groundbreaking held	Flood Control
Turkey Creek	Groundbreaking held	Flood Control
Citywide Sidewalk Repair	Construction underway	Sidewalks
ADA Curb Ramps	Construction underway	Sidewalks
1% for Arts	Allocated	Public Art

YEAR 2

YEAR TWO PROJECTS

The second year of GO KC is set to be just as vigorous as the first, with about \$62.4 million worth of projects scheduled. Of that amount, slightly more than \$42 million is being dedicated to repair roads, bridges and sidewalks. The animal shelter moves into Year Two, accompanied by a \$4 million upgrade for the KC Museum and \$5 million being set aside for sidewalks. The Paseo Gateway will see \$4 million in GO KC dollars while Maple Woods Parkway (to Anne Gurney Park) gets some \$6.8 million. The extensive Prospect Max project is getting \$9.2 million while work on North Oak Trafficway is receiving \$5.3 million. Flood control gets a major funding boost in year two, with about \$7.6 million going for Dodson/Turkey Creek debt service. For a complete list of second-year projects, check out kcmo.gov/gokc.



Spotlight: City's new sidewalks program means more \$\$ for residents

Behind every great movement lies a catalyst for change. In this case, the plan to reinvest the way KCMO pays for sidewalks was a prime reason voters overwhelmingly approved the issuance of \$800 million in bonds to create a massive capital improvements program. That's why it was the first question on last April's ballot. And that's why the minute it passed planners dove right in to create a whole new program that takes a balanced approach to this age-old problem.

In Year One, the City launched a citywide sidewalk repair program that already has paved 11 blocks of new sidewalks and is well on its way toward making Kansas City more pedestrian-friendly.

This \$150 million investment removes the burden from individual property owners, totally reworking the way sidewalks have been repaired and built across the City. This program will systematically evaluate, repair and replace sidewalks. Before the General Obligation bonds, residents basically paid for the spot repair sidewalk program. To streamline the process and, in fairness to those who will pay the new tax, the City has forgiven any outstanding assessments before the April vote. The City's systematic sidewalk inspections began in concert with construction of a shovel-ready backlog of spot repairs. Once the backlog is cleared, the work will expand to other areas.

The goal is to make it through two citywide cycles over 20 years, fixing sidewalks in every part of the City.

25
PROJECTS IN MOTION

11
PROJECTS OVER 75% COMPLETE

4
PROJECTS WITH AGENCY/GOV'T PARTNERS

What people are saying

"...bonds approved earlier this year voters are finally turning planning into progress..."
FOX 4 NEWS REPORT

"...The City of Kansas City Mo takes care of infrastructure!"
BELLIE WEAD, Facebook

On sidewalks: "They look fantastic - and we love them! ... We appreciate @KCMO's support on the project!"
@MARTINCITYMO

"...this sort of work is helping attract economic development..."
FOX 4 NEWS REPORT

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)

Training Expansion

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

In FY18, we offered 19 sessions in order to meet the needs of the organization.



1,350

employees have attended

30%

Workforce is represented

2.5 Days

Of training

Channels for Training



thinkzoom

Education & Development

ED talks

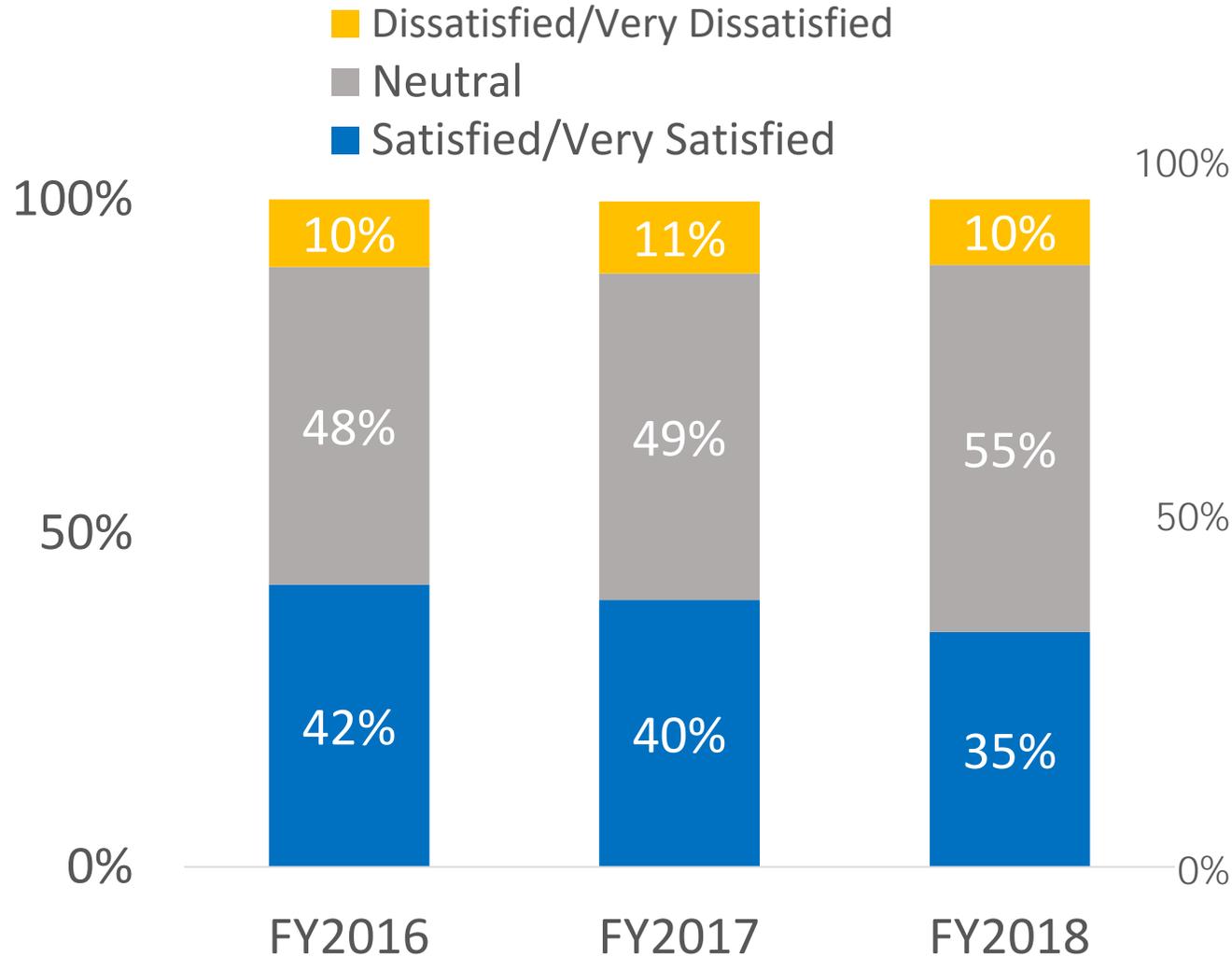
Thinkzoom Updates

- 2,950 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
 - Internship Development training in support of A.R. 7-4
- Mandatory trainings include:
 - Ethics Refresher Course
 - The Health Department's Annual HIPAA Policy Training
 - General Services' Reporting of Workplace Injuries

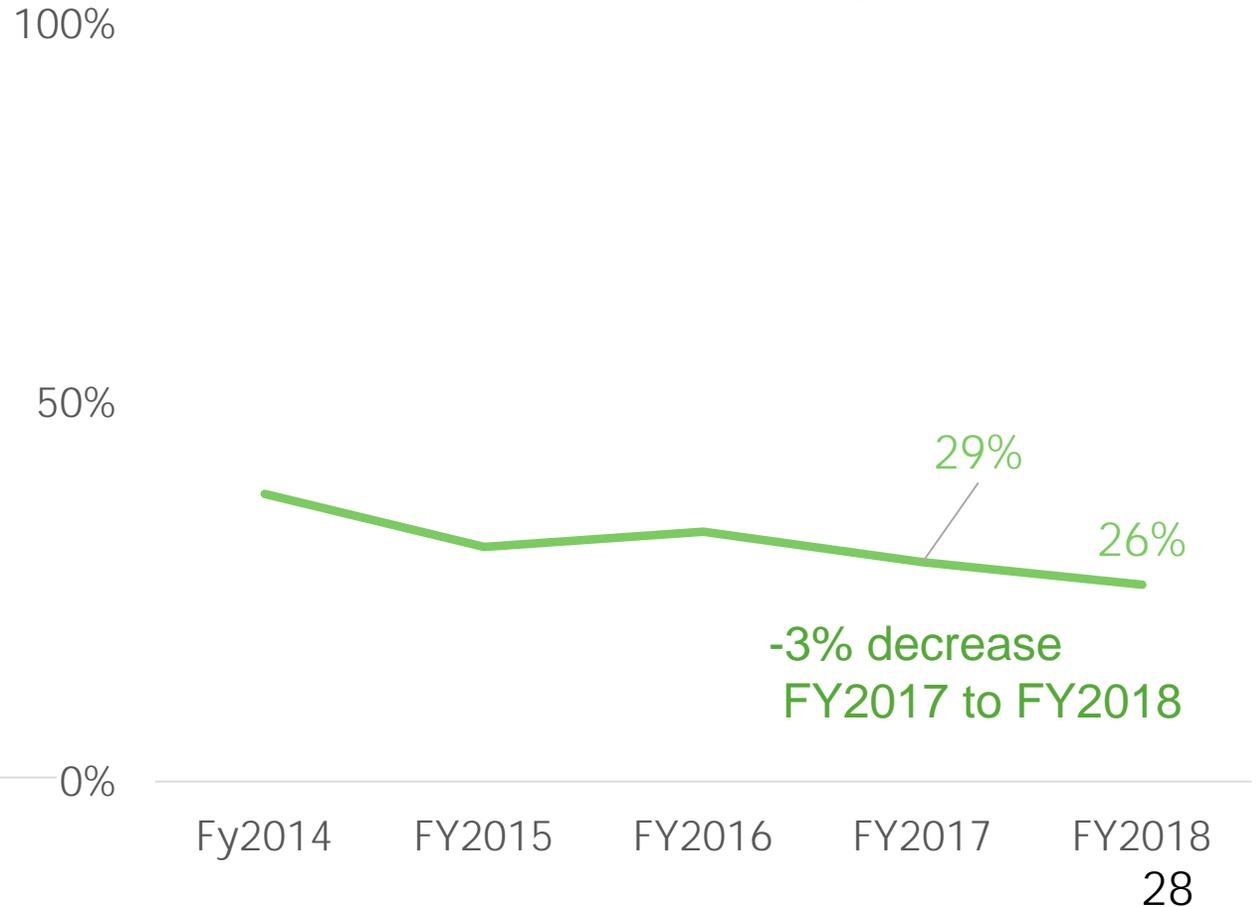
Strategy C

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

Citizen Satisfaction with KCMO Video Content (TV and Online)



% of citizens who have watched Channel 2 in the last year



Traditional vs. Millennial



KC in 60



<https://youtu.be/R0AO6NvlwwQ>

Compass KC and Disabled Parking KCI New Crosswalk Signals



Compass KC and Disabled Parking KCI



New Crosswalk Signals

AlertKC Stats



City of Kansas City, Mo. Government

Published by City Communications (?) · May 2 at 12:24pm · 🌐

We may have severe weather in our area today. It is a good time to check and make sure you are signed up for Alert KC. Weather warnings and community messages are delivered directly to your phone.

<http://kcmo.gov/alertkc/>



Performance for Your Post

2,959 People Reached

924 Video Views

49 Likes, Comments & Shares 📊

31 Likes	25 On Post	6 On Shares
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9 Comments	2 On Post	7 On Shares
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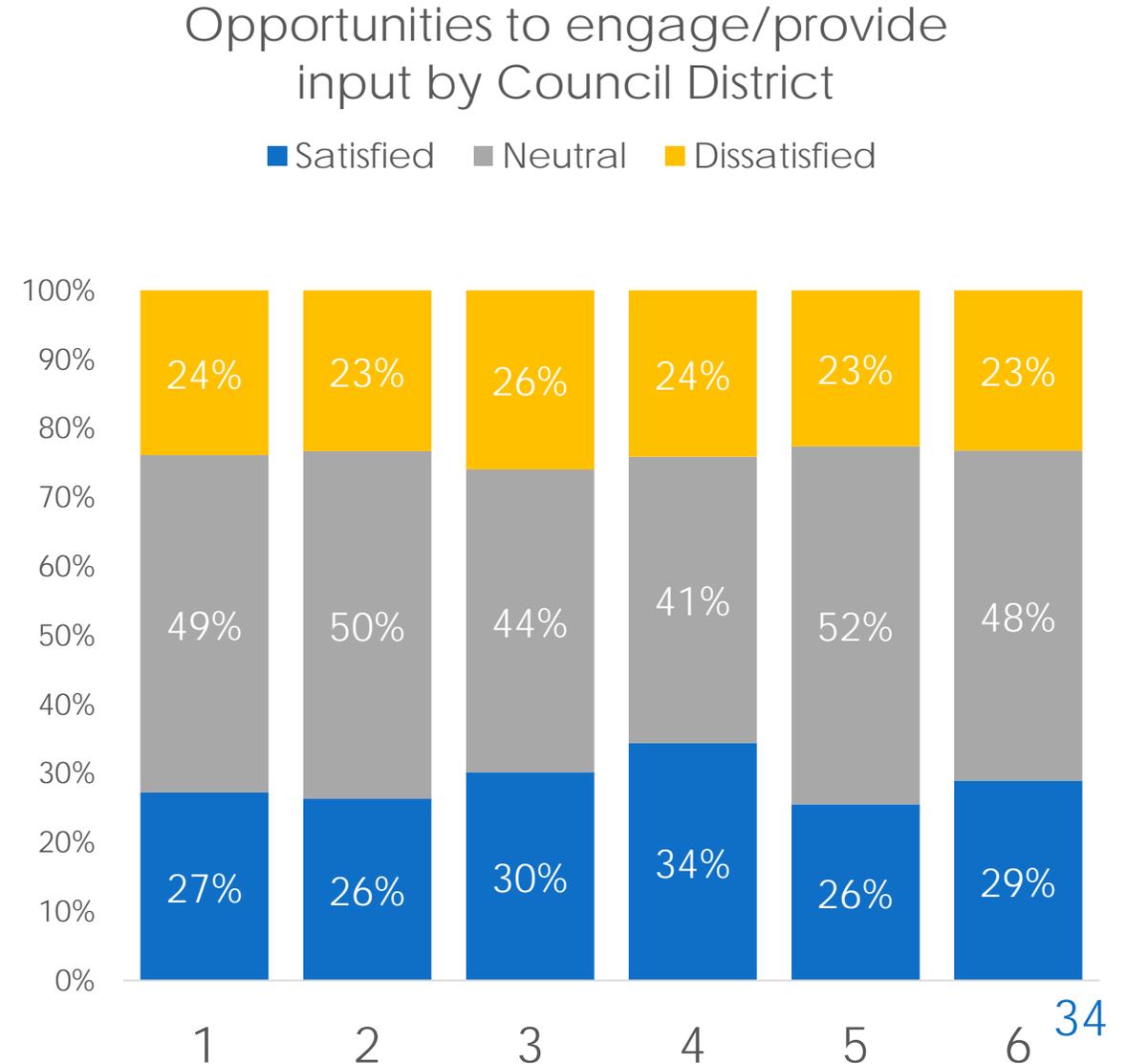
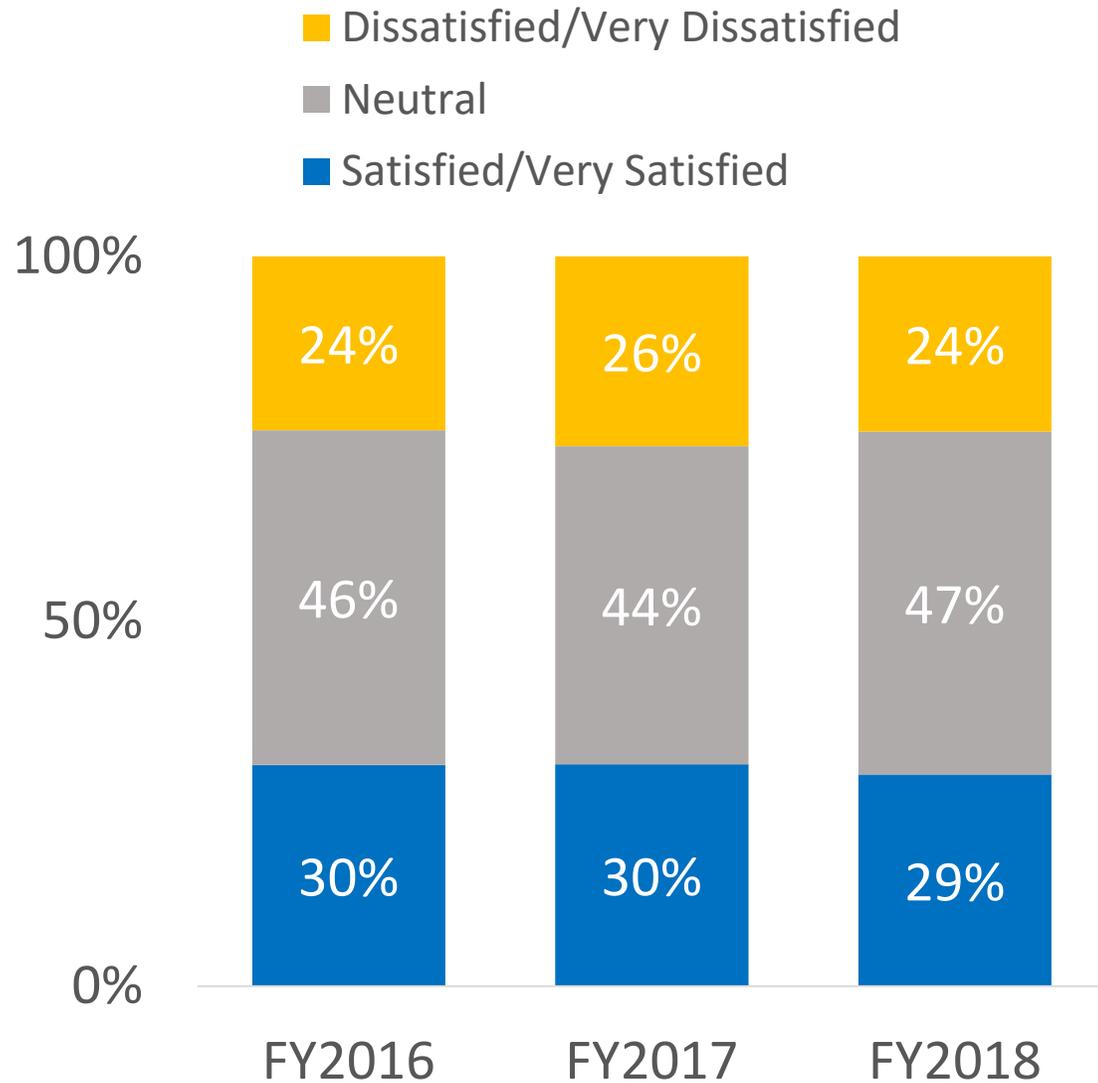
9 Shares	9 On Post	0 On Shares
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157 Post Clicks

16 Clicks to Play 📊	72 Link Clicks	69 Other Clicks 📊
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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

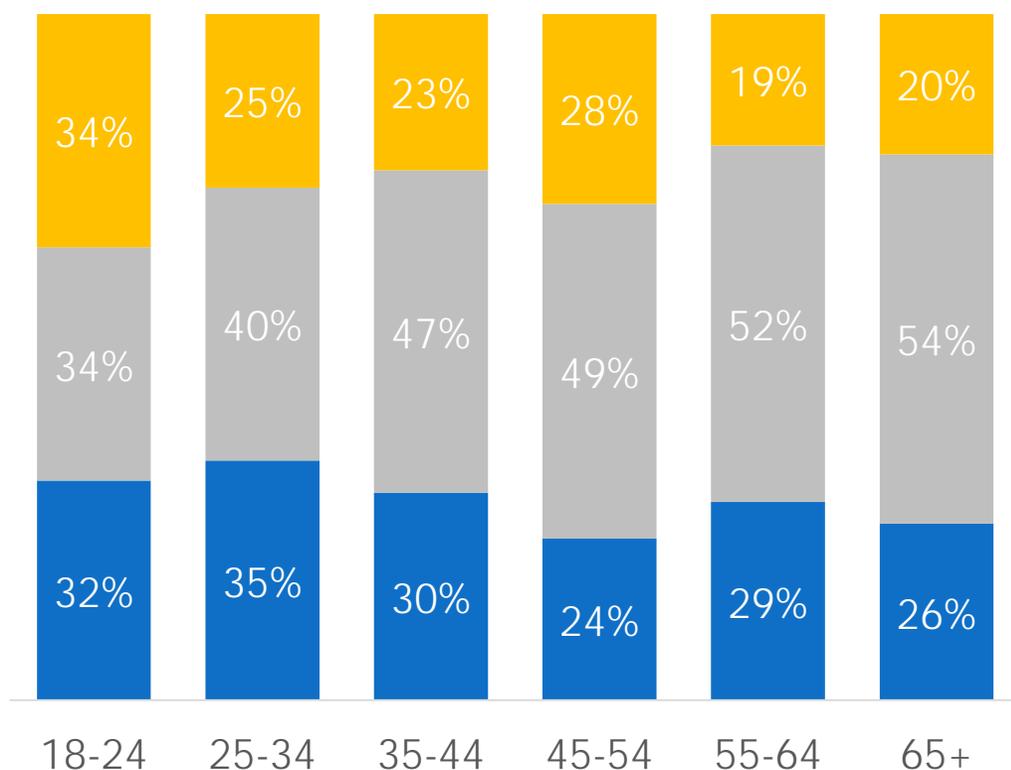


Source: Resident Satisfaction Survey

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

Opportunity to Engage/Provide Input by age group

■ Satisfied ■ Neutral ■ Dissatisfied



Demographic Breakdowns

- Race does not have a significant impact on satisfaction either
- Age has some variation in satisfaction
- Higher household income also has some variation in satisfaction
- **Key Takeaway:** There is a high level of neutral across demographics and place. Opportunities are in improvement citywide.

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)

Upcoming Resident Engagement - Budget

- Awarded Government Finance Officers Association (GFOA)'s 2018 Award for Excellence in Government Finance on "Engaging Residents in KC's Citywide Business Plan"
- 2018 Update to the Citywide Business Plan – Resident Work Sessions
 - Currently planning
 - Mid to Late August to Early October



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

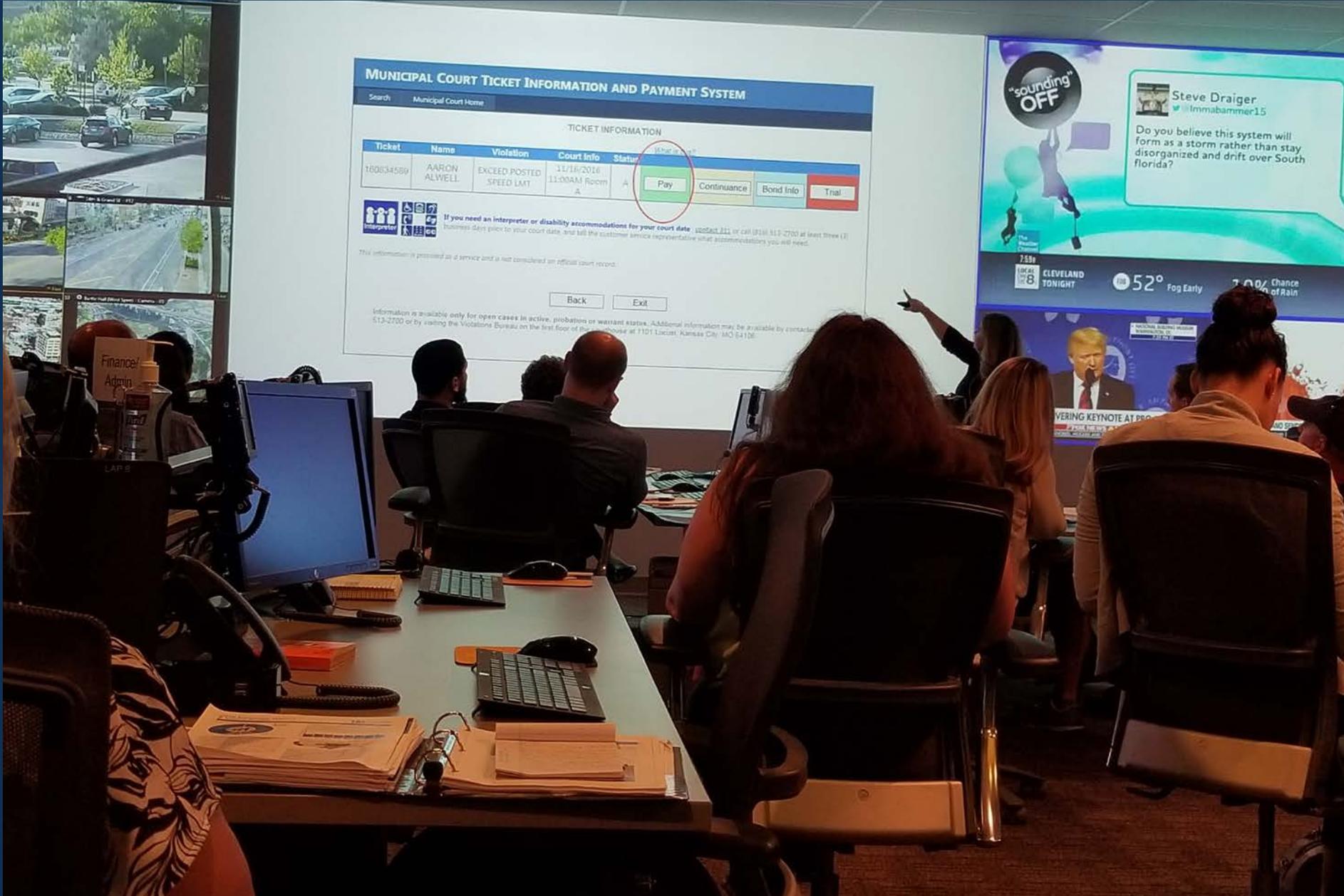
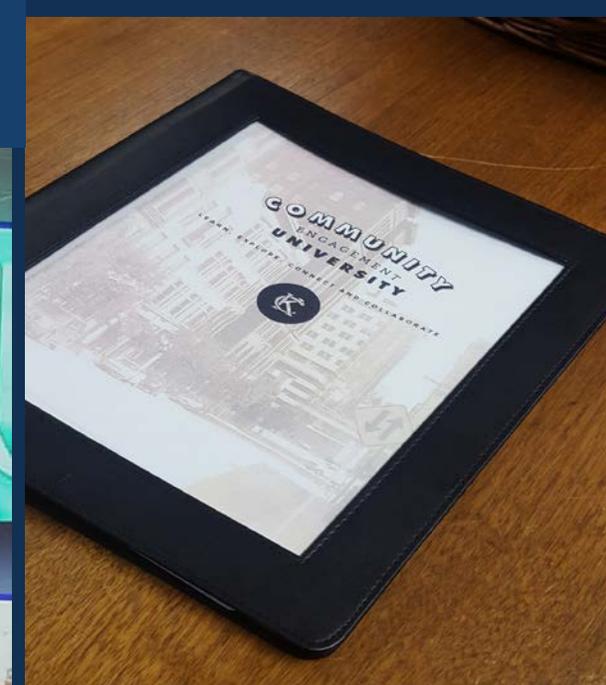
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly 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

Community Engagement University



MUNICIPAL COURT TICKET INFORMATION AND PAYMENT SYSTEM

Search Municipal Court Home

TICKET INFORMATION

Ticket	Name	Violation	Court Info	Status	What to do
100634569	AARON ALWELL	EXCEED POSTED SPEED LMT	11/16/2016 11:00AM Room A	A	Pay Continuance Bond Info Trial

If you need an interpreter or disability accommodations for your court date, contact 311 or call (313) 513-2700 at least three (3) business days prior to your court date, and tell the customer service representative what accommodations you will need.

This information is provided as a service and is not considered an official court record.

Back Exit

Information is available only for open cases in active, probation or warrant status. Additional information may be available by contacting 513-2700 or by visiting the Violations Bureau on the first floor of the courthouse at 1101 Locust, Kansas City, MO 64108.

"sounding OFF"

Steve Draiger
@Inmabammer15

Do you believe this system will form as a storm rather than stay disorganized and drift over South Florida?

7:58i
CLEVELAND TONIGHT 52° Fog Early 70% Chance of Rain

EVERING KEYNOTE AT PRO...

CEU FY2018

- Eight Sessions
- Every Tuesday
- 4 off site visits
- Started April 3rd

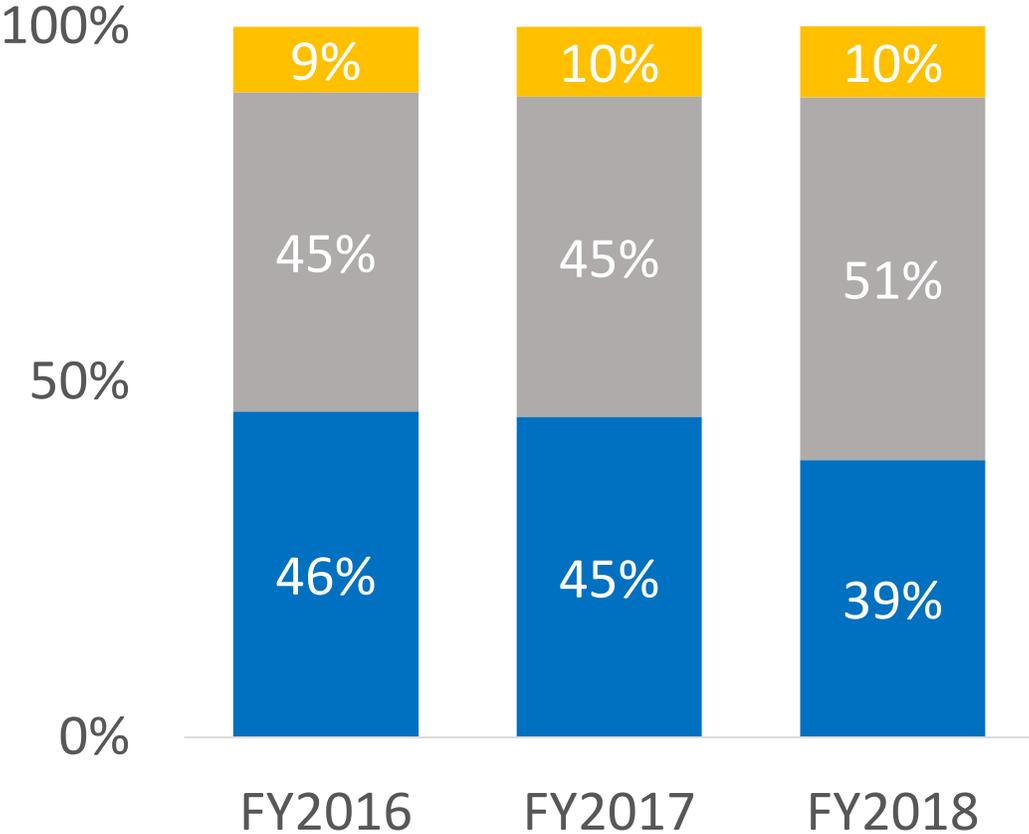
Strategy B

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)

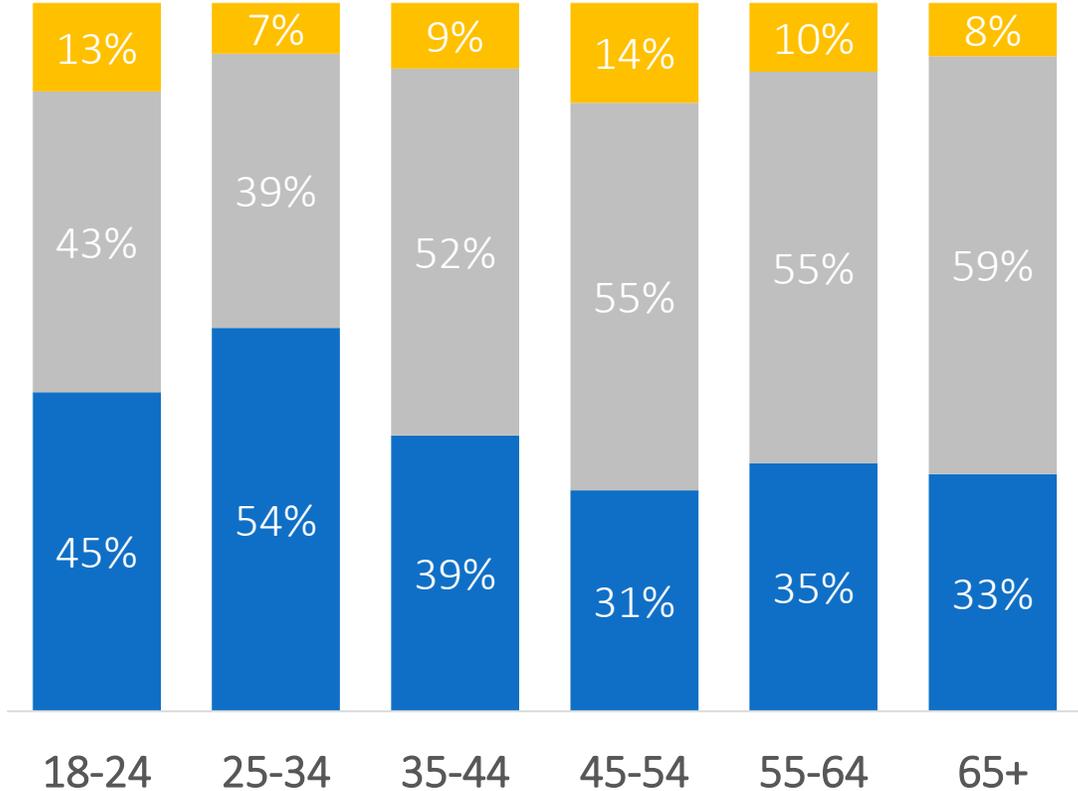
Resident Satisfaction with KCMO's Use of Social Media

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

Satisfaction with city's use of social media



Satisfaction by Age



Source: Resident Satisfaction Survey

Social Media Growth



Twitter:

May 2017: **83,000** followers (As of May 18, 2017)

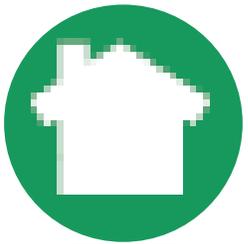
May 2018: **94,400** followers (As of May 18, 2018)



Facebook:

May 2017: **7,900** likes (as of May 31, 2017)

May 2018: **9,056** likes (as of May 25, 2018)



Nextdoor:

May 2017: **48,800** households

May 2018: **62,500** households

- We utilize [KCMOMentum.org](https://www.kcmomentum.org) as the City's virtual town hall to connect and hear from residents on important topics.
- Recently, we posted a topic on the site asking for community input/recommendations for the MLK Advisory Group for a Martin Luther King, Jr. designation in Kansas City.
- Over **46 interactions** on the site from residents with several great ideas.



What recommendations do you have for the MLK Advisory Group for a Martin Luther King, Jr., designation in Kansas City?

Description

Topic Details

On April 6, 2018, Mayor Sly James formed the MLK Advisory Group, a special group comprised of trusted community members, to make a recommendation for a Martin Luther King, Jr., designation in Kansas City. James has commissioned the group to engage the broader community to find a solution that truly honors Dr. King and his ideals of equity and respect and also aligns with the City's long-term planning goals and vision for an inclusive community.

The group has been asked to consider this issue, engage the broader community, and after doing so, make a recommendation within 45 days.



GORDON K. added an idea in **MLK Advisory Group!**

May 17

Airport now, street/corridor eventually (more consideration)

* Renaming KCI is a good first step.

Historically, JFK was once Idlewild Airport, then renamed in memory of John F. Kennedy, the 35th President of the United States, following his assassination.

I remember when Martin Luther King Jr was assassinated, just a few years after Kennedy. Having an MLK airport to honor his memory would elevate KC to the stature of NYC, nationally and to the world.

So let's rename the airport now !

* Then consider renaming a thoroughfare (preferably East-West) that would truly bring the Kansas City community together.

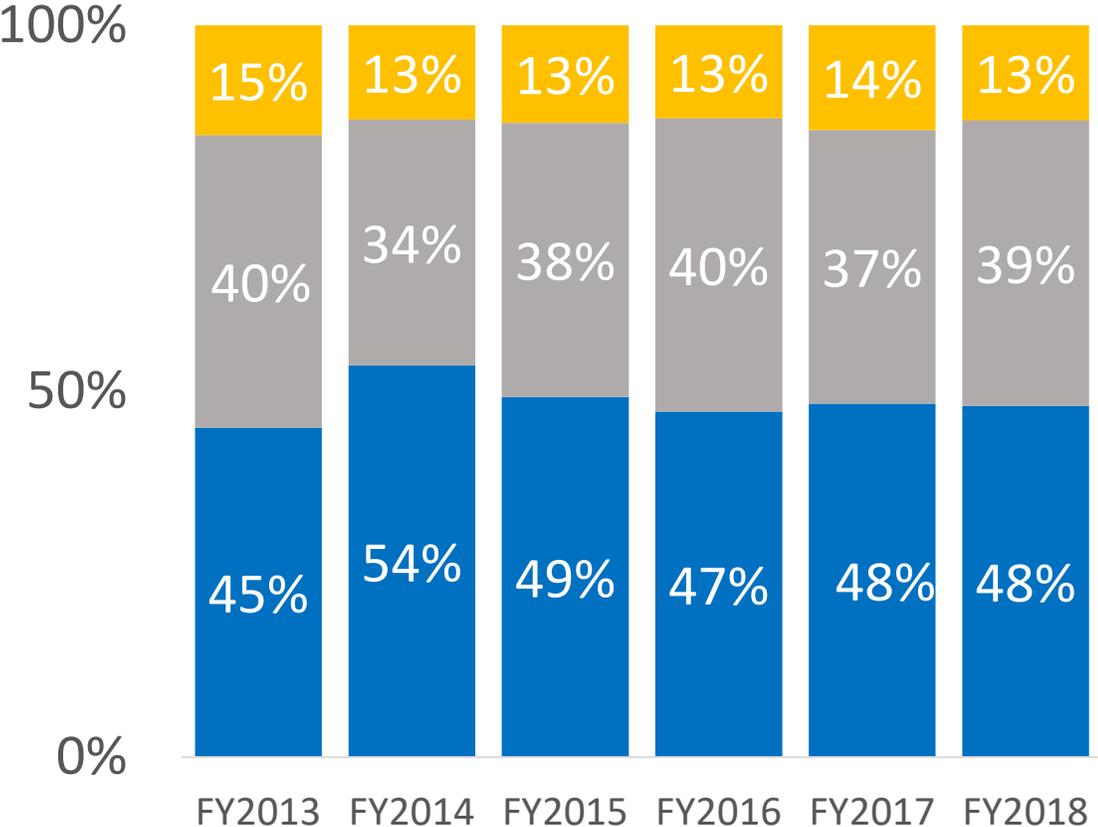
Objective 3: Promote trust and understanding through transparency.

Strategy A

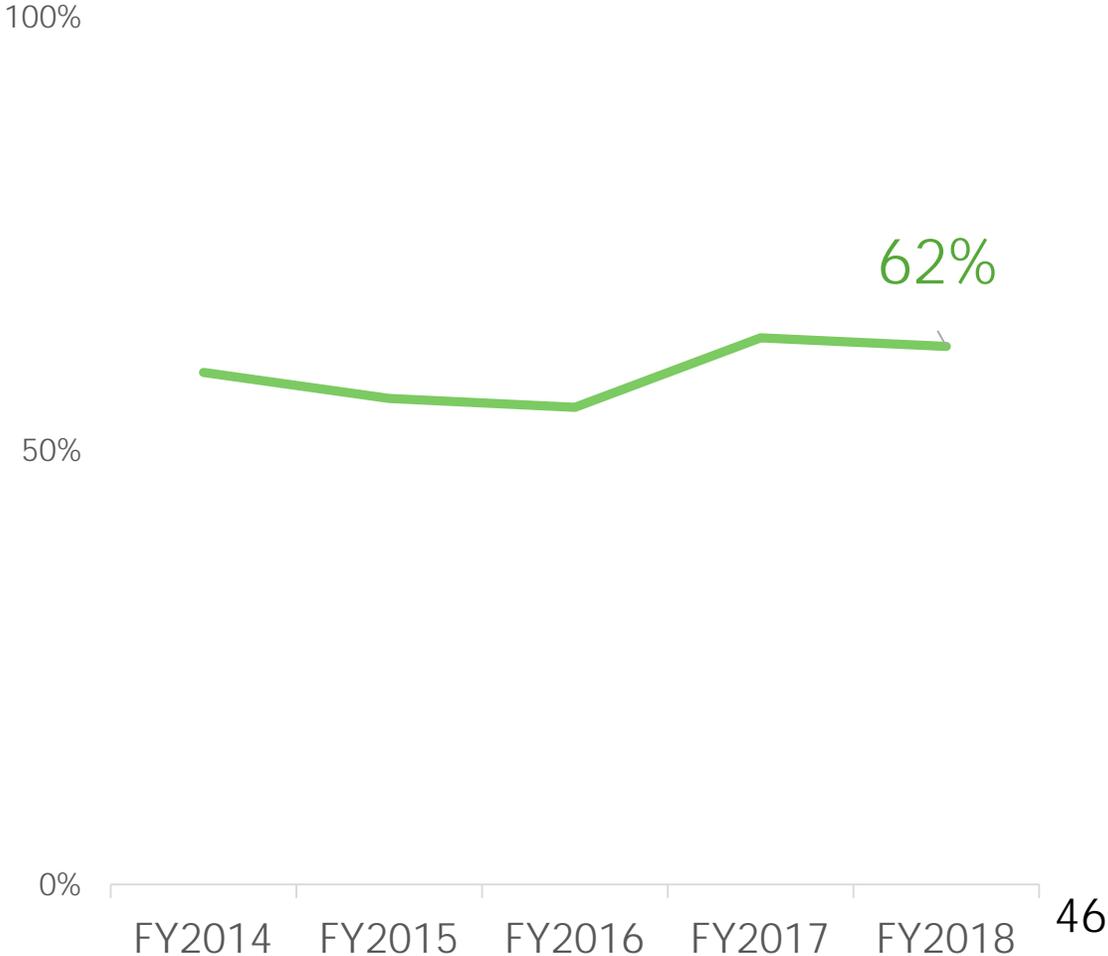
Determine ways to make information about the City's performance, operations, and financial condition more transparent, user-friendly, and understandable to elected officials and the public. (Office of the City Manager)

Citizen Satisfaction with the Usefulness of the City Website

- Dissatisfied/Very Dissatisfied
- Neutral
- Satisfied/Very Satisfied



% of citizens who have visited the website



Source: Resident Satisfaction Survey

KCMO.gov subsites – GOKC and NewKCI

CITY OF KANSAS CITY HOME CITY OFFICIALS DEPARTMENTS CAREERS JTI PAY TAX

GO KC

WHAT ARE YOU LOOKING FOR?

GO KC latest updates

Since voters approved the bond package in April, city staff spent the summer issuing bids, reviewing the bids and selecting contractors, negotiating and signing contracts, and launching the projects. Work began on ADA corner ramps at intersections all over the city. The performance management staff has continued to refine the GO KC Projects Explorer an Open Data for the public to keep tabs on [...]

GO KC Infrastructure Projects

YEAR 1

GO KC yearly project lists

Once voters approved the \$800 million bond proposal in 2017, City officials immediately started designating the [projects](#) that would roll out in the first year. Priority was given to projects already in the capital pipeline. The City Council [authorized a list](#) (ordinance # 1703 d1) that totals \$44.6 million, slightly exceeding the planned \$40 million bond issuance for year one. Not [...]

GO KC sidewalk projects

Question No. 1 on the April ballot called for approval of the issuance of \$600 million in bonds to repair streets, bridges and sidewalks. One of the major selling points for residents was the promise to create a city-funded sidewalk repair program that would eliminate homeowner assessments. To that end, some \$150 million is being [...]

Residents can track progress and review details of the projects citywide or in their own neighborhoods with the [GO KC Projects Explorer](#)!

GO KC Projects Explorer

KCMO City Hall, 414 E. 12th St. Kansas City, MO 64106 816-513-1313 (phone) City Hall hours Report an issue

DEPARTMENT HOME

CITY OF KANSAS CITY HOME CITY OFFICIALS DEPARTMENTS CAREERS JTI PAY TAX

NEW KCI TERMINAL

WHAT ARE YOU LOOKING FOR?

KCI New Terminal Update – April 12, 2018

On April 12, 2018, Aviation presented an update to the new KCI terminal project to the City Council. The projection for gates needed on opening day is up by four, from 35 to 39. Airlines are making a bigger commitment to KC now that the new terminal has been approved. [View the presentation](#) to learn next steps for the project [Edit This](#)

KCI terminal FAQ – election and project

New terminal preliminary designs

New KCI terminal features listed

Download and [print a flyer](#) of this FAQ! On Nov. 7, 2017, Kansas City, Mo. residents [voted in favor](#) of building a new single terminal at KCI, with 75% saying yes to the project. Frequently Asked Questions: Will Kansas City taxpayers have to pay to finance the new terminal? No. All financing will be paid back by the airlines and revenue [...]

A two-story fountain anchors the sleek, modern, initial design concepts unveiled on Oct. 3, 2017 by Edgemoor Infrastructure, the team recently selected as the preferred proposer for the new terminal at Kansas City International Airport. [View the news release](#) for more details. [Review Edgemoor's Oct. 3 presentation](#) to the City Council. Click on the images below to view large, high quality renderings. [...]

The City of Kansas City has specified that the new terminal must have certain features that keep and improve the existing convenience of the terminals at KCI. The preliminary design recently unveiled by Edgemoor features a two-level curbside drop-off and pickup area which will be more convenient and less crowded for travelers. Also, waiting areas [...]

Latest Tweet

KC Water @KCMOWater

Infrastructure/Relish highlights the importance of repairing & replacing Kansas City's infrastructure. Watch how we're strategically & systematically replacing old water mains. bit.ly/2eHLP4E #TimeToRelish

YouTube @YouTube

KCMO City Hall, 414 E. 12th St. Kansas City, MO 64106 816-513-1313 (phone) City Hall hours Report an issue

DEPARTMENT HOME

KCMO.gov – Why update is needed

Bounce rate has **increased 19%** since the free version of search went into place

Primary Dimension: Site Search Status

Secondary dimension: [v] Sort Type: Default [v]

Site Search Status ?	Acquisition			Behavior	
	Sessions ? ↓	% New Sessions ?	New Users ?	Bounce Rate ?	Pages / Session ?
	0.85% ↓ 1,240,446 vs 1,251,099	1.11% ↓ 50.13% vs 50.69%	1.95% ↓ 621,791 vs 634,141	1.13% ↓ 57.23% vs 57.88%	0.61% ↓ 2.14 vs 2.15
1. Visits Without Site Search					
Nov 1, 2017 - Apr 30, 2018	1,133,026 (91.34%)	50.38%	570,763 (91.79%)	62.18%	1.86
May 1, 2017 - Oct 31, 2017	1,139,616 (91.09%)	51.07%	582,057 (91.79%)	63.14%	1.86
% Change	-0.58%	-1.37%	-1.94%	-1.51%	0.27%
2. Visits With Site Search					
Nov 1, 2017 - Apr 30, 2018	107,420 (8.66%)	47.50%	51,028 (8.21%)	4.97%	5.07
May 1, 2017 - Oct 31, 2017	111,483 (8.91%)	46.72%	52,084 (8.21%)	4.17%	5.18
% Change	-3.64%	1.68%	-2.03%	19.21%	-2.10%

Finance Webpages

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

FINANCE
CITY OF KANSAS CITY, MO.

Finance Department
City Hall, 3rd floor
414 E. 12th St.
Kansas City, MO 64106
816-513-1173 (p)
816-513-1174 (f)
finance@kcmo.org

DEPARTMENT HOME

[Financial Information, Reports and Policies](#)
The Finance Department provides financial information for management's use in making decisions that impact City operations. We strive to provide timely, accurate and consistent financial data and reports, and to establish, implement and monitor Citywide accounting polices and procedures. These procedures are necessary for the preparation of multiple financial statements in accordance with City Charter requirements as well as generally accepted accounting principles (GAAP).

Financial Information | [Financial Reports](#) | [Financial Policies](#)

Financial Information
[Supplier/Vendor Payments](#) – This is a listing of payments made to vendors by the City. The listing is published every two weeks as required by Ordinance No. 970032 passed January 23, 1997.

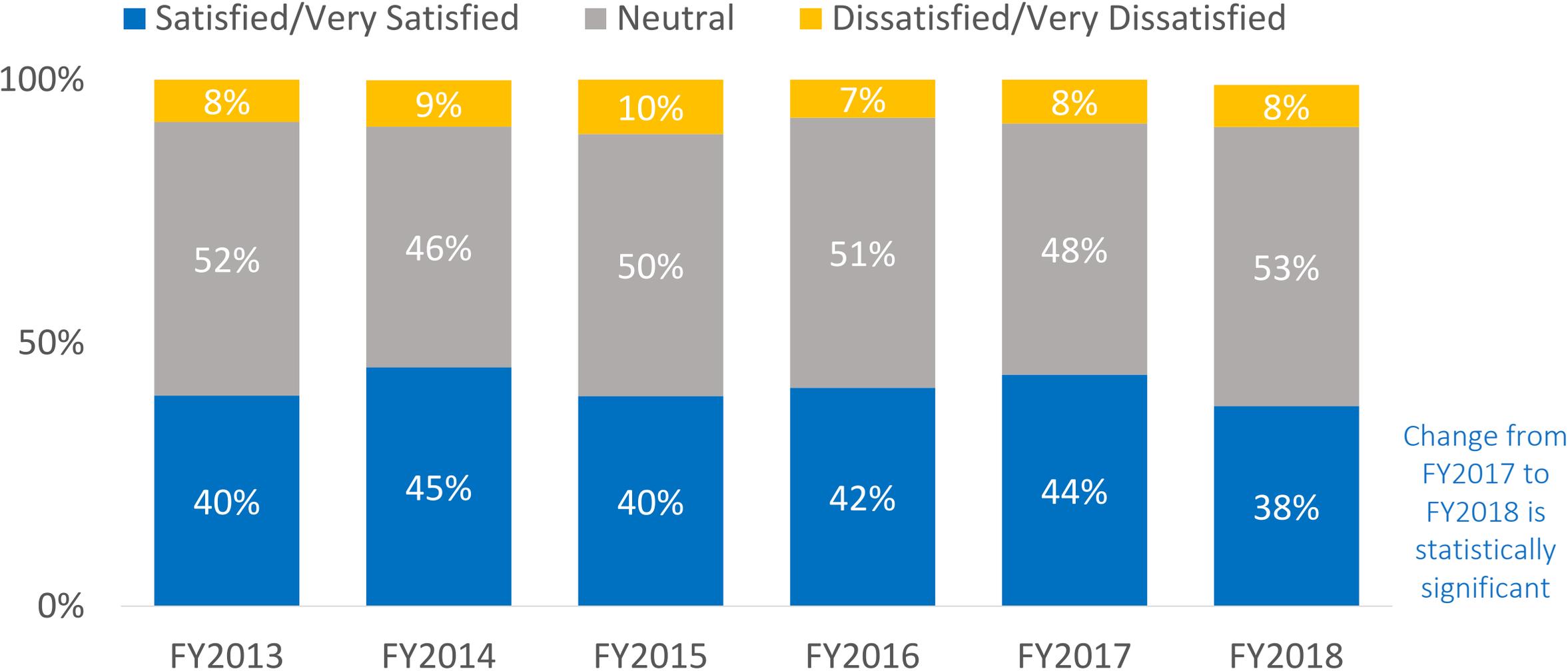
Financial Reports
[FY 2017-18 Five-Year Capital Improvements Plan](#) – The Five-Year Capital Improvements Plan (CIP) attempts to balance the City's resources among previous commitments, reconstruction and maintenance needs, and the demand for new construction.
[FY 2017 Comprehensive Annual Financial Report](#) – CAFR – The Comprehensive Annual Financial Report (CAFR) is designed to fairly present the City's financial position and results of operations as measured by the financial activity of various funds. This report is prepared in accordance with Generally Accepted Accounting Principles (GAAP) in conformance with the standards for financial reporting set forth by the Governmental Accounting Standards Board (GASB), using the guidelines recommended by the Government Finance Officers Association (GFOA).
[FY 2017 Popular Annual Financial Report](#) – PAFR – The Popular Annual Financial Report (PAFR) is an unaudited summary report of the financial activities of the City and is prepared primarily from detailed information contained in the City's Comprehensive Annual Financial Report (CAFR), with selected information from CAFRs prepared in previous years. The PAFR is designed to simplify the information in the CAFR and better inform the public about the overall financial condition of the City, without the heavy use of technical accounting terms or excessive detail. The PAFR is not intended to provide a complete financial picture of the City in accordance with GAAP.

CITY KUDOS

Compliment a KCMO employee!
City employees are always striving to make our City better and we want to recognize the good work that they do. Share a positive experience with a KCMO employee and let them know you appreciate a job well done. It only takes a few minutes to really make someone's day with your kind words.

- **Simplified** site eliminated silos
- Information **consolidated** into fewer pages
- Easier to find reports and forms made the site **more transparent**

Resident Satisfaction with KCMORE Magazine



Source: Resident Satisfaction Survey



City of Kansas City, MO
414 E 12th St
Kansas City, MO 64106

PSRST Standard
US Postage Paid
Kansas City, MO
Permit No. 1055

*****ECRWSEDDM****
Postal Customer

LEAF BRUSH

Set-out Date

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

Trash day	NORTH	CENTRAL	SOUTH
MONDAY	Monday, April 9	Monday, April 23	Monday, April 16
TUESDAY	Tuesday, April 30	Tuesday, April 24	Tuesday, April 17
WEDNESDAY	Wednesday, April 11	Wednesday, April 25	Wednesday, April 18
THURSDAY	Thursday, April 12	Thursday, April 26	Thursday, April 19
FRIDAY	Friday, April 13	Friday, April 27	Friday, April 20

CURBSIDE COLLECTION

- Same day as trash/recycling collection
- Curbside by 7 a.m.
- Limit of 20 sacks and/or bundles
- Paper sacks only
- Each bundle 4' x 2' with twice only
- No duct tape
- No nails
- Call 311 within 24 hours to report a miss

KCWATERSERVICES.ORG/LEAF-BRUSH/

SPRING 2018 REGION MAP

NEW Resident Satisfaction Dashboard

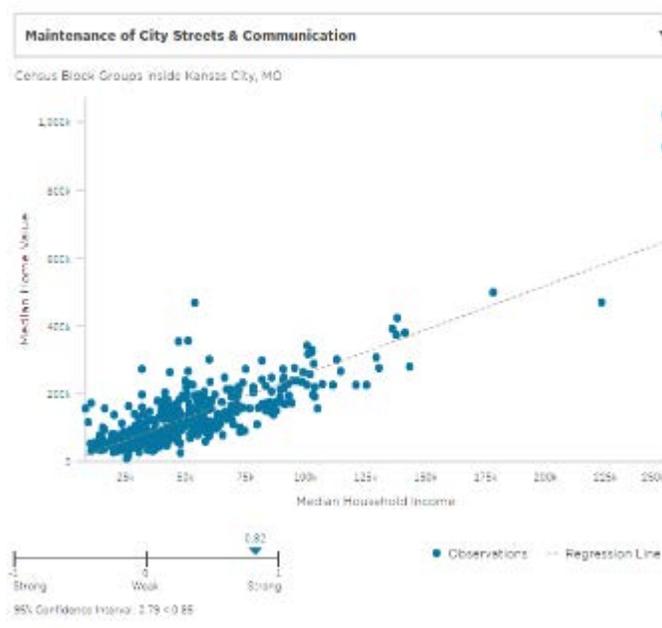
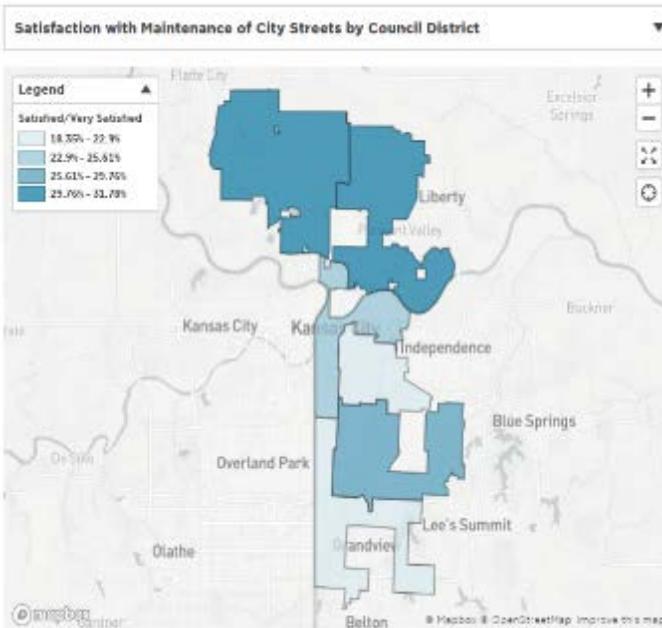


Makes resident satisfaction data more **accessible** in a **dynamic** and **engaging** platform.

Streamlines the way the City's **elected officials**, **staff** and **residents** receive and analyze performance data.

Coming June 14th, 2018

- Overall Perceptions & Priorities
- Police Services & Safe
- Fire/EMS
- Infrastructure
- Public Transportation
- Neighborhoods
- Communications
- Availability of information
- Website
- Public engagement
- 311
- Parks
- Solid Waste
- Airport
- Water Services
- Determinants of Health
- Schools



Internal tool to help with external reporting: Stratex Solutions

What is Stratex?

- Centralized project management tool
- Brings stakeholders together
 - Identify milestones and actions
 - Continuously updated
- Standardized reporting and measures
 - Stay on target
 - KCStat
- Rollout over the next few months



[Register / Log In](#)

Stratex Solutions

Welcome to a system that will change the way you think about organizational planning processes.

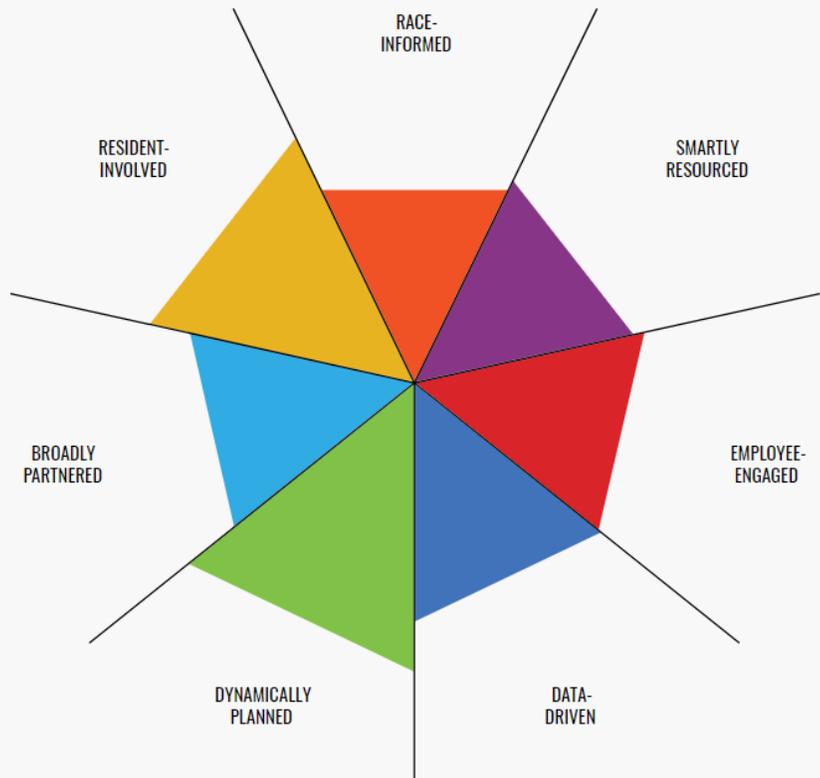


FUN FACT: Stratex was a 2016 Innovation Partnership Program partner and began a contract with the city in 2017

Governing Magazine Equipt to Innovate Award

Kansas City, Missouri was recognized as a high-performing city in the **Dynamically Planned** category of Governing Magazine's 2018 **Equipt to Innovate Awards**

The **Equipt to Innovate** Class of 2018



High-Performing Cities in the Dynamically Planned Category

- ✓ Have a comprehensive, enterprise-wide strategic plan
- ✓ Clearly connect strategic planning activities and city objectives/goals in multiple areas
- ✓ Track goals through data and performance measures
- ✓ Have an established and transparent planning process with check-in points
- ✓ Involve multiple stakeholders in the planning process
- ✓ Obtain strong leadership buy-in and have leaders who promote performance improvement and attainment of strategic goals

Source: *Equipt to Innovate 2018 Profiles in High Performance Government*

Top 3 Sunshine Requests

Approximately 400 sunshine requests per year

- Bids and contracts
- Email – Mayor, Council, Manager
- Salaries and overtime

Online form available: kcmo.gov/sunshine

Strategy B

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

CONGRATULATIONS KANSAS CITY, MO!

You have achieved Silver Certification for 2017.

PLANTINUM
85-100%
COMPLETE

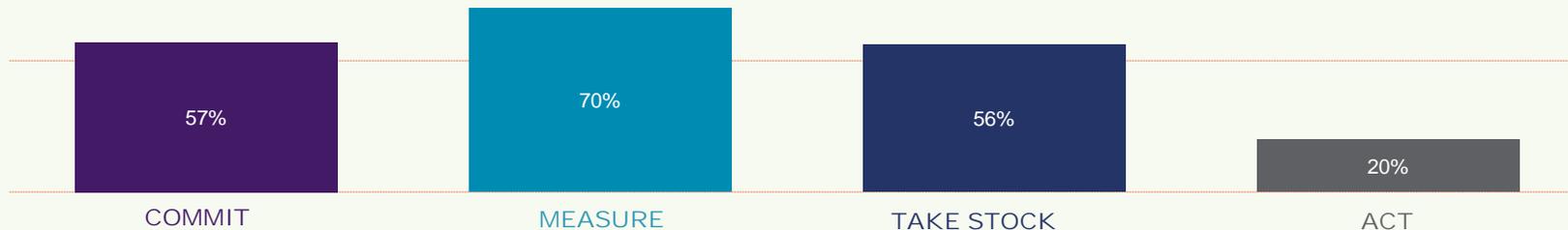
GOLD
62-84%
COMPLETE

SILVER
52%-61%
COMPLETE



10% CRITERIA
TO MEET UNTIL NEXT
CERTIFICATION LEVEL

YOUR SILVER CERTIFICATION WAS REACHED WITH 52% OF
CRITERIA MET ACROSS FOUR COMPONENTS OF THE
STANDARD.



WHAT WORKS CITIES CERTIFICATION TIERS

By rewarding achievements and providing a clear path to excellence, What Works Cities Certification supports local leaders in leveraging what works to deliver unprecedented results for their residents.

WHAT
WORKS
CITIES
SILVER 2017

Silver Certification
52% - 61%

- Cities are **GOOD** at understanding data, tracking progress, and using data and evidence to inform decisions
- Cities achieve at least 52% of the Certification Criteria
 - Cities work across 2 components of the What Works Cities Standard

WHAT
WORKS
CITIES
GOLD 2017

Gold Certification
62% - 84%

- Cities are **GREAT** at understanding data, tracking progress, and using data and evidence to inform decisions
- Cities achieve at least 62% of the Certification Criteria
 - Cities work across 3 components of the What Works Cities Standard

WHAT
WORKS
CITIES
PLATINUM 2017

Platinum Certification
> 85%

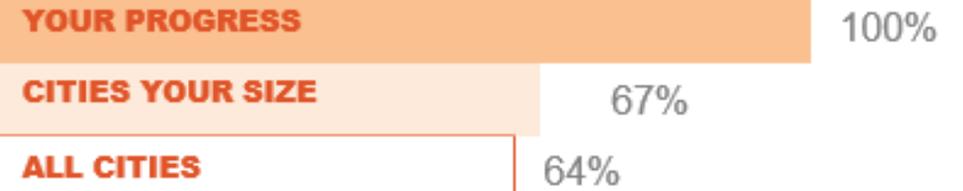
- Cities are **EXEMPLARY** and set the precedent in understanding data, tracking progress, and using data and evidence to inform decisions
- Cities achieve at least 85% of the Certification Criteria
 - Cities work across all 4 components of the What Works Cities Standard

Open Data Score



Technical Assistance: KC's Open Data program scored all points available within the Open Data area

Open Data



% OF CRITERIA MET BASED ON 10 QUESTIONS

ABOUT CERTIFICATION

The What Works Cities Standard reflects a set of aspirations and activities that create a strong foundation for the effective use of data and evidence within city government.

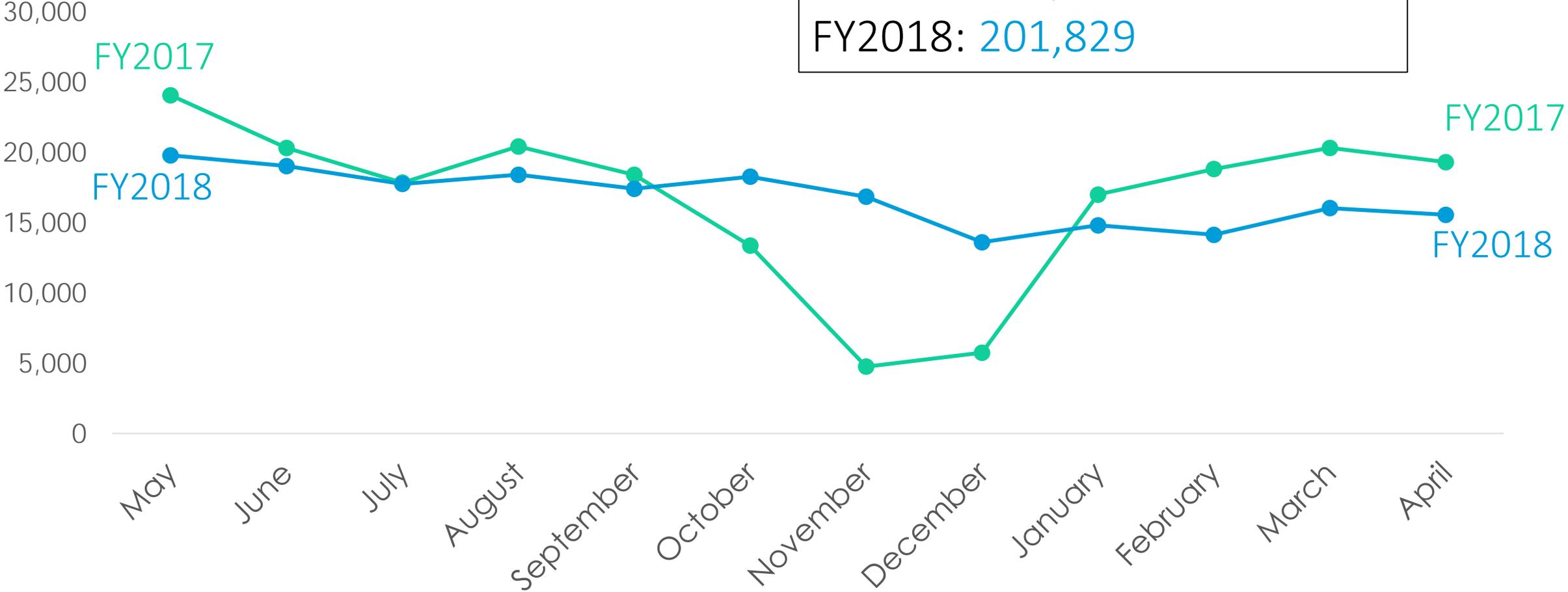
Open Data Scope of Work

Create sustainable open data systems that promote informed decision-making, transparency and robust citizen engagement

WWC Partner on Open Data work: Sunlight Foundation

Open Data - Sessions

Total Open Data Sessions
FY2017: 200,527
FY2018: 201,829



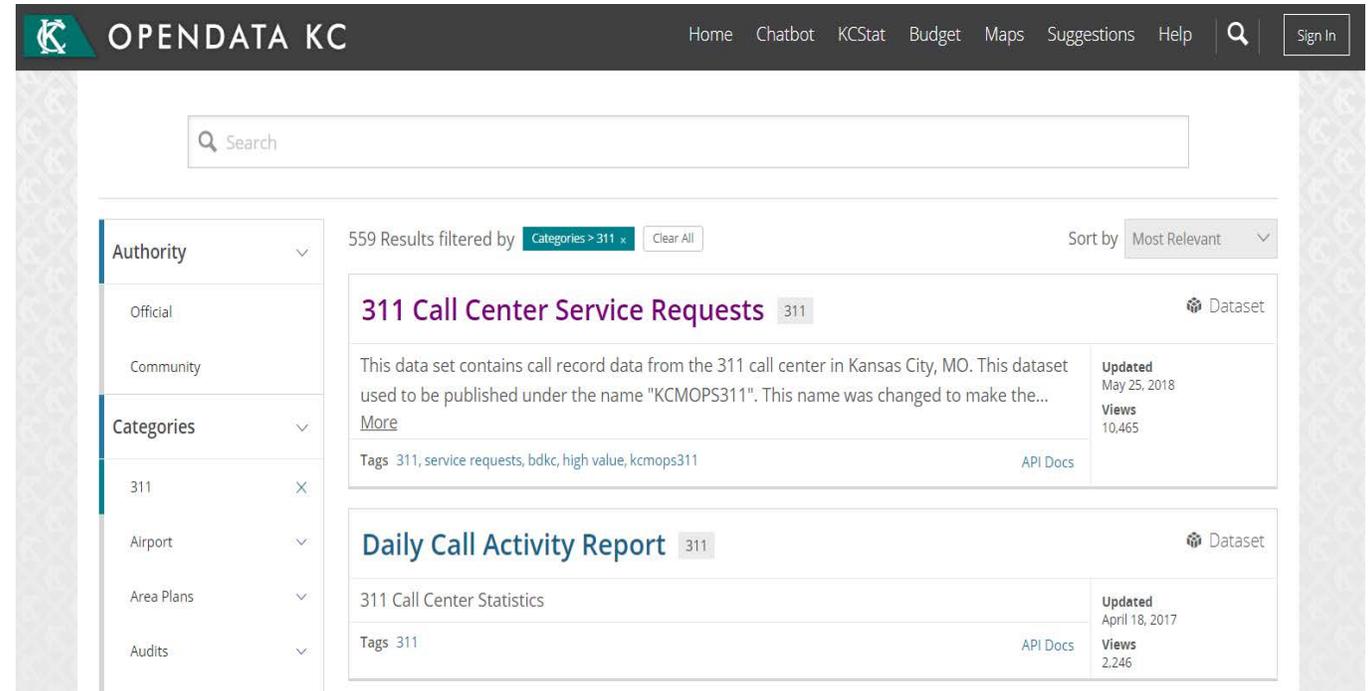
Source: Google Analytics

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.

Several hundred PDFs have already 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 Sign In button. 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". There are two dataset entries visible:

- 311 Call Center Service Requests** (311) - Dataset
This data set contains call record data from the 311 call center in Kansas City, MO. This dataset used to be published under the name "KCMOPS311". This name was changed to make the...
[More](#)
Updated: May 25, 2018
Views: 10,465
Tags: 311, service requests, bdkc, high value, kcmops311
API Docs
- Daily Call Activity Report** (311) - Dataset
311 Call Center Statistics
Updated: April 18, 2017
Views: 2,246
Tags: 311
API Docs

Goal: **Every PDF** removed from the portal by **September 1, 2018**.

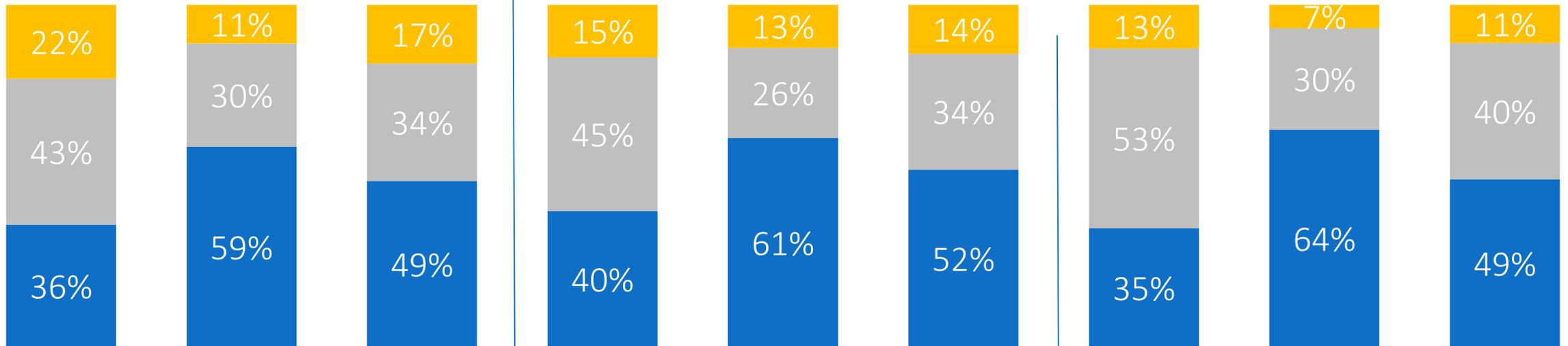
Strategy C

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

2017 Internal Survey by field or office

Survey by the environment employees work in

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



Field
Office
50/50
How informed you are about what is happening in the city as an organization/workplace

Field
Office
50/50
Usefulness of City's internal website (myKC)

Field
Office
50/50
Content in the Fountain Pen newsletter

Employees who work primarily in the field are less satisfied with how informed they are about the workplace and less satisfied with methods to communicate with employees (myKC and Fountain Pen)

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 (numbers seem to be down compared to prior years)
 - **Employee surveys** (Elevate KC)
 - **Employee Days at WOF** (Ticket sales/info)
 - **Open enrollment urgent communication** due to incorrect registration



Strategy D

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

Best Practices Manual

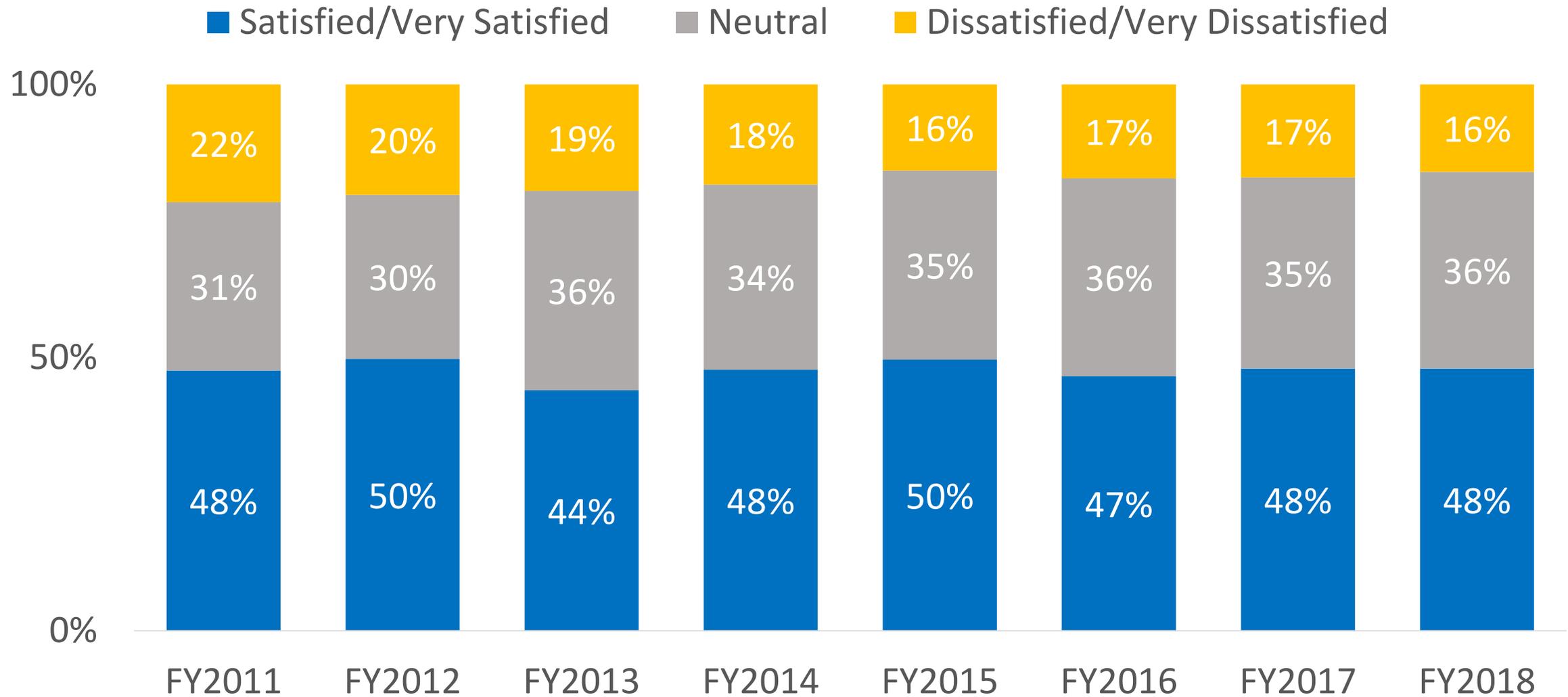
Organizational Development, a section of the Finance Department, is developing a manual in collaboration with City departments that updates the current fact sheet titled, “129 Ways to Improve Internal and External Communication: For KCMO Departments, Divisions, and Sections.”

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 manual will be posted on **MyKC** by the **end of 2018**.

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

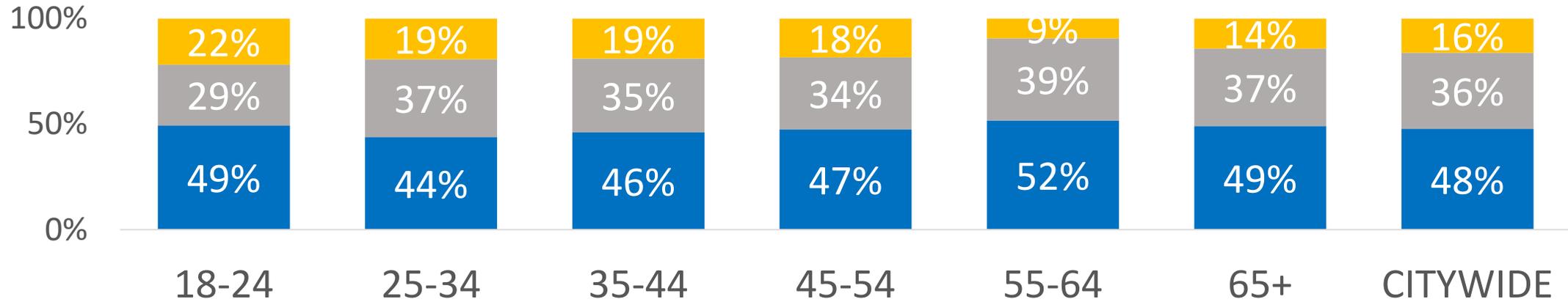
Resident Satisfaction with Customer Service from City Employees Over Time



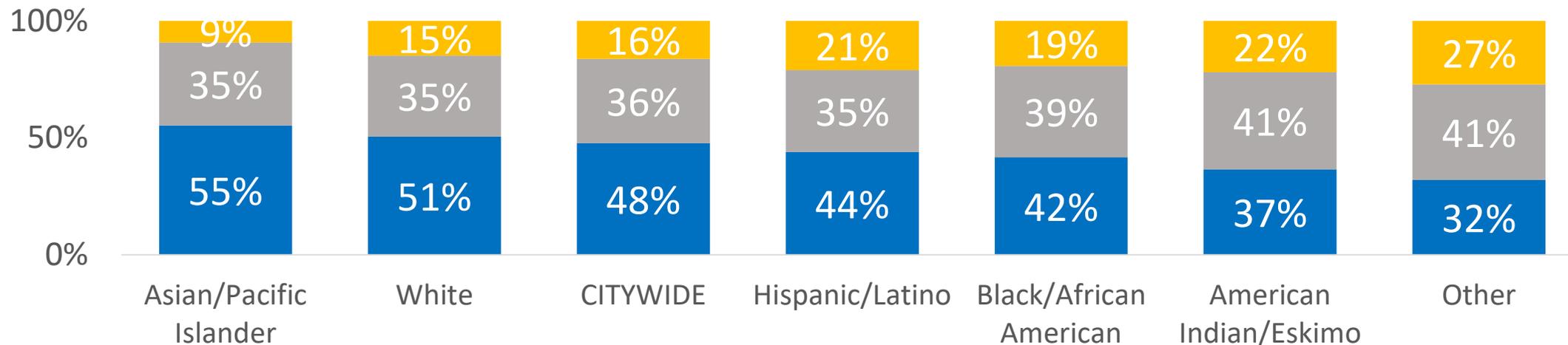
Source: Resident Satisfaction Survey

Resident Satisfaction with Customer Service from City Employees in FY18 By Age and Race and Ethnicity

By Age

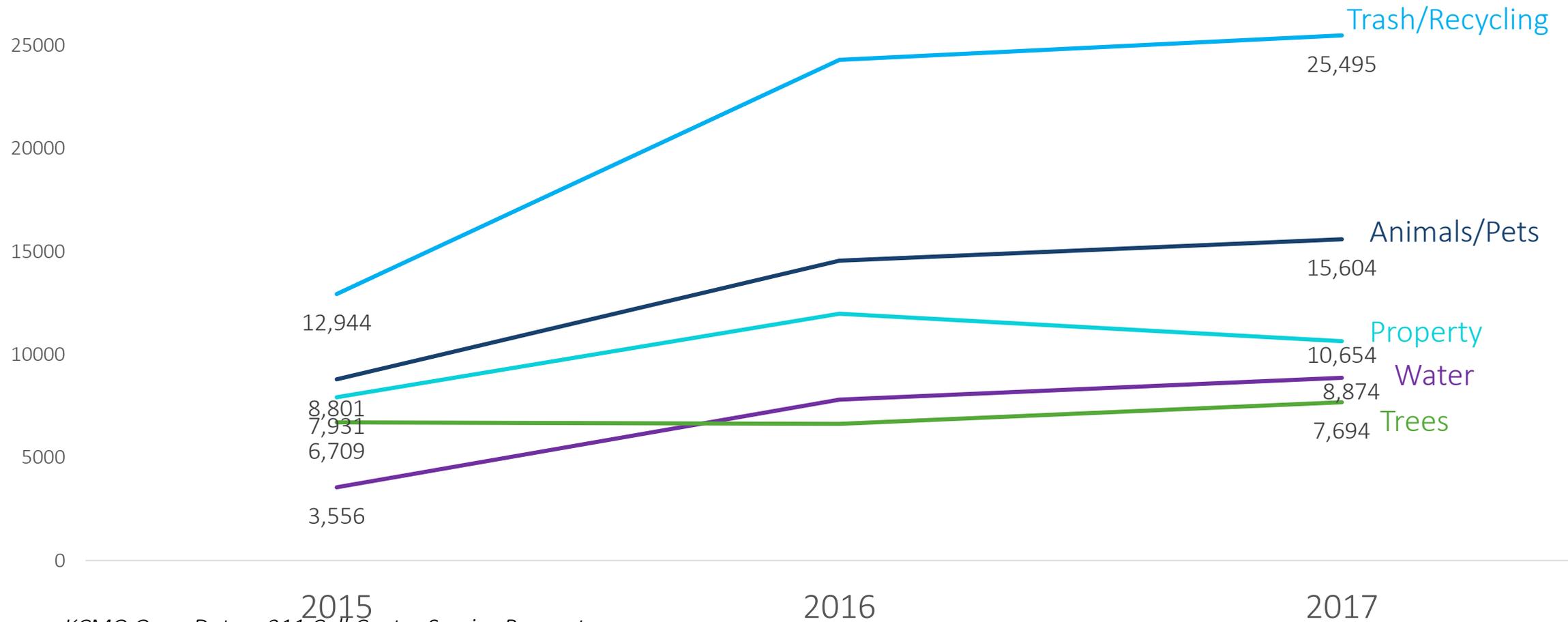


By Race and Ethnicity*



311 Call Data: Top 5 service requests

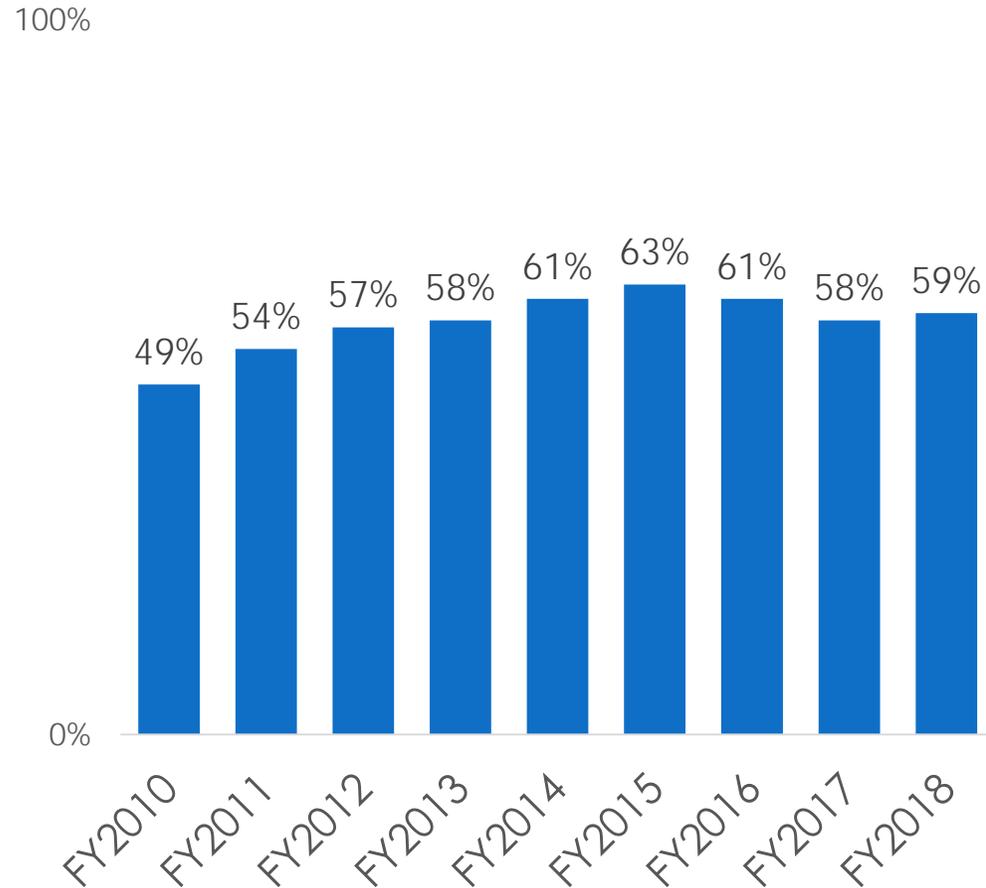
Service Requests Through 311: Top 5 Over Time



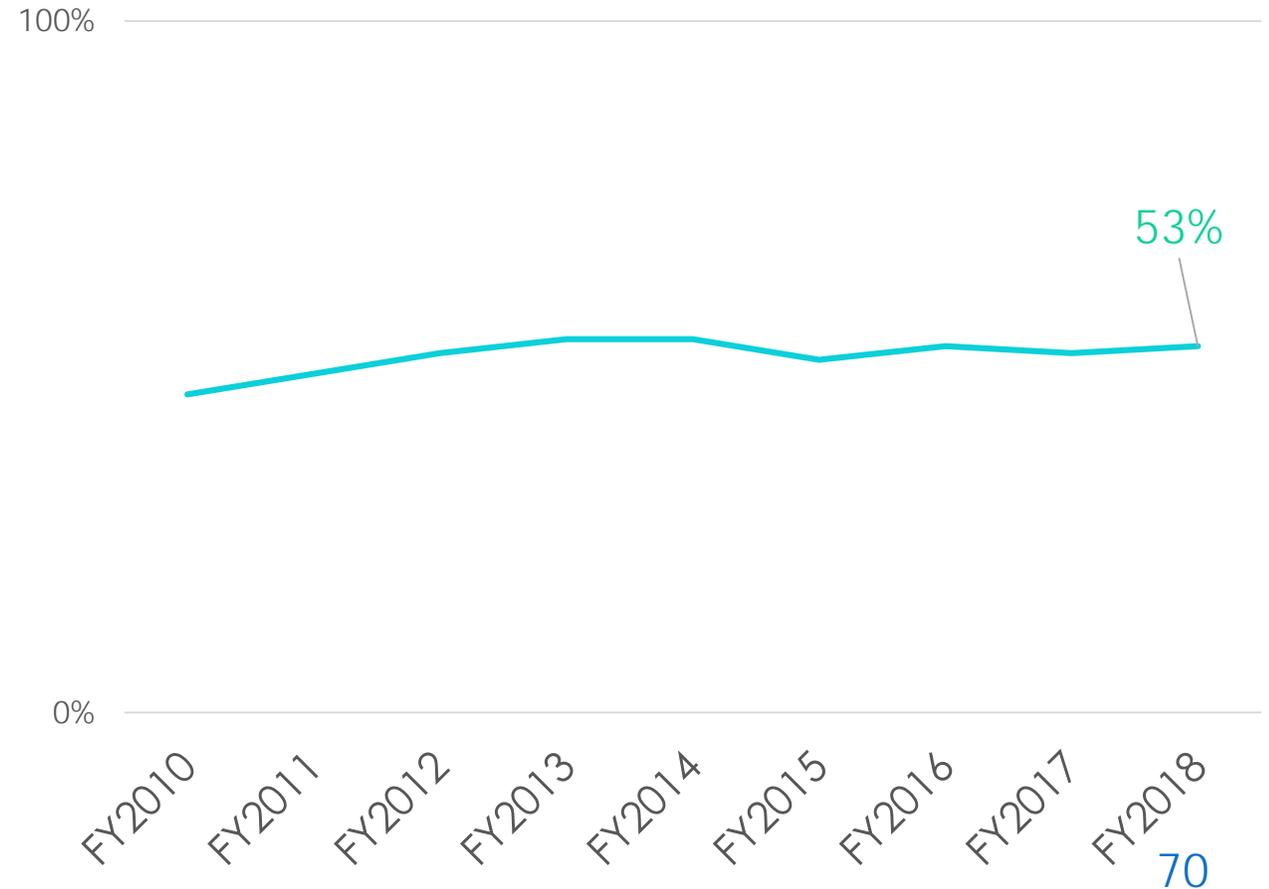
Source: KCMO Open Data – 311 Call Center Service Requests

Use of 311 – Citizen Survey

Satisfaction with quality of the city's 311 service

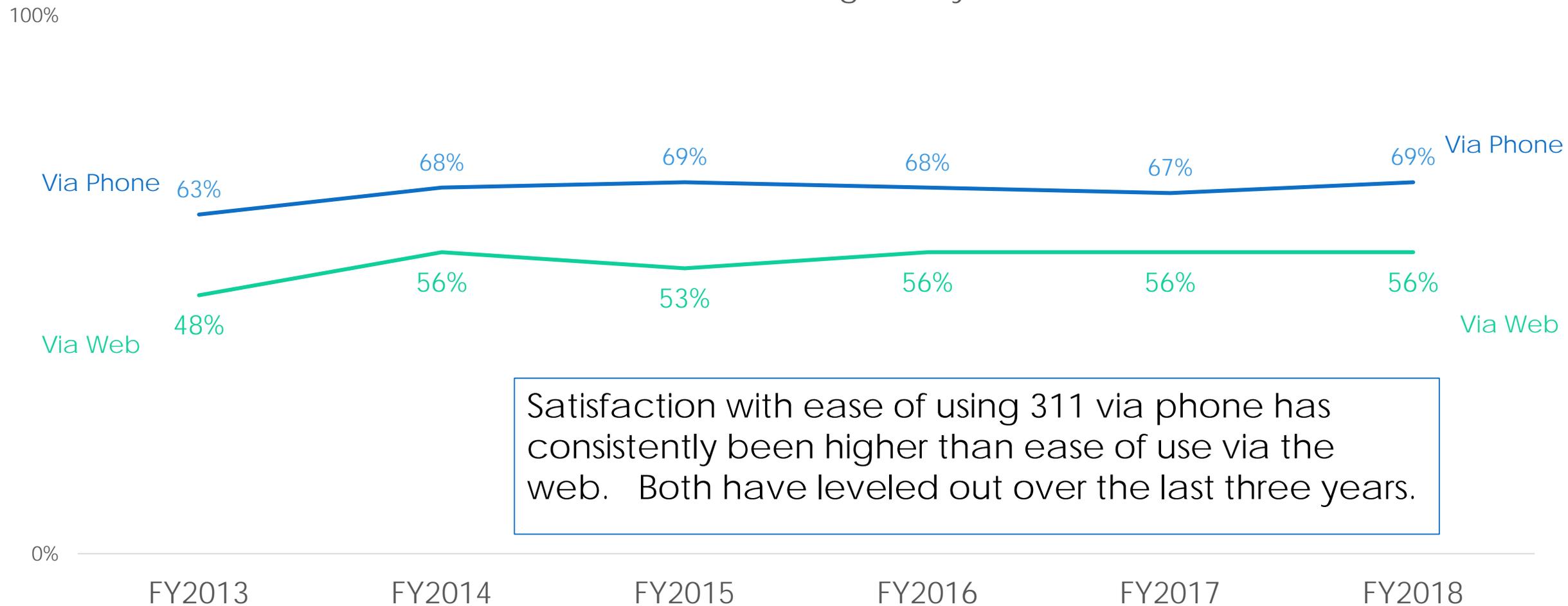


Have you contacted the 311 Action Center in the last year?



Resident Satisfaction with 311

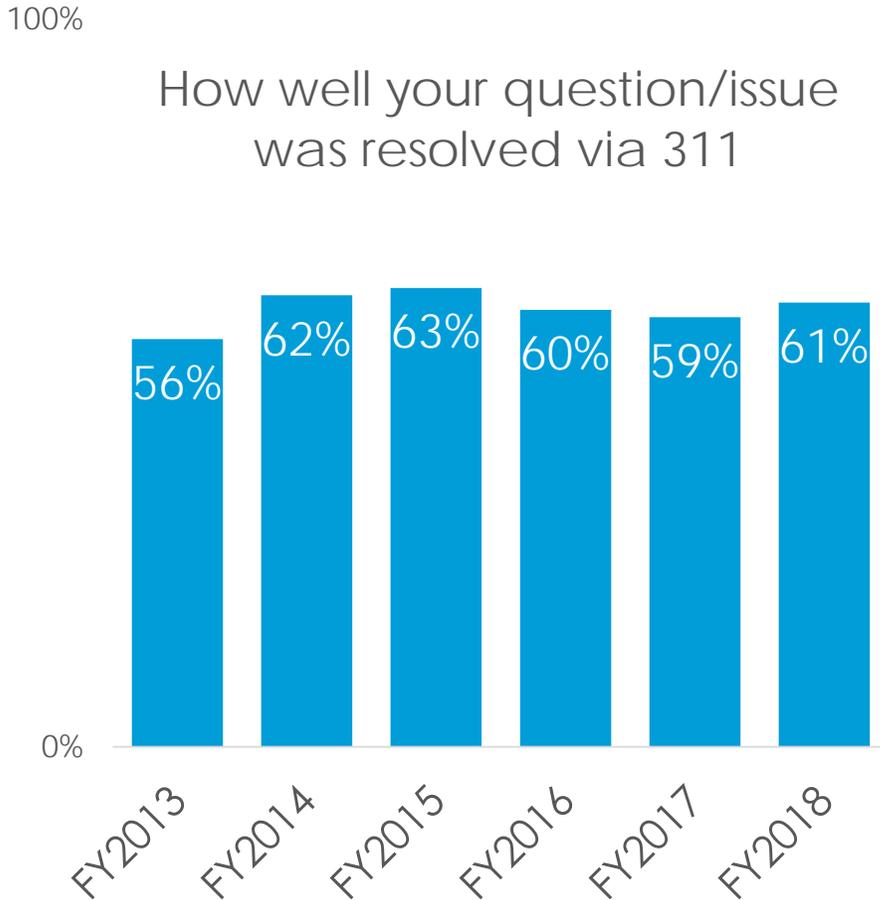
Satisfaction with ease of using 311 by method:



Satisfaction with ease of using 311 via phone has consistently been higher than ease of use via the web. Both have leveled out over the last three years.

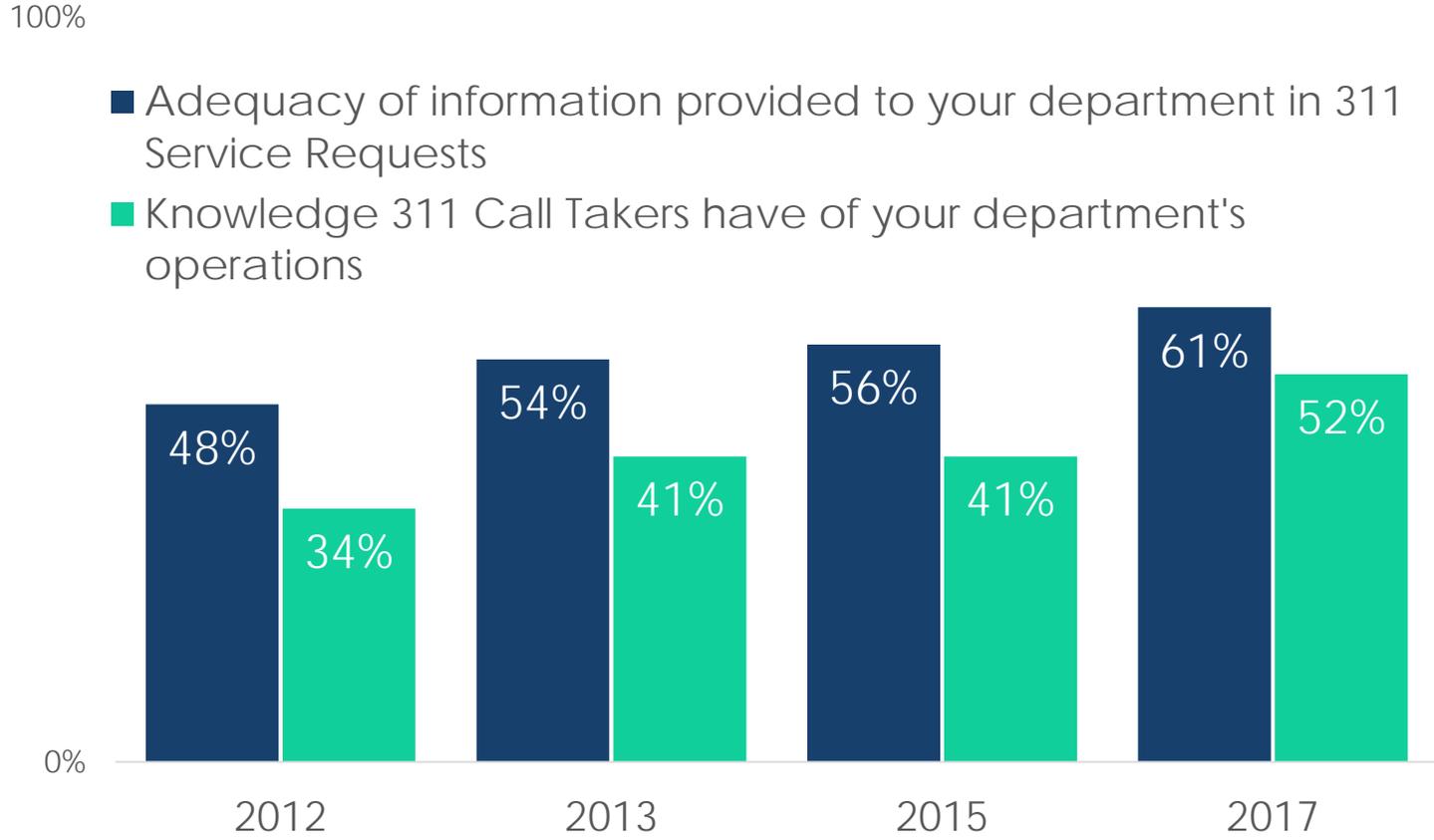
External and Internal satisfaction with 311

Resident Satisfaction



Source: Resident Satisfaction Survey

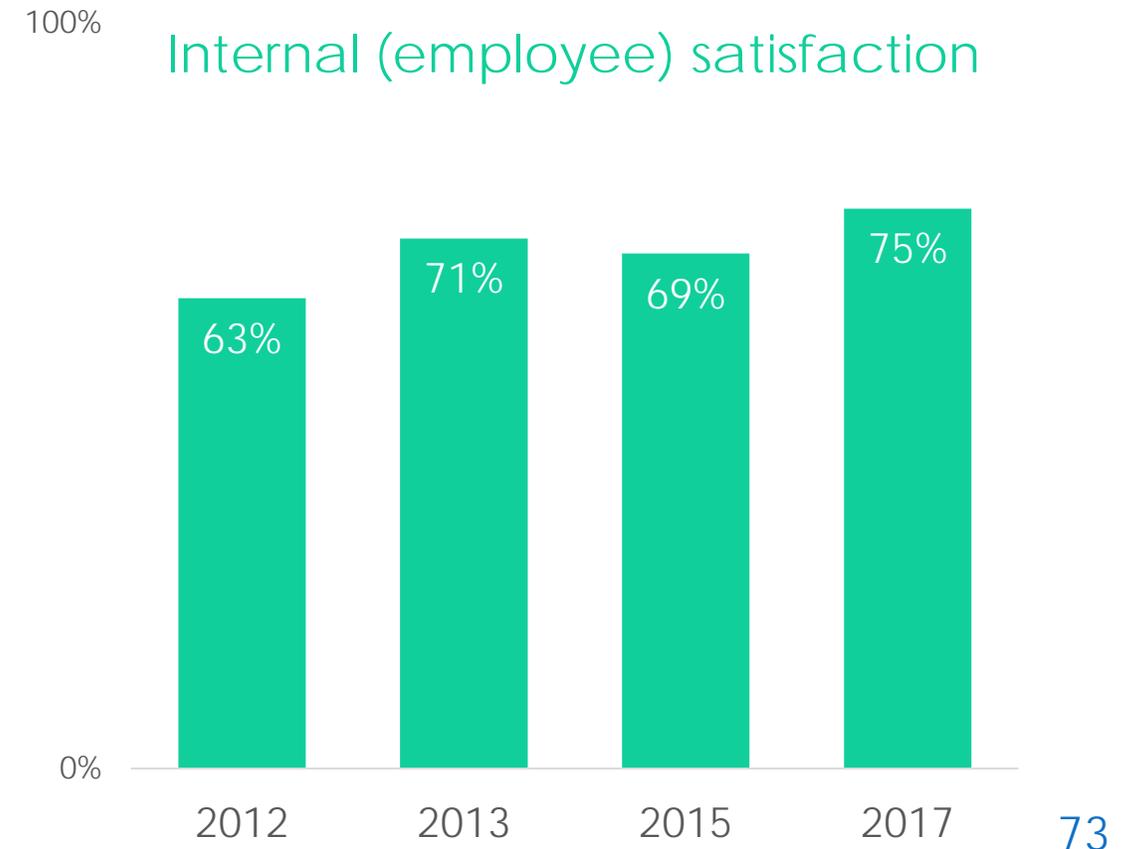
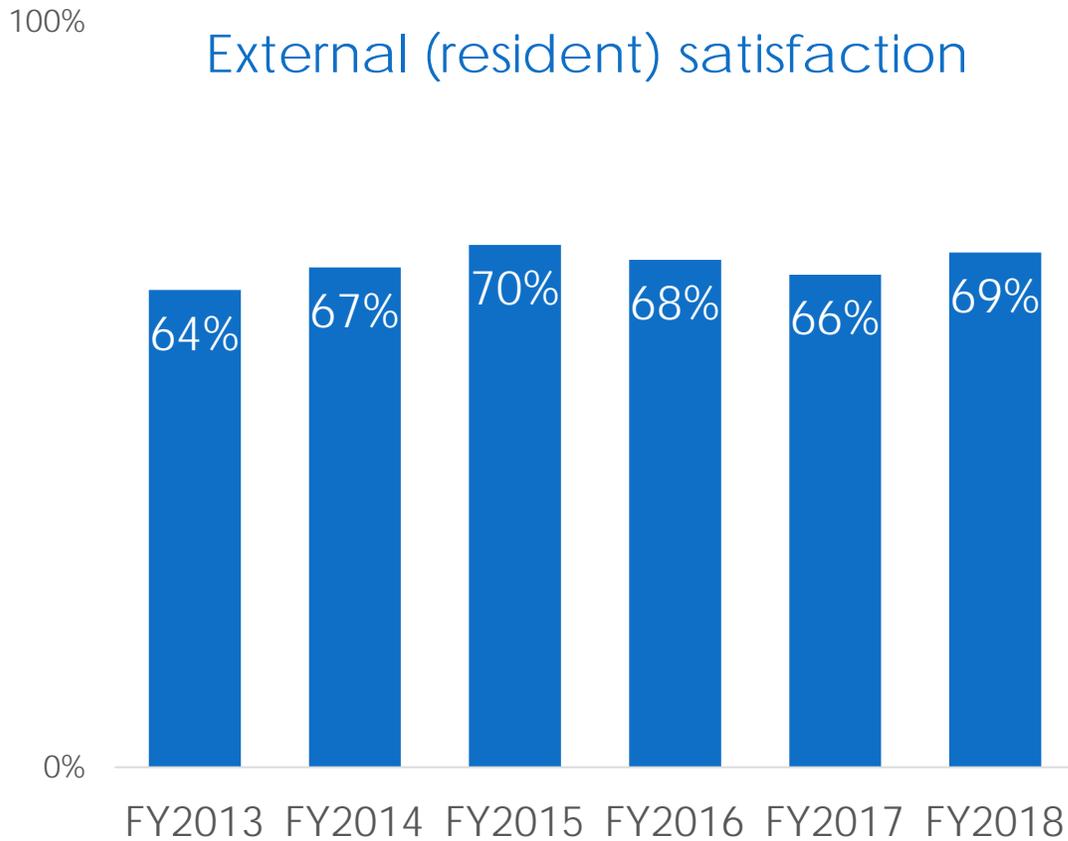
Employee Satisfaction with 311



Source: Internal Services Survey (Employee Survey only conducted every other year after 2013)

Courtesy/Professionalism with 311 staff – Resident and Employee satisfaction

Statistically significant change in Courtesy/Professionalism of 311 staff for both external and internal customers since last survey (Employee Survey only conducted every other year after 2013).



Strategy A

Monitor established customer service standards that can be applied across all departments, and report performance.

(Office of the City Manager)

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)

Compliment a KCMO employee

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



Once a month, employees who have gone above and beyond get to have lunch with Troy.

Strategy C

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

Creating a Culture of Service

86%

of new hires agree that the City as a whole creates a Culture of Service

72%

of new hires agree that their immediate workgroup creates a Culture of Service

66%

of existing employees on the Internal Service Survey believe customer service is a top priority for their department.

625

Supervisors and Managers

New for FY2019

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

Questions?

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

#KCStat

