

KCStat

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February 5, 2019

#KCStat

Neighborhood and Healthy Communities



Neighborhood and Healthy Communities

“To support the development, maintenance, and revitalization of sustainable, stable, and healthy communities in which neighborhoods are safe and well maintained; people have access to health care services; strategies are in place to prevent injuries and illnesses; and the environment is protected.”²

How To Get There: 2018-2023 City Objectives and Strategies For Neighborhood and Healthy Communities

1. Increase overall life expectancy and reduce health inequities in the zip codes with the lowest life expectancy and the additional zip codes with the least improvement in life expectancy.

- a) Decrease the rate of sexually transmitted diseases particularly among the adolescent population. (Health)
- b) Develop coordination with implemented health record systems between the state and other health levy providers. (Health)
- c) *Update the Code of Ordinances on communicable diseases. COMPLETED* (Health)
- d) Expand the City's surge capacity for major outbreaks. (Health)
- e) Update the City's food code to better align with the most recent version of Federal regulations for food safety. (Health)
- f) Expand the integrated Pest Management program to better respond to emerging health threats. (Health)
- g) Establish a baseline of protective, risk, and social factors for persons in the zip codes with the lowest life expectancy and the zip codes with no improvement the past 10 years. (Health)

How To Get There: 2018-2023 City Objectives and Strategies For Neighborhood and Healthy Communities

Increase overall life expectancy and reduce health inequities in the zip codes with the lowest life expectancy and the additional zip codes with the least improvement in life expectancy. Cont.

- h) Develop a list of City programs and policies that are most likely to improve life expectancy specific to each zip code level. (Health)
- i) Decrease infant and maternal mortality and morbidity inequities by race. (Health)-**New:2018**
- j) Decrease preventable hospitalizations for persons in the zip codes with the lowest life expectancy and the zip codes with no improvement in the past 10 years.(Health)-**New:2018**
- k) Create interactive, engaging data dashboards and predictive models to communicate the Community Health Improvement Plan (KC-CHIP) performance. Policy analysis and return on investment (ROI) of long term health investments. (Health)-**New:2018**

2. Bolster community development, cultural activities, and resident engagement.

- a) Implement services, programs, and activities outlines in community centers business plans that have been targeted to the specific needs of each community.(Parks and Recreation).
- b) Focus partnerships with neighborhoods, community groups, and agencies to support existing programs, events and initiatives for residents engagement and social equity. (Parks & Recreation)-**New:2018**

How To Get There: 2018-2023 City Objectives and Strategies For Neighborhood and Healthy Communities

3. Reduce blight.

- a) Create and implement a holistic plan, including the identification of resources, to further the City's efforts to significantly reduce blight in targeted areas. (Neighborhoods and Housing Services)
- b) Utilize the 2016 Dangerous Building Initiative to demolish, salvage, or rehabilitate the City's baseline dangerous buildings inventory by 90.0 percent within three years. (Neighborhoods and Housing Services, Neighborhood Preservation)
- c) Identify, review, and update all existing ordinances related to blight reduction. (Neighborhoods and Housing Services)

4. Promote a clean community.

- a) Develop an anti-illegal dumping campaign tied to health, environmental, and economic impacts. (Neighborhoods and Housing Services)
- b) Develop communication and other strategies to increase compliance with solid waste ordinances, with particular attention to enforcement. (Neighborhoods and Housing Services, Solid Waste)
- c) *Propose and support legislation and other initiatives to provide the City and local neighborhoods better control over the future of vacant properties. (Neighborhoods and Housing Services, Neighborhood Preservation)COMPLETED*
- d) Develop a revised recycling policy for all City-owned and other public facilities and spaces. (Neighborhoods and Housing Services, Neighborhood Preservation)
- e) Provide well-cared-for green space for recreation, public events and public enjoyment.(Parks and Recreation)-**New:2018**
- f) Propose and support legislation to address environmental health hazards, including air and noise pollution.(Health)-**New:2018**

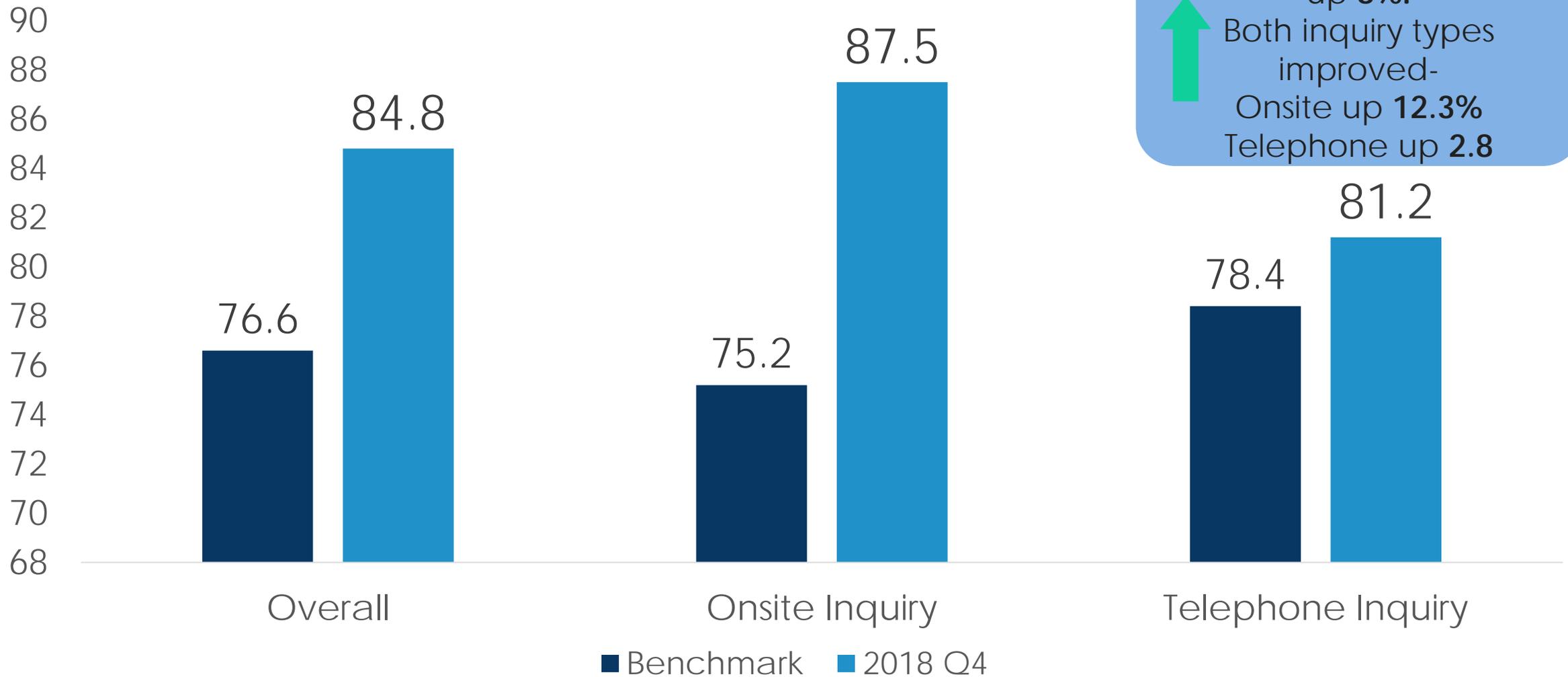
Objective 2: Bolster community development, cultural activities, and resident engagement.

Strategy A

- a) Implement services, programs, and activities outlines in community centers business plans that have been targeted to the specific needs of each community.(Parks and Recreation).

Customer Service: Mystery Shopper

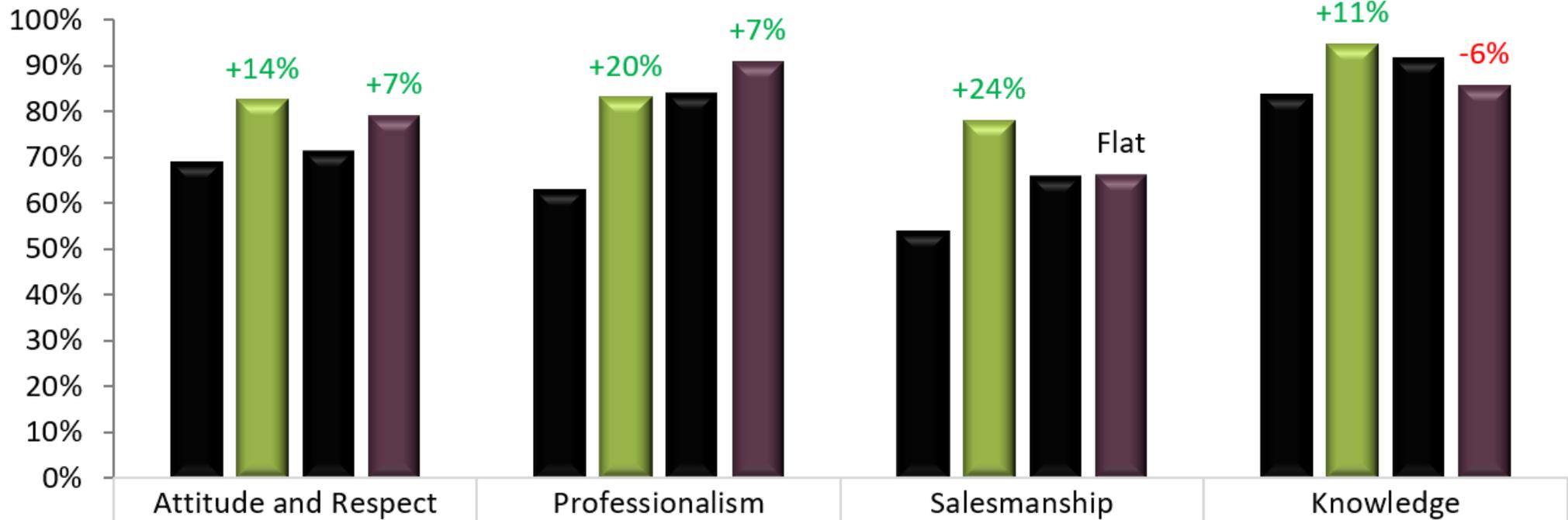
Overall Performance



Team Member Performance by Inquiry Method



Onsite Salesmanship had the largest improvement (24%), mainly due to a 29% increase in offering a walkthrough, a 27% increase in attempts to close the sale, and a 26% increase in assessing the customers' needs. Knowledge scores for telephone inquiries was the only overall category that decreased here, primarily due to a 20% drop in knowing room capacity/price and a 14% drop in knowing program/activity pricing.

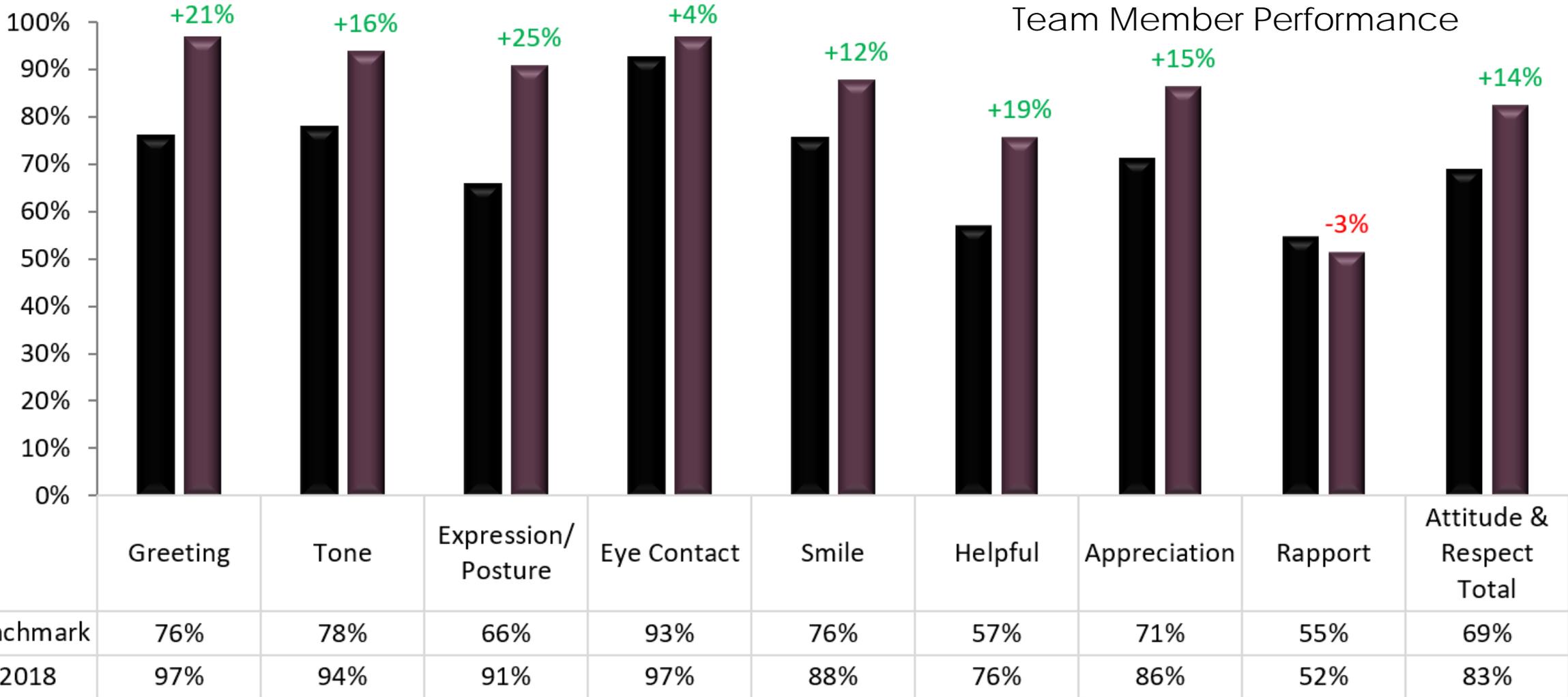


	Attitude and Respect	Professionalism	Salesmanship	Knowledge
■ Onsite - Benchmark	69%	63%	54%	84%
■ Onsite - Q4 2018	83%	83%	78%	95%
■ Telephone - Benchmark	72%	84%	66%	92%
■ Telephone - Q4 2018	79%	91%	66%	86%

Onsite Inquiry Attitude & Respect



Team members improved in all areas of Attitude and Respect with the exception of Building Rapport. Rapport score dropped 3%, but 47% of evaluators who said no rapport efforts were made still reported that the team member was friendly or had a good attitude.

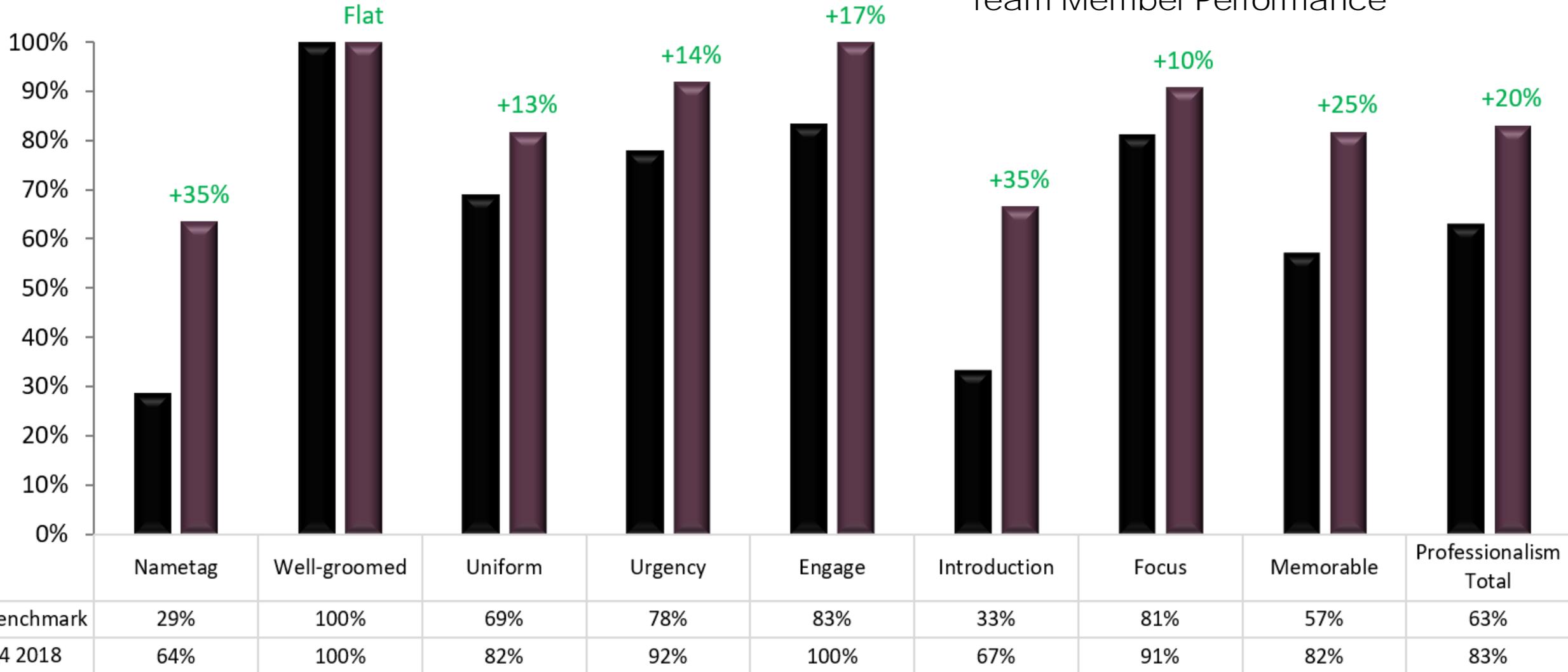


Onsite Inquiry Professionalism



Of the 36% of Team Members who were not wearing a nametag, 33% of them failed to introduce themselves.

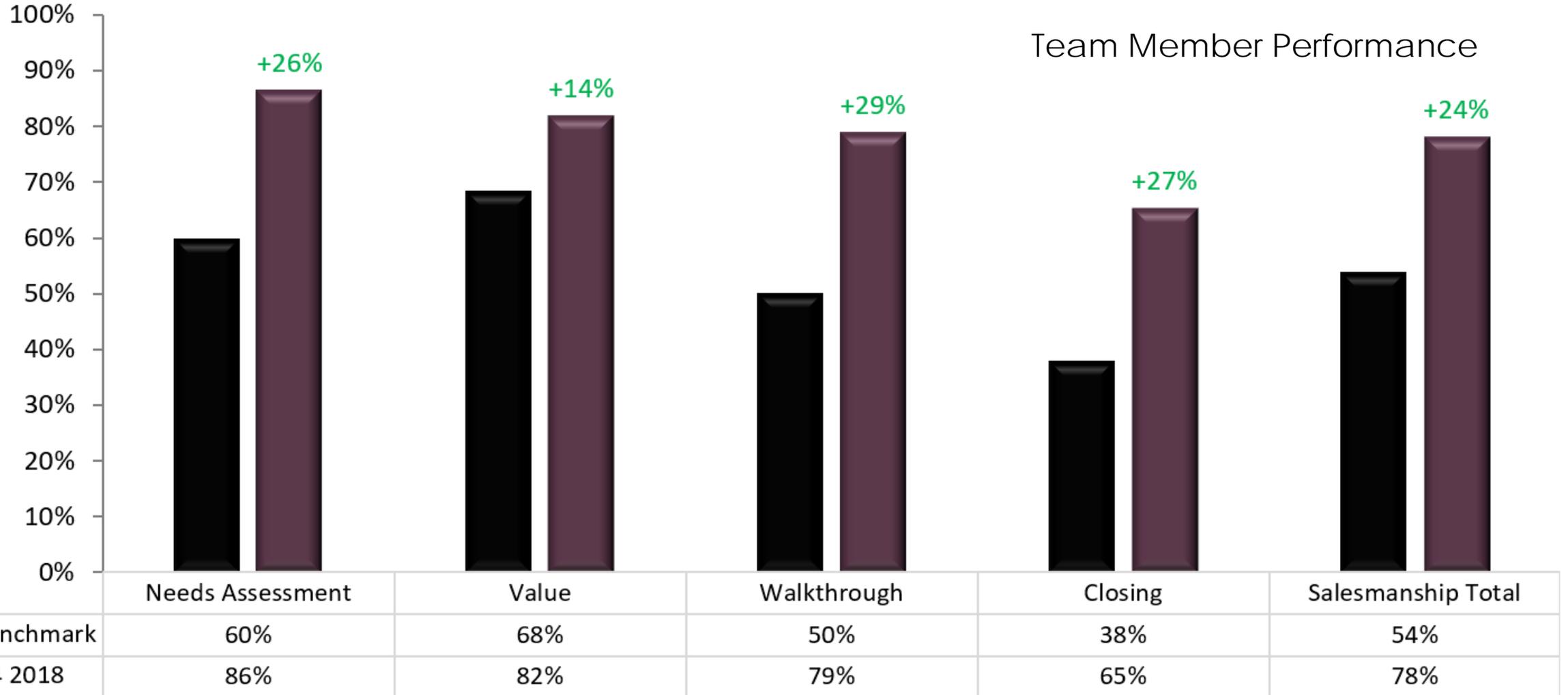
Team Member Performance



Onsite Inquiry Salesmanship

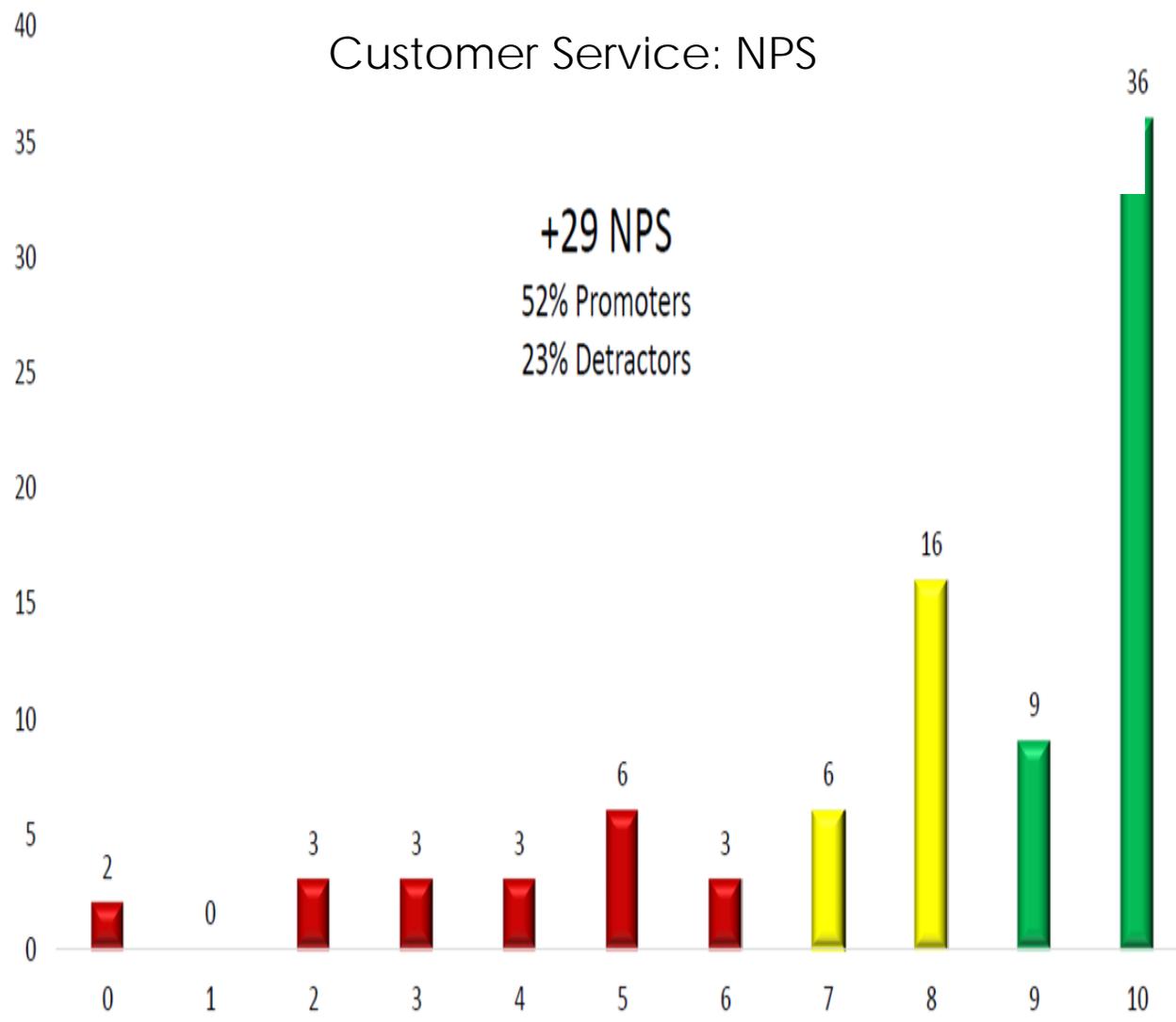


Closing the sale remains the lowest scoring Salesmanship competency, but saw a 27% improvement in Q4.



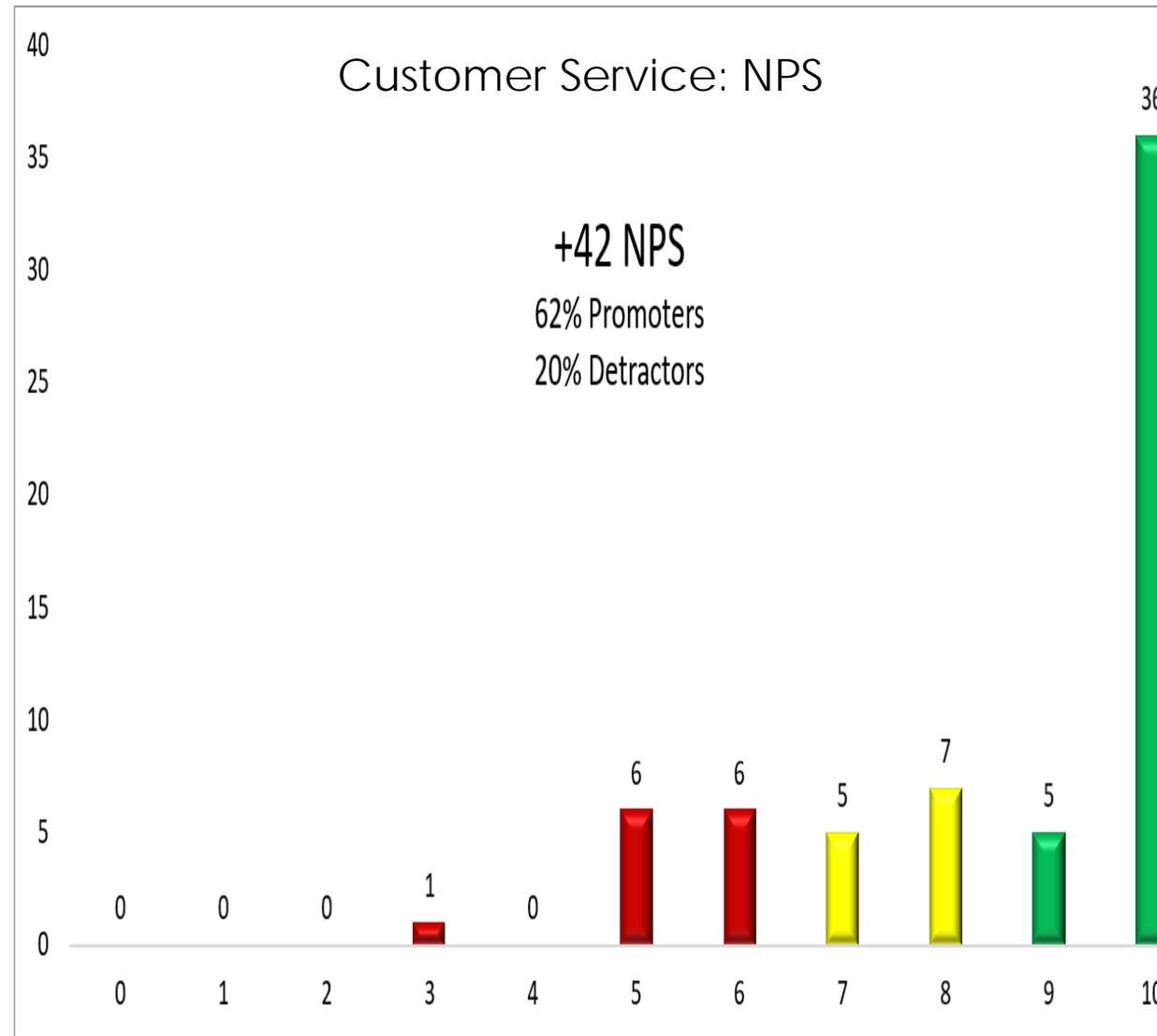
Benchmark Rating

On a scale of 0-10, based on this experience, how likely are you to recommend Kansas City Parks and Recreation to a friend or family member?



Q4 Rating

On a scale of 0-10, based on this experience, how likely are you to recommend Kansas City Parks and Recreation to a friend or family member?



Customer Service: Training

Debrief

- Debriefed benchmark executive summary with supervisor staff over several weeks.

Consistent

- Created consistent procedures for handling guests.

70%

- Established division customer service expectations that mirror the City's.

MARC

- MARC facilitated training for all CSD staff throughout December focusing customer service basics.

3Rd Round

- 3rd round of shops currently under way.

Retreat

- April 8th retreat to revisit progress and train on "Salesmanship".

Refreshers

- Regular refreshers for current staff and ensure all new employees attend training.

Customer Service: Incentives & Disciplinary Action



82%

- We have exceeded our immediate goal of scoring 82% on the second round of shops

Spot Award

- We continue to provide bonuses through the "Spot Award" program to our staff who exceed expectations

\$1,700

- To date we have given \$1,700 in bonus to about 20 individual staff members.

Failed to meet

- Staff who have failed to meet expectations have been counseled and some have received formal disciplinary action

Satisfaction

- Minimum customer service satisfaction score expectations are being added to all job expectations, starting with supervisors

Policy

- Drafted a progressive disciplinary policy around customer service

Customer Service: Happy-or-Not Kiosks

- Kiosks installed in all **11 centers** since August
- Collected over **15,000** responses
- Average score of **85% satisfaction** overall
- Immediate feedback from **regular customers**
- **Top three performers:** Lakeside, Westport, Line Creek
- **Bottom three performers:** Garrison, Tony Aguirre, and Southeast
- Generally **lower scores** from centers with **more youth**
- **Late mornings/early afternoons** are a pain point



Customer Service: Action Steps Update

Action Steps	
	Create and deliver training
	Implement action plans for unacceptable scores
	Create and implement division action plan
	Immediate goal: 82% satisfaction on mystery shopper
In Progress	Long term goal: consistently score 90% or above

Customer Service: Investment

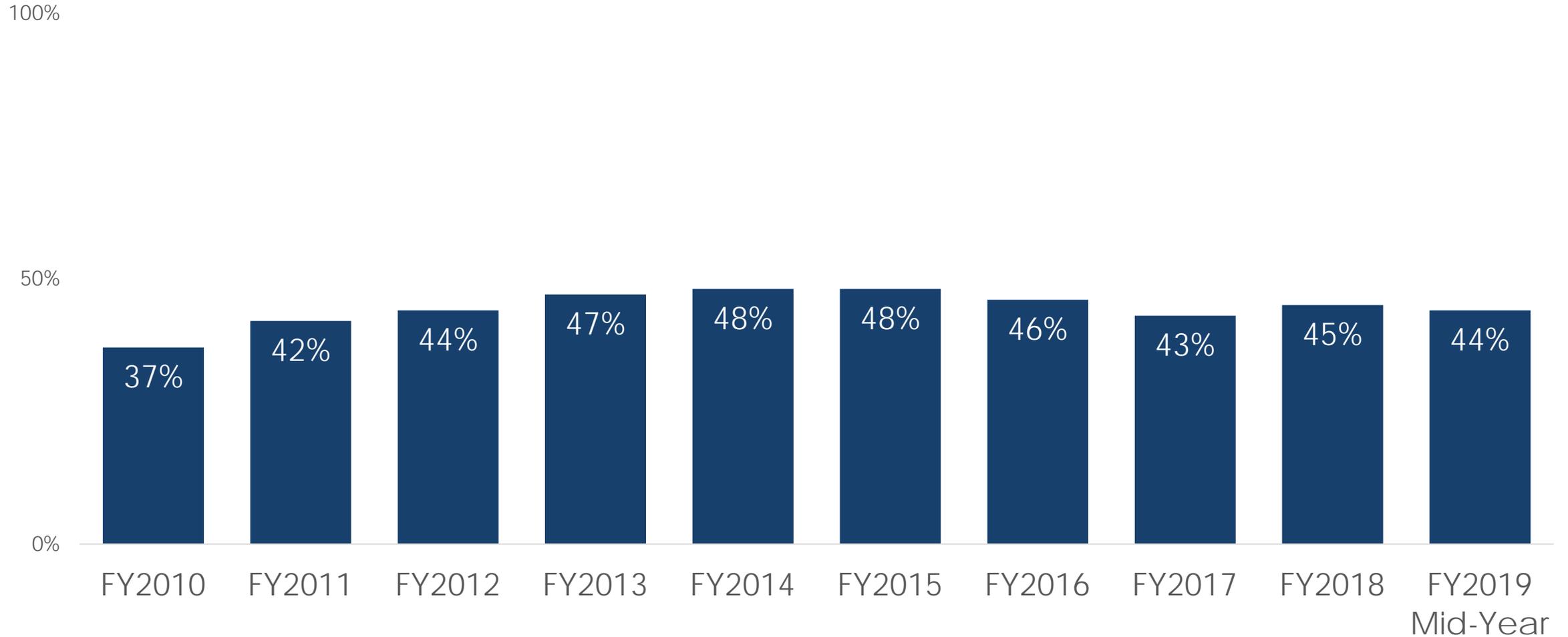
Bottom Line

- **\$47,490 increase (8%)** in revenue from the previous year (FY2018 July-Dec vs FY2019 July-Dec)
- Prior to the beginning of the secret shops our revenue was increasing at a rate **+3.6%**. Since beginning the shops we are increasing at rate of **+8%**
- If the pattern continues we should an approximate increase of **\$100,000 in revenue annually**



Resident Satisfaction with Community Centers

% satisfied with programs and activities at community centers



Source: Resident Satisfaction Survey FY10 – FY19YTD

Strategy B

- a) Focus partnerships with neighborhoods, community groups, and agencies to support existing programs, events and initiatives for residents engagement and social equity. (Parks & Recreation)-New:2018

Timeline for Milestones

KC Parks expends a tremendous amount of resources annually to partner with various community and neighborhood groups on a number of events, programs, and projects.

- Pros: Seeming community benefit
- Cons: Unclear definition of what a partnership entails, no guidelines to ensure projects align with KC Parks' mission, little tracking of resources expended for each partnership/project

Mar 2019

- Establish a baseline of current state (underway)

June 2019

- Review department missions.

Aug 2019

- Analyze alignment partnerships to department mission

Sept 2019

- Develop a benefit analysis model

Oct 2019

- Determine model of ownership to manage partnerships

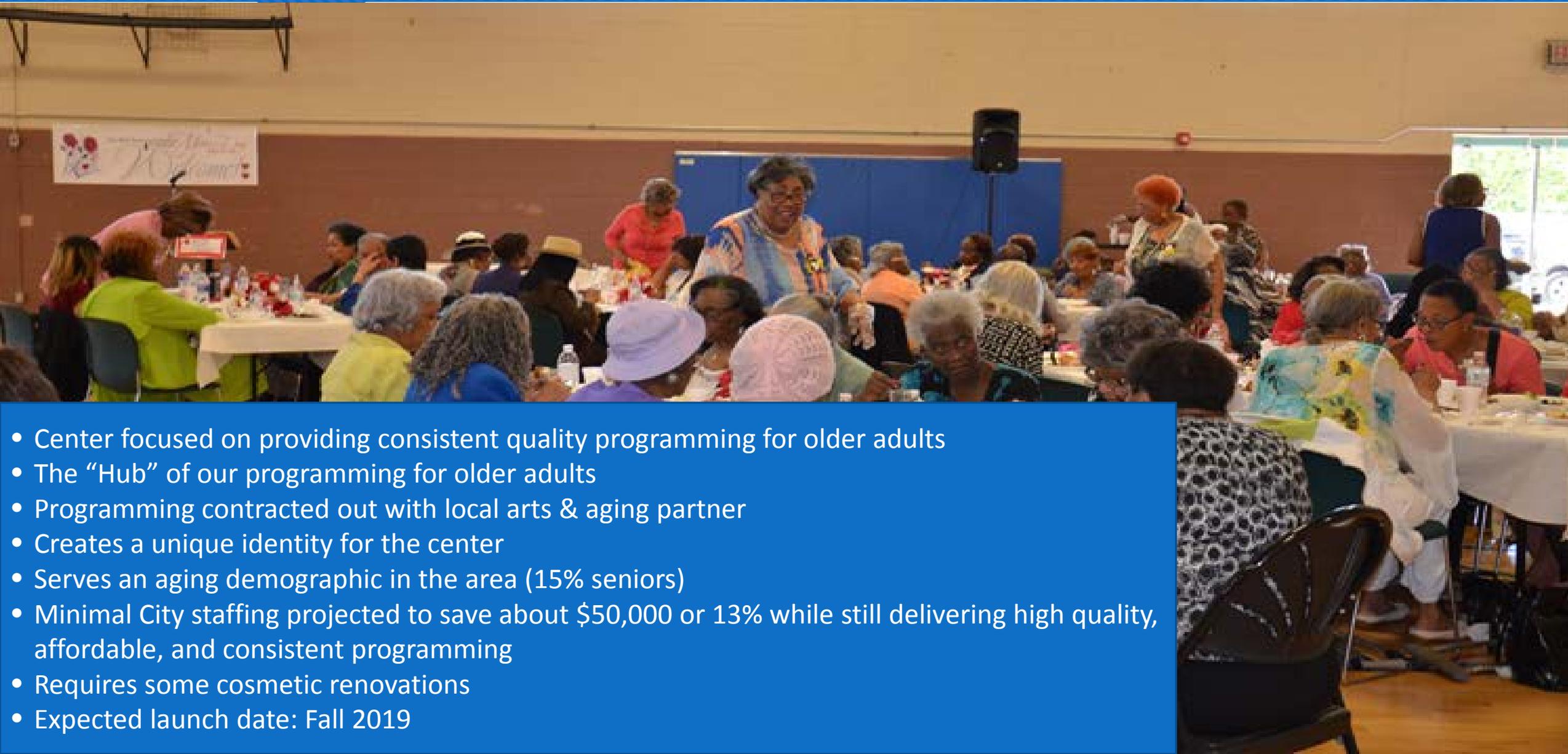
Renewed Dedication to Inclusion!

- Partnership with Ability KC to offer adaptive swim lessons for kids
 - Reduced cost for parents from \$225 to \$30
 - 19 kids have completed classes
- MOU with The Whole Person for shared program approved Jan. 26th
- Special Olympics Basketball
 - Practices at Garrison on Thursday nights
 - 3rd place in their division
 - Regionals on Feb. 28th in Sedalia, MO

Questions about inclusion can be directed to Taryn Andersen, Taryn.Andersen@kcmo.org or (816) 513-7624



Specialty Centers: Brush Creek



- Center focused on providing consistent quality programming for older adults
- The “Hub” of our programming for older adults
- Programming contracted out with local arts & aging partner
- Creates a unique identity for the center
- Serves an aging demographic in the area (15% seniors)
- Minimal City staffing projected to save about \$50,000 or 13% while still delivering high quality, affordable, and consistent programming
- Requires some cosmetic renovations
- Expected launch date: Fall 2019

Specialty Centers: Westport-Roanoke



- Center focused on providing consistent quality arts programming
- The “Hub” of our arts programming
- Programming contracted out with local art programming partners
- Creates a unique identity for the center
- Fills a current hole in our program offerings
- Minimal City staffing projected to save about \$100,000 or 20% while still delivering high quality, affordable, and consistent programming
- Requires some cosmetic renovations
- Expected launch date: Fall 2019

Objective 3: Reduce Blight

Strategy A

- a) Create and implement a holistic plan, including the identification of resources, to further the City's efforts to significantly reduce blight in targeted areas.
(Neighborhoods and Housing Services)

Educating Landlords: Landlord University

Landlord University is for landlords, property managers, resident managers and others actively involved in rental housing in the city of Kansas City.

Through this program, landlords, tenants, law enforcement and neighbors work together to eliminate blighting conditions, substandard living conditions, and deter illegal criminal activity. A goal of Landlord University is to work with landlords to educate them on the available city resources, the proper disposal of trash/debris and to ensure rental properties are not in violation of the city's property maintenance and nuisance codes.

The curriculum will include but is not limited to the following courses:

- City Property Maintenance and Nuisance Code requirements
- Proper disposal of trash/debris after an eviction
- City Resources for Landlords
- Rental Property and LLC Registration requirements
- Rental Property Inspection Program
- Tenant and Landlord Law
- CPTED (Crime Prevention Through Environmental Design)

Waiting on grant funds from federal government to be released to start implementation

Safe Harbor

What is Safe Harbor?

Safe Harbor is a program allowing a temporary stay of code enforcement on Property Maintenance violations for residential properties newly acquired for rehabilitation and reoccupation.

Ordinance 180726.

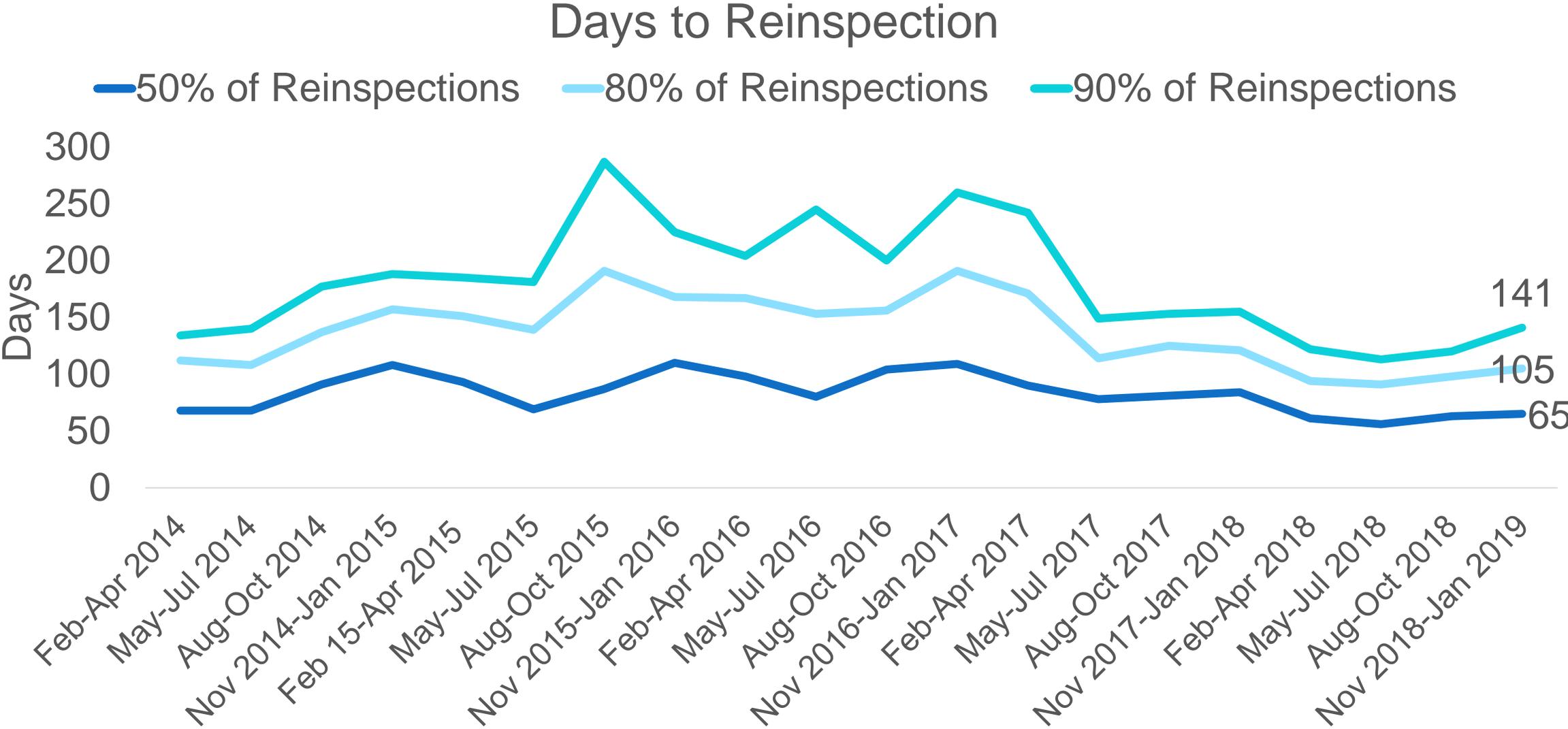
Action Steps:

- Process of how stakeholders will apply for the Safe Harbor initiative.
- How to get the message out to stakeholders via communication; what outlets will be utilized.
- Timeline Established

☆ Update!

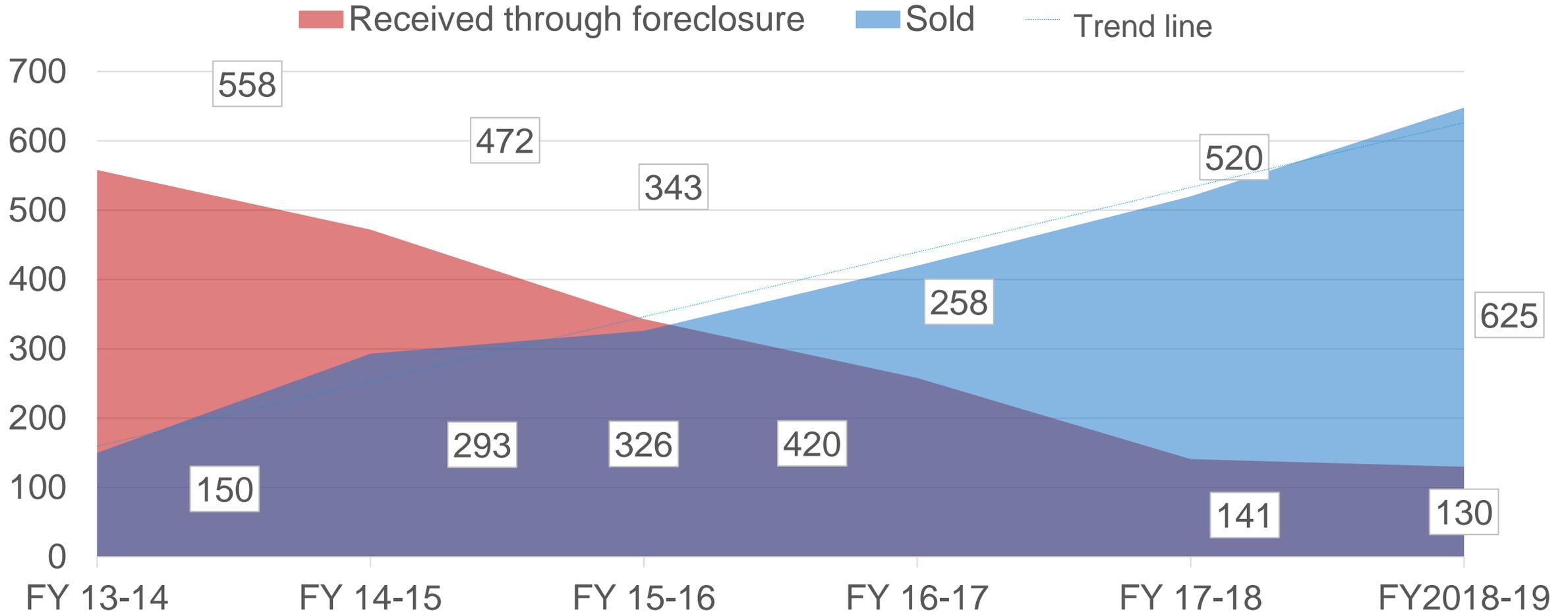
A Safe Harbor meeting was held February 1st with City Planning and Neighborhoods to discuss processes and rollout of this initiative. Communications will be brought in as well.

Reduced Inspection Cycle Time



Land Bank Update

Land Bank Continues to Sell More Properties Than it is Taking in



Land Bank Inventory

Houses
Available
(84)

- Pending Sale = 46
- Set for Demo = 42

Vacant
Lots
(2,710)

- Pending Sale = 167

351 Properties in Option Agreements or Reserved for Public Use

Land Bank Revenue and Investment

	FY2014-15*	FY2015-16	FY2016-17	FY2017-18	FY2018-19 thru Jan-19	Total since Land Bank inception
Revenue from sales	\$172,397	\$346,643	\$368,895	\$269,659	\$404,181	\$1,561,775
Promised investment by purchaser	\$1,566,495	\$4,098,672	\$5,933,762	\$5,621,166	\$9,116,415	\$26,336,460
Value of property donated by Bank for public use	\$224,899	\$86,637		\$136,151	\$0	\$883,965

Source: Neighborhood and Housing Services, Land Bank

*FY2015 was first year of collecting taxes on Land Bank properties sold.

Changing Focus: Promised vs. Actual Investment

- LB sells its houses with a non-monetary Deed of Trust that remains on the property for **three years**.
 - Deed contains a Buyer promise to rehab the property, pay the taxes, and keep nuisances off the property
 - If Buyer does not perform, LB can recover the property
 - Currently have **777 houses that have active Deeds of Trust**
- Data is being compiled from inspections that are underway
- Currently drafting the foreclosure of 8 properties

Before



After



Land Bank Program Updates

Dollar Houses

- 14 rebates paid of 32 sold houses. 6 in sincere repair. The rest we will begin foreclosure/demolition

Veteran's community project

- 9 houses complete, 12 houses nearly complete. Program has spread to Nashville and St. Louis.

Financing

- Mainstream financing available now on Land Bank lots where the acquisition cost and rehab costs are greater than \$50,000

Code 4 KC & Solid Waste

- Land Bank maintenance software in use now. Excellent result. May have application with other units of the City.

NACCC

- New program with National Association of Construction Cooperation doing a veterans project with up to fifty rehabbed houses; vetting of the house is currently underway

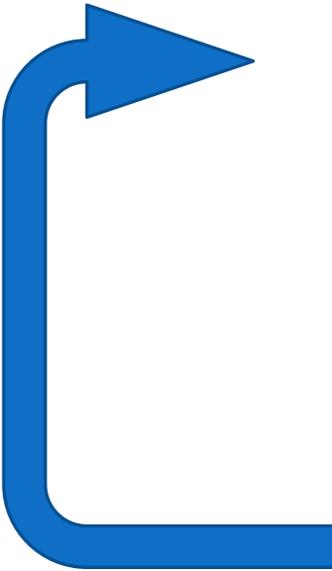
Tax Foreclosure Reform

- Pilot project comprised of a cooperative agreement with Jackson County which includes a title clearing component.

Nile Valley Aquaponics

- Expansion planned

COMPLIANCE



Land Bank has transferred thousands of properties over the last several years with a promise from the buyer to improve the property. Land Bank has a Deed of Trust (DOT) to hold our buyers to their promise.

If these agreements are not met, The Land Bank holds the right to foreclose on the DOT to take back control of the neglected property.

The following are measures that the Land Bank has instituted to insure compliance:



COMPLIANCE

590	Properties Inspected (Both Land Bank and Homesteading Authority)
Many	Had multiple inspections
366	Properties marked Satisfactory or nearing completion:
55	Non-compliance letters sent by Land Bank staff to date
30 days	Is given to respond back with needed documents & rehab schedule
8	Owners sending back requested documents
	After time has expired, The Law Department is able to send a certified Notice of Acceleration to owner.
7	Notice of Acceleration Letters sent by Law Department
30 days	Notifies owner of breach of Deed of Trust and that failure to cure the breach within 30 days may acceleration of obligations due and sale of property.

Plan for 2019: Greatly increase quantity of compliance letters sent out to cover expiring DOT's and target strategic areas.

Main reasons given for not finishing: Lack of funds/ unanticipated amount of repair costs, or took on too many projects at once.

VACANT LOTS TO NEW HOME



The following photos exhibit just one example of how the Land Bank has helped to change neglected vacant lots into a Home.

VACANT LOTS TO NEW HOME (CONT.)



And Renters into a
Home Owners.



Land Bank Maintenance: contracts with neighborhood-based groups

2018 Contracted Services Count:

- Trash collection: 1,316
- Brush: 794
- Tires: 240
- Bulky: 185
- Abatement: 371
- Illegal Dumping: 124
- Trees: 75

18 neighborhood-based contractors

- 100 Men
- 12 ST Heritage
- Blue Hills NA
- Blue Valley NA
- E 23rd PAC
- Foxtown West NA
- Greenery
- Ivanhoe NC
- Key Coalition
- Marlborough CC
- Marlborough East
- McCoy Park
- NNI
- Oak Park
- Seven Oaks
- Urban Rangers
- VOTP
- Washington Wheatly

Strategy B

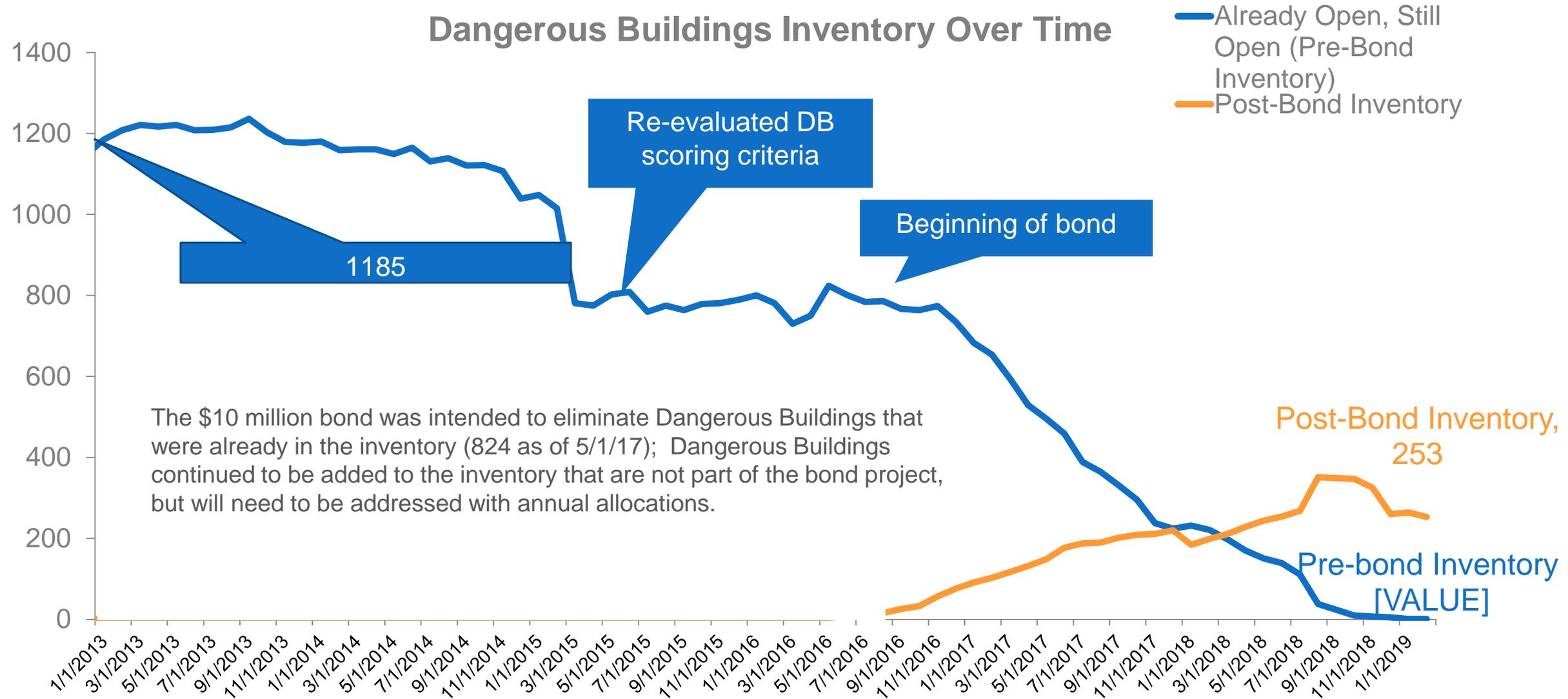
- a) Utilize the 2016 Dangerous Building Initiative to demolish, salvage, or rehabilitate the City's baseline dangerous buildings inventory by 90.0 percent within three years. (Neighborhoods and Housing Services, Neighborhood Preservation)



Strategy complete

\$10 million Bond Dangerous Building Inventory

Dangerous Buildings Inventory Over Time



Disposition of \$10 million Bond Dangerous Buildings to date

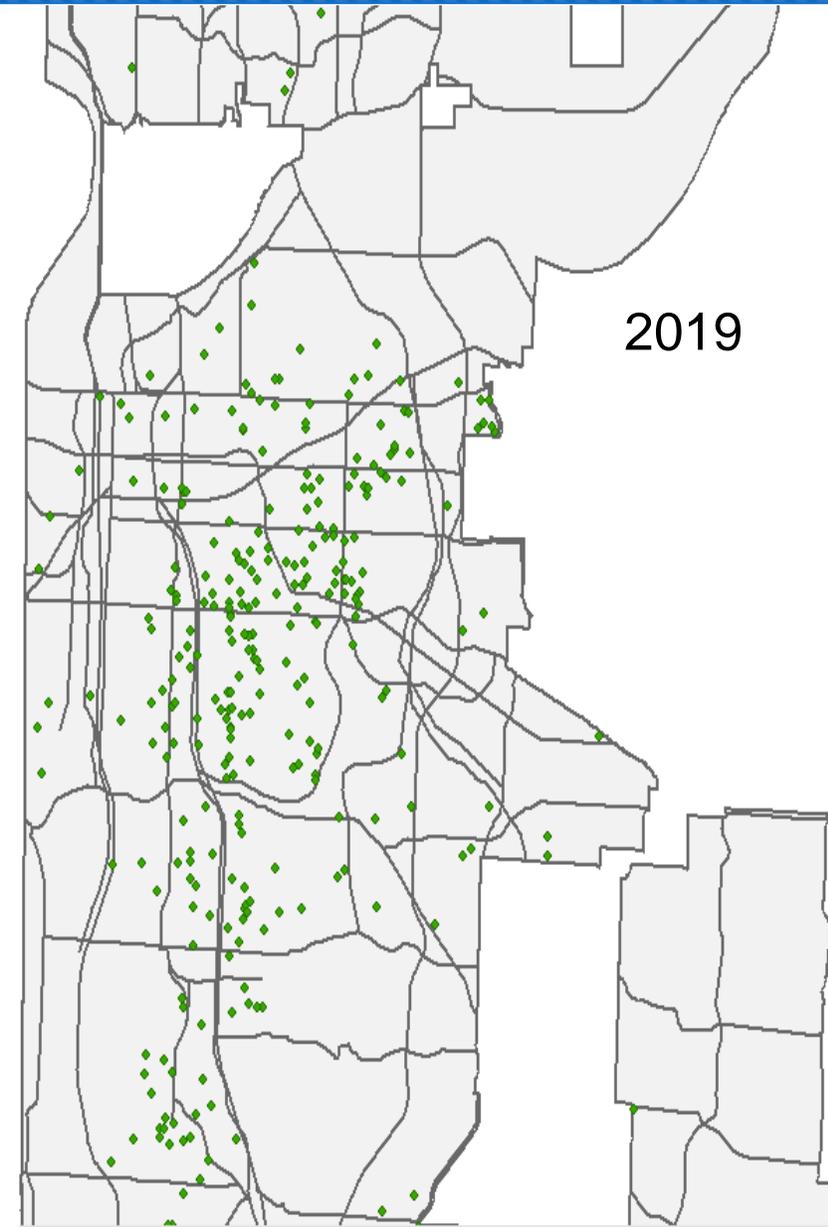
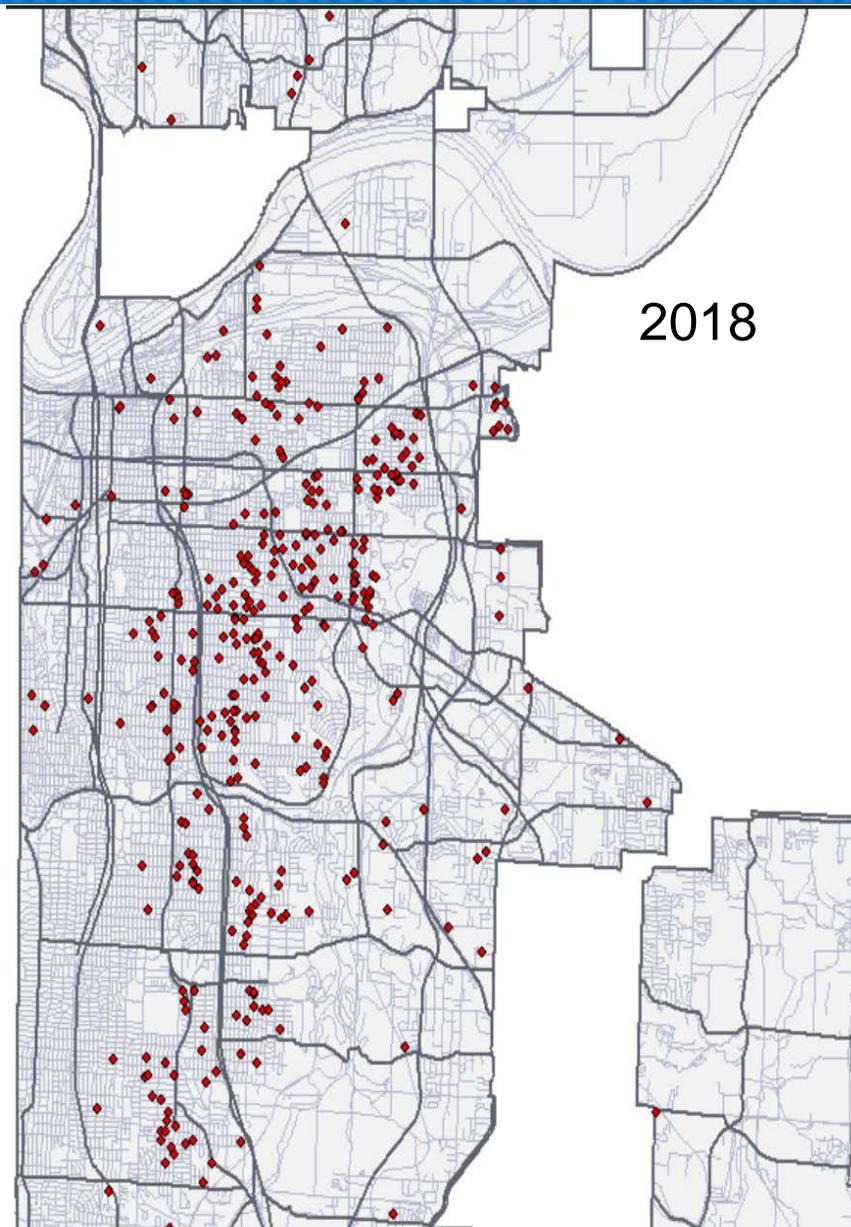
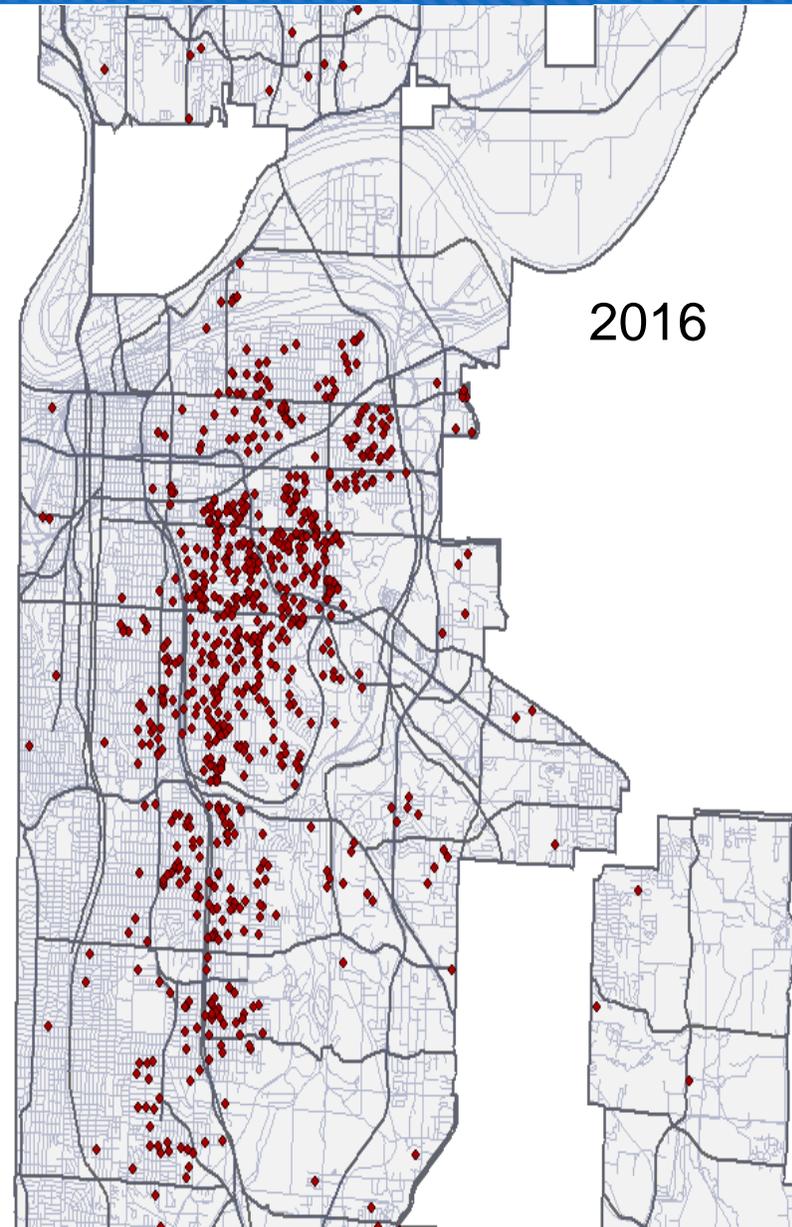
Outcome	# of Dangerous Buildings
Demo by city	458
Demo by owner	42
Upgraded to emergency	3
Deconstruction	4
Receivership/Abandon Housing Act	15
Downgraded/Removed from list	136
Repair by owner	167
Shifted to Post-Bond Inventory (new owner, monitoring for repairs...etc)	66

Dangerous Building Inventory Going Forward: Current State

Post-Bond Inventory: 444

	Land Bank / City-Owned	EMERGENCIES	High Priority	Standard Priority	
Starting:	30		13	45	} 253 remain
Asbestos Process:	17		36	29	
Monitoring Owner Progress:		2	9	31	
On Hold:			12	26	
Being Demolished by Contractor:	11	3	10	4	} 191 done
Demolished by City:	8	31	2	5	
Removed from List:	2			8	
Repaired by Owner:			2	50	
Demolished by Owner:		2	9	44	

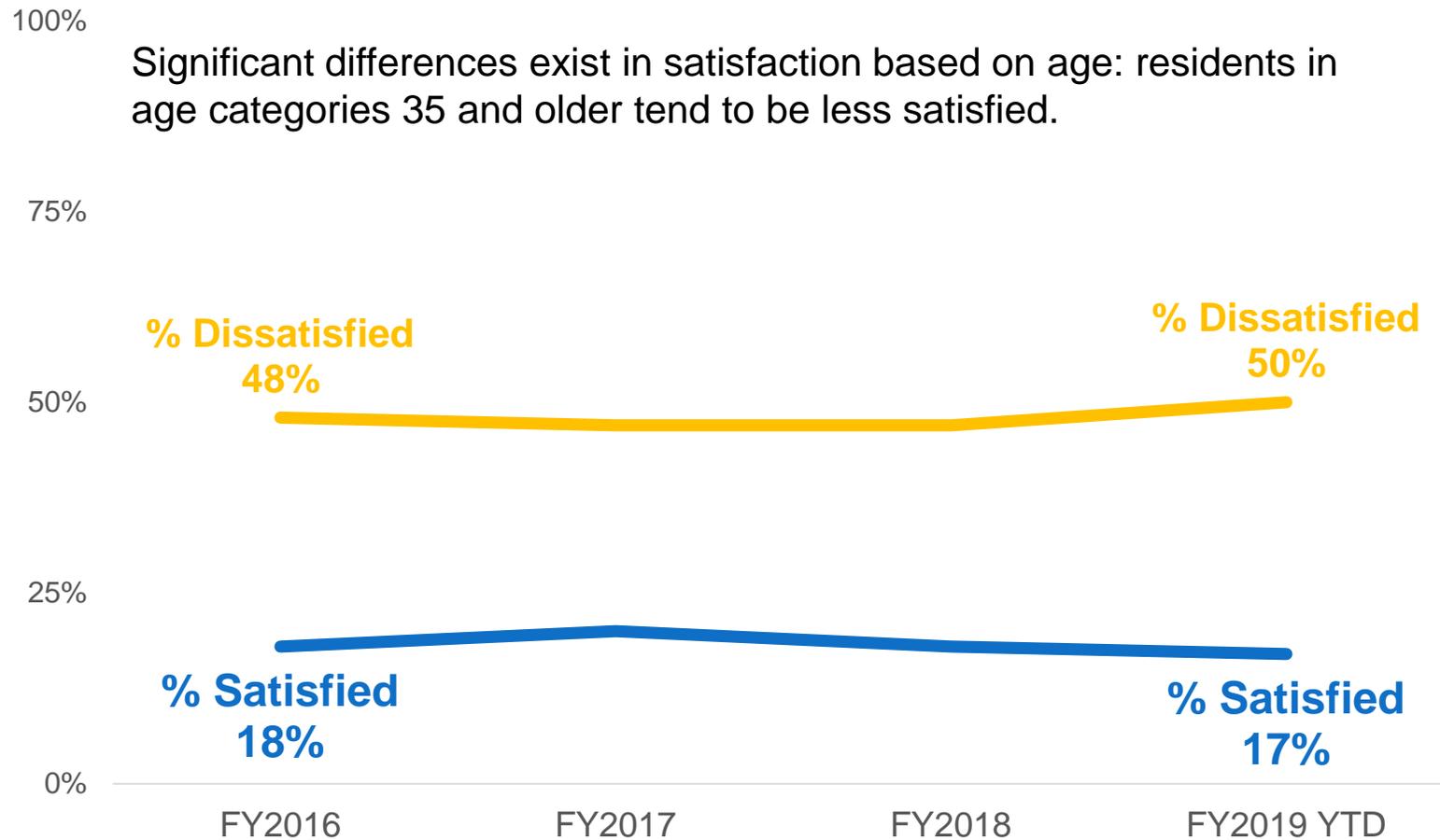
Dangerous Building Locations:



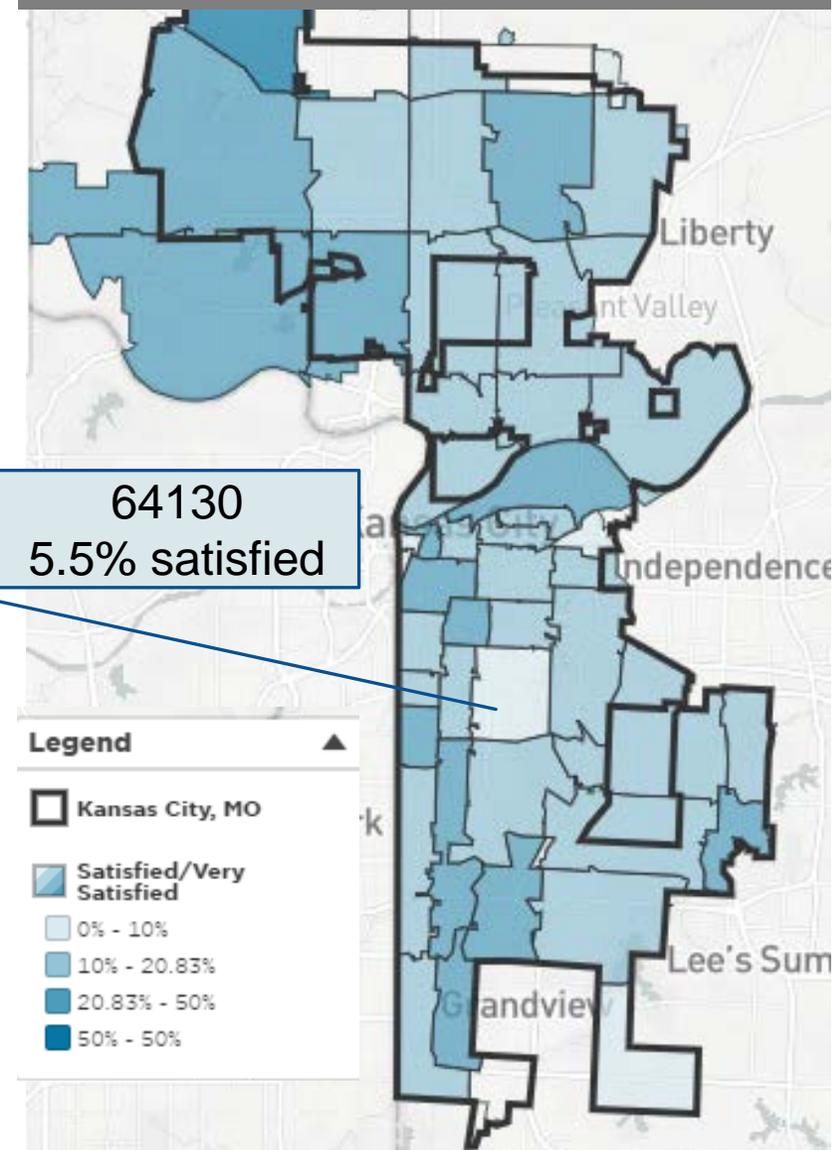
Resident Survey – Demolishing Vacant Structures

% Residents satisfied/dissatisfied with Demolishing of Vacant Structures

Significant differences exist in satisfaction based on age: residents in age categories 35 and older tend to be less satisfied.



Satisfaction by zip code FY2018



Source: Resident Satisfaction FY2016-2018; Resident Insights Dashboard kcmo.gov/survey

Strategy C

a) Identify, review, and update all existing ordinances related to blight reduction. (Neighborhoods and Housing Services)

Ordinances 48 and 56 need revisions because there is conflicting language with City Planning's Ordinance 52 which is now Ordinance 88. There is also conflicting language related to the rental registration and inspection section(s).

- Attorneys from the Law Department and staff in Neighborhoods met regularly; chapters were assigned to attorneys for review
- Revisions have been made and presented to Council in Spring 2019

Ordinances reviewed and changes proposed

312 *Ordinances Reviewed*

140 *Substantive changes made*

Including...

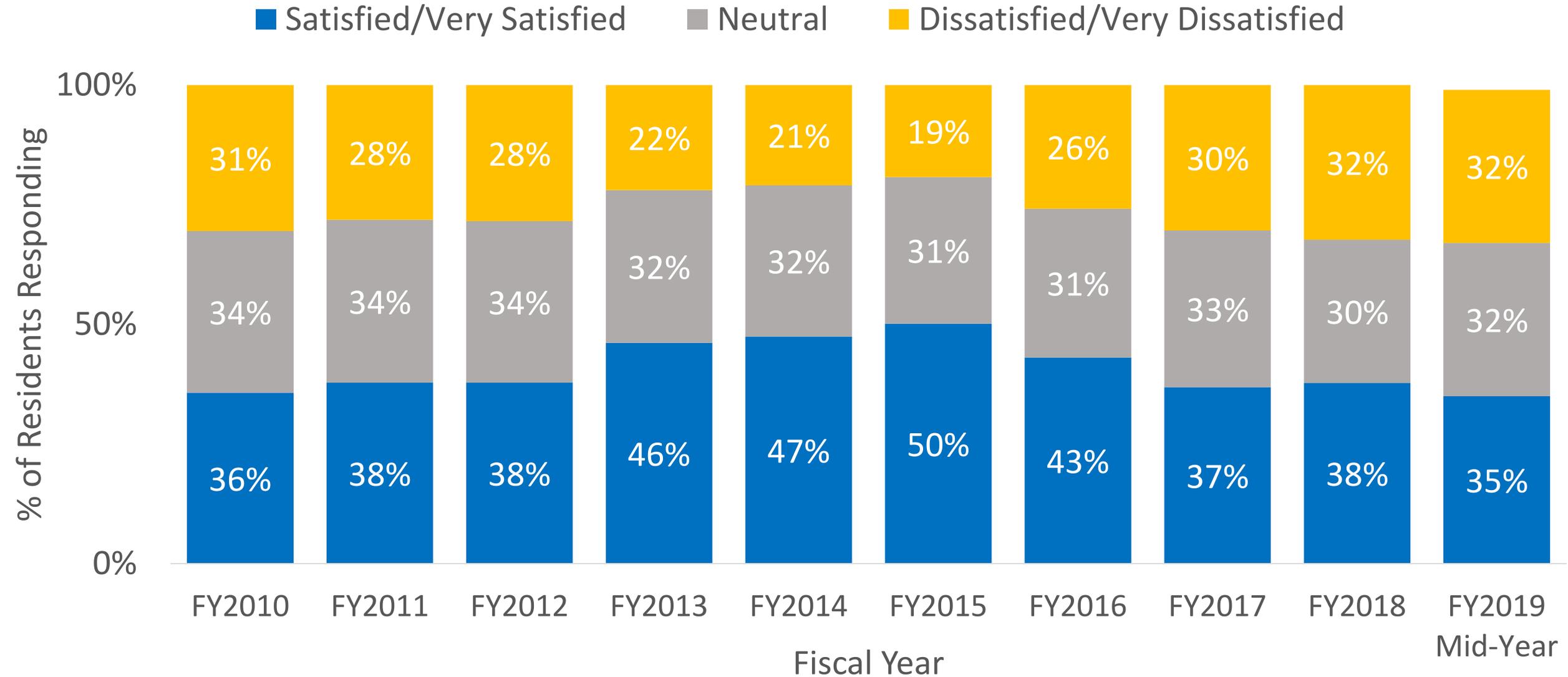
21 *Ordinances eliminated in Chapter 56*

Chapters 27, 48 and 56 of the Code to address blight reduction & enhance enforcement of nuisance and dangerous building violations.

Next steps: presentation to Mayor/Council

Objective 4: Promote a Clean Community

Resident Satisfaction with the Cleanliness of City Streets and Other Public Areas has decreased 30% since FY2015

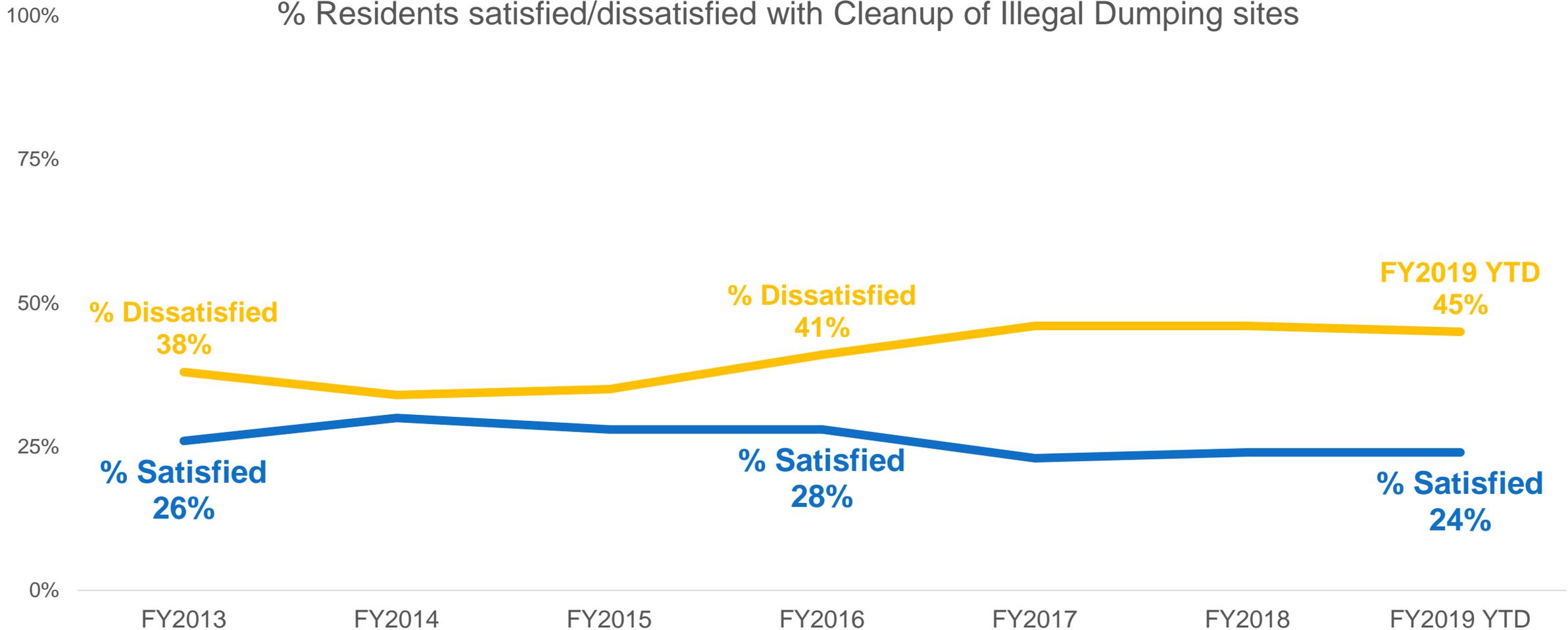


Strategy A

- a) Develop an anti-illegal dumping campaign tied to health, environmental, and economic impacts. (Neighborhoods and Housing Services)

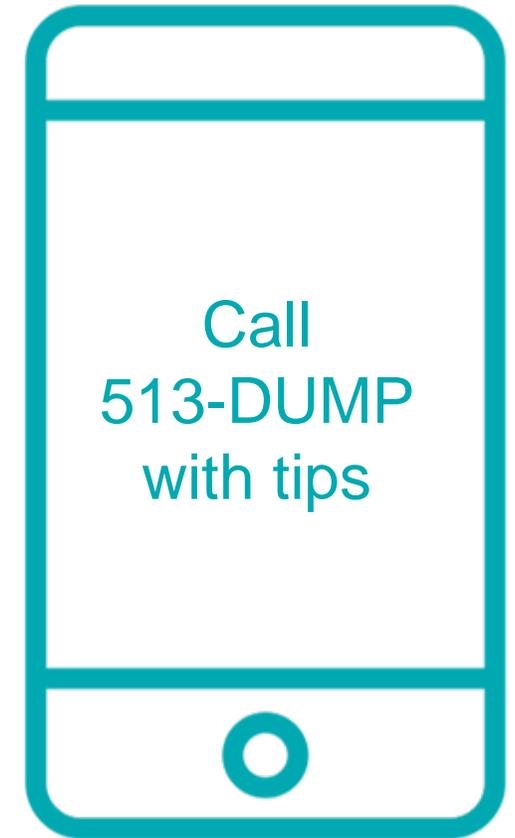
Resident Satisfaction with Cleanup of Illegal Dumping

% Residents satisfied/dissatisfied with Cleanup of Illegal Dumping sites



The Illegal Dumping Information Hotline

513-DUMP. Only a few cases have gone to court so far – not much data available.



The few we have had were 100% guilty verdicts. 53

Illegal Dumping Enforcement in Fiscal Year 2019 (May-Dec 2018)

FY 18-19



195 illegal dumping
Tickets issued



130 court dates
\$428 average fine
93% conviction rate



0 cases dismissed



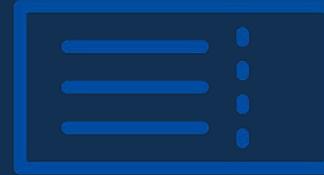
37 cases resulted in a
warrant being issued



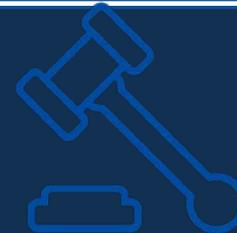
360 Self Cleans so far

VS

FY17-18



203 illegal dumping
tickets were issued



110 court dates
\$501 average fine
100% conviction rate



6 dismissed last year



87 cases resulted in a
warrant being issued



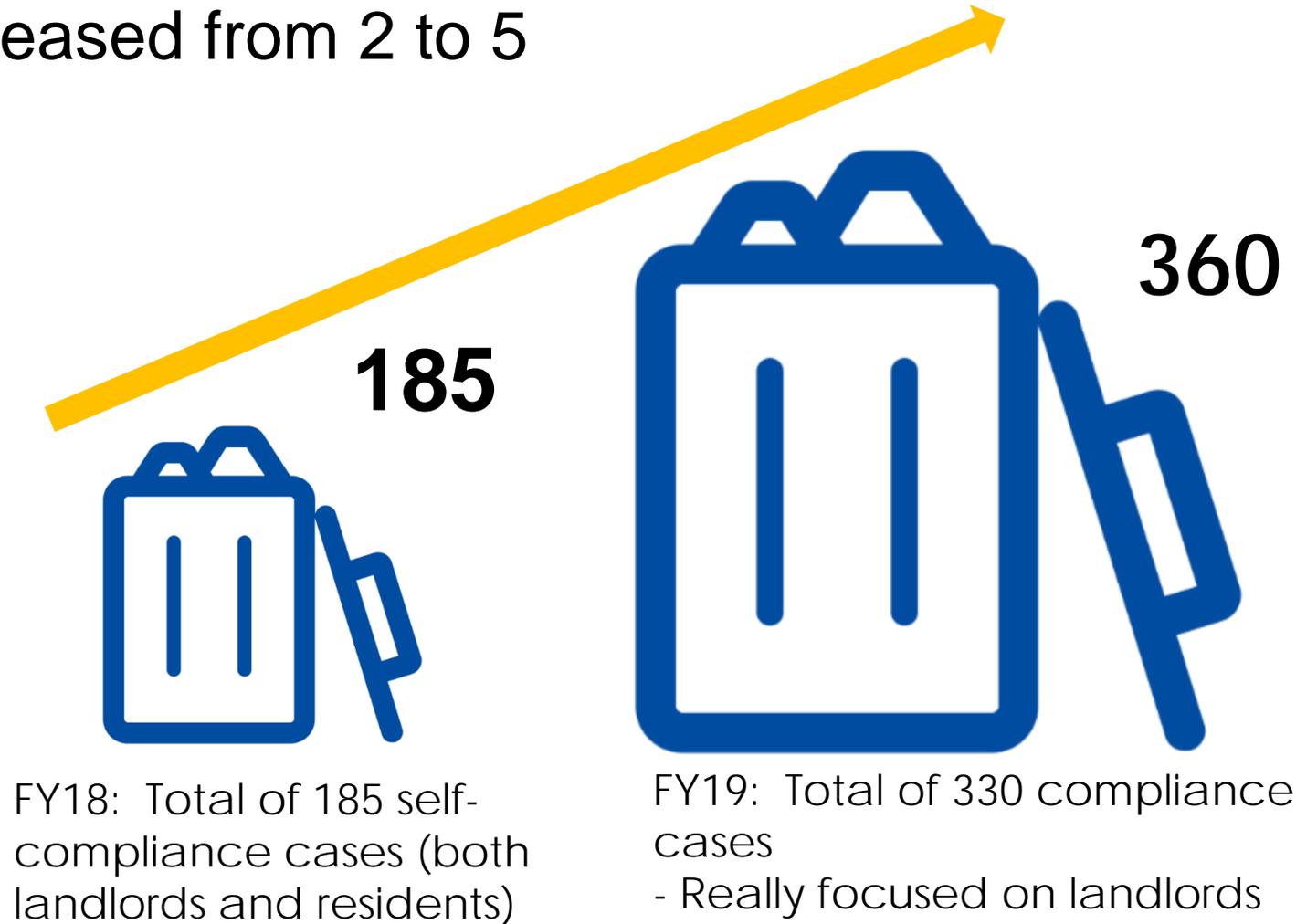
185 Self Cleans

Strategy B

- a) Develop communication and other strategies to increase compliance with solid waste ordinances, with particular attention to enforcement.
(Neighborhoods and Housing Services, Solid Waste)

Solid Waste Compliance

Staff has increased from 2 to 5



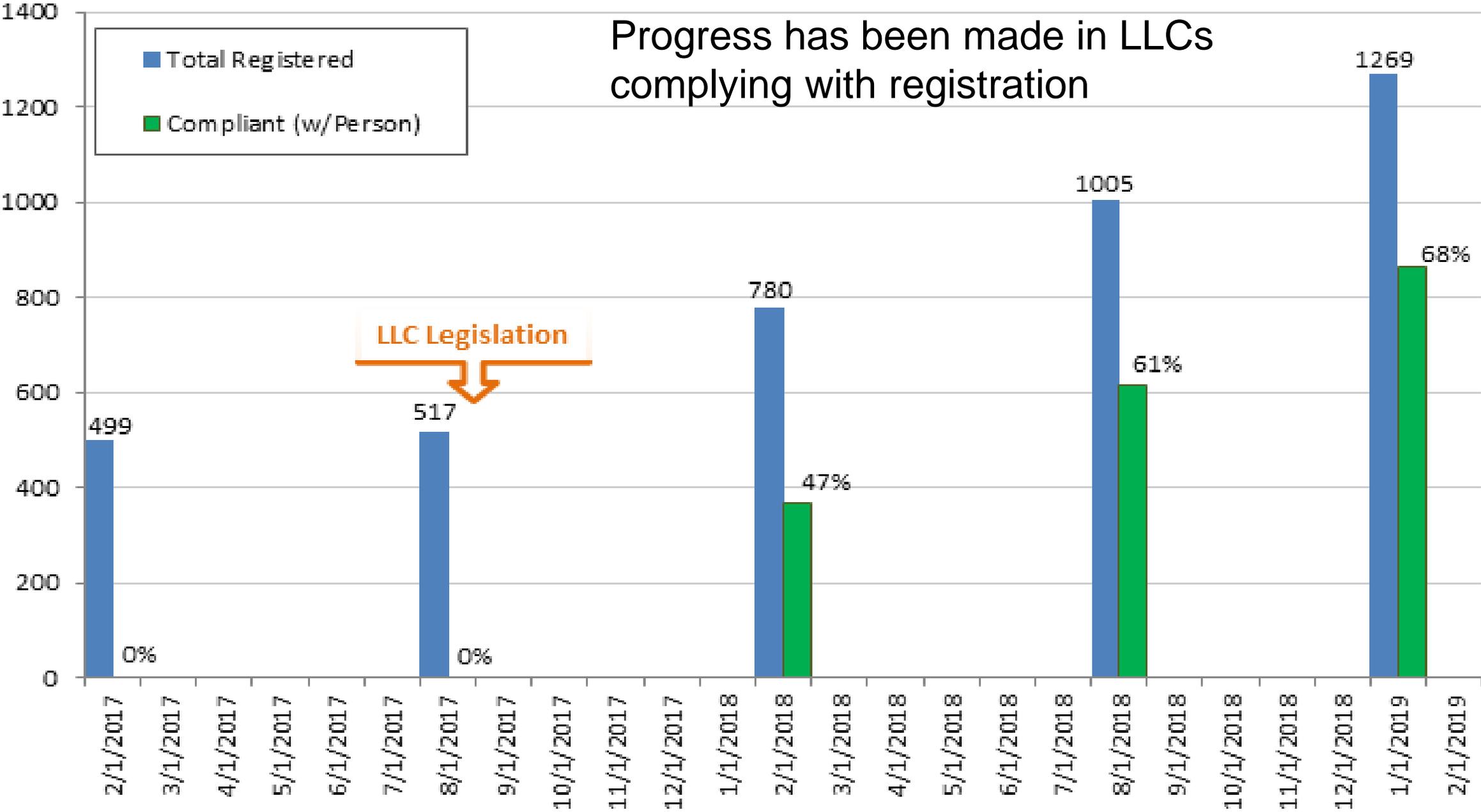
FY18: Total of 185 self-compliance cases (both landlords and residents)

FY19: Total of 330 compliance cases
- Really focused on landlords

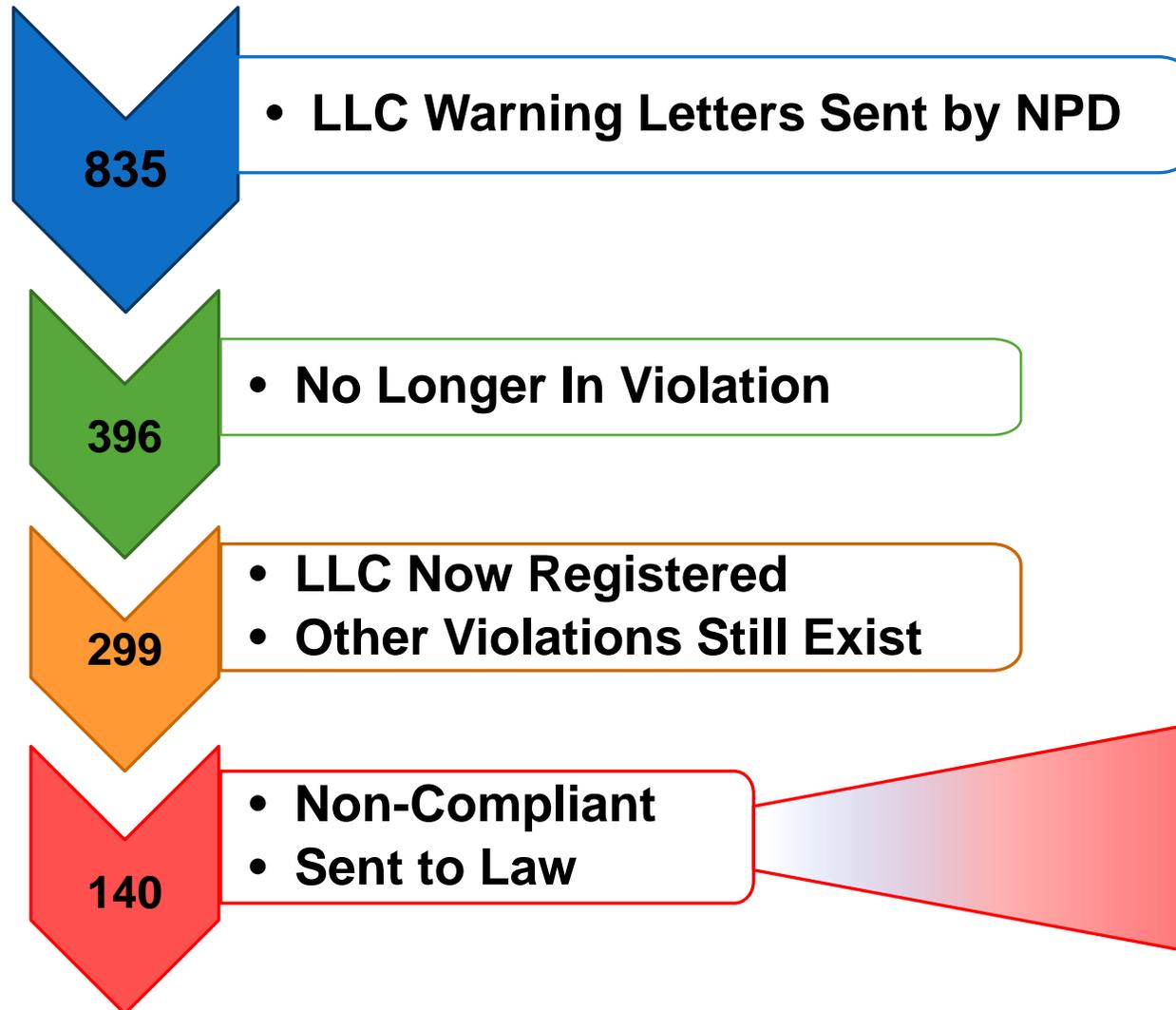
Strategy C

- a) Propose and support legislation and other initiatives to provide the City and local neighborhoods better control over the future of vacant properties. (Neighborhoods and Housing Services, Neighborhood Preservation)

Progress has been made in LLCs complying with registration



Progress has been made in LLC registration



Law

98 Total Cases Filed in Circuit Court

- 40 cases complete and affidavits filed (no longer in violation)
- 58 pending cases
 - In 4 of these cases the court has ordered compliance, and the LLC has still refused to comply
 - We have one more avenue to explore to gain compliance with these
- 42 cases have not been worked/filed yet

Strategy D

- a) Develop a revised recycling policy for all City-owned and other public facilities and spaces. (Neighborhoods and Housing Services, Neighborhood Preservation)

Education and Outreach

- Recycling education plan under development with City Communications
- Recycling ambassadors being solicited
- Waste audit under consideration
- Survey of employees under development



Help your coworkers:
KNOW BEFORE THEY THROW

Think about it. Every day, we encounter recyclable materials (e.g. office paper, aluminum cans, cardboard). This means, that each one of us has the power to make a difference by working together to recycle often and recycle right!

Kayleen Garrels in the Office of Environmental Quality, the Recycling Coordinator, will be guiding the improved internal recycling campaign to strengthen the City's commitment to waste reduction by educating City employees on what items they can recycle within City Hall and stressing how beneficial recycling is to the economy, human health, and conservation. Please feel free to contact Kayleen with any questions at 816-513-3454 or Kayleen.garrels@kcmo.org.

WANT TO KNOW HOW YOU CAN DO YOUR PART TO HELP CITY HALL RECYCLE BETTER?
BECOME A RECYCLING AMBASSADOR!

- Be a positive and enthusiastic voice for your floor, by emphasizing the value of recycling to attain a more sustainable and healthier community for current and future generations!
- Interact with the Recycling Coordinator to spread the word about City Hall's improved recycling program to current and new staff.
- Ensure proper recycling signage above bins in conveniently located areas such as conference rooms, workstations, copier areas, and break rooms to encourage participation.
- Send updates of your floor's recycling progress along the way.
- Recognize your coworkers' efforts to reduce, reuse, and recycle by sharing their green actions with the Recycling Coordinator for the chance to earn prizes.
- Lastly, have fun with this new role and share your experiences and ideas on how to keep employees engaged with your fellow Recycling Ambassadors!

City Facility Recycling Policy

- Likely components:
 - Emphasizing City's commitment to protecting and improving the environment
 - Outlining recycling collection practices and acceptable materials in bins, where to dispose of household hazardous waste, plastic bags, and other special items
 - Strive for waste diversion goal of 80%, announcing Recycling Ambassadors role as floor resource for monitoring progress, recycling/facilities contacts, etc.
- OEQ seeking examples of internal/recycling policies from other cities
- Planned roll-out: 2019



Resource Management Green Team

- City Green Team has a role in this process, led by Office of Environmental Quality
- Solid Waste has identified new bins for use
- Working to establish a baseline of waste/recycling at facilities.

Strategy E

- a) Provide well-cared-for green space for recreation, public events and public enjoyment. (Parks and Recreation)-**New:2018**

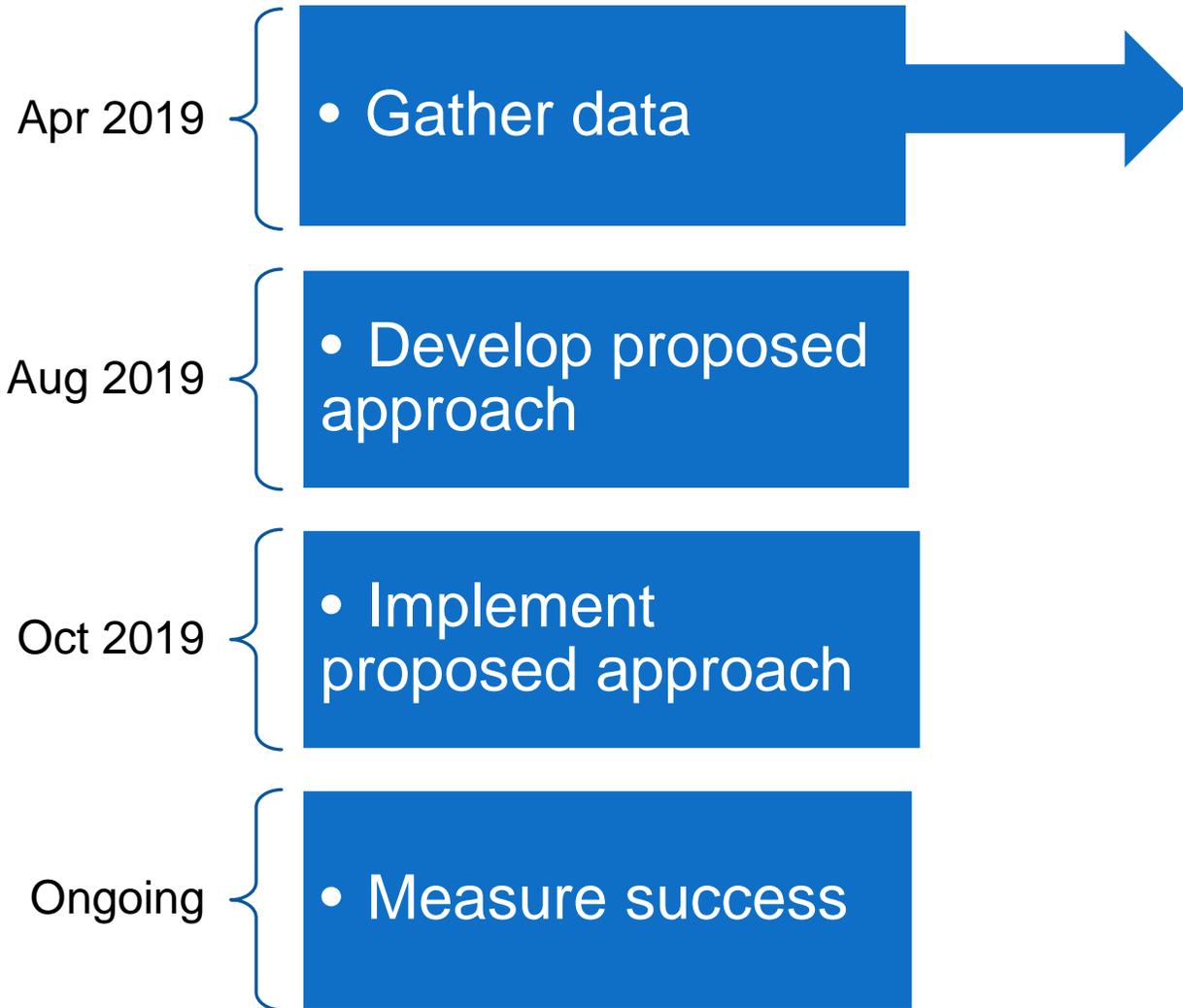
Action Plan

Park Conditions

Throughout 2017, Parks staff performed a needs assessment of all parks, facilities, and amenities

- Outlined area of need, project description, and cost estimate
- Park condition assessed based on total cost of projects

Good	<\$50,000
Fair	\$50,001 - \$100,000
Poor	>\$100,000
Undeveloped	Open space, wooded, undeveloped



SHAPE Inspection Program

Safe Healthy Attractive Public Environments (SHAPE)

- Previously, parks and facilities were all rated as either acceptable or unacceptable
- Locations with a number of maintenance issues could still pass if conditions weren't "bad enough"

Time of Arrival	Time of Completion	Odometer Reading
1:10	1:25	077874
Name of Park		Woodsmoke Park

LOCATION	OBSERVATION	OUTCOME	LOCATION	OBSERVATION	OUTCOME
Shelters		Acceptable	Water Bodies		Acceptable
Side Walks		Acceptable	Athletic Fields		Acceptable
Drinking Fountains		Acceptable	Dog Parks		Acceptable
Hard Surfaces		Acceptable	Turf		Acceptable
Play Equipment		Acceptable	Trees		Acceptable
Park Roads & Lots		Acceptable	Horticulture		Acceptable
Safety Surface		Acceptable	Litter		Acceptable
Grills		Acceptable	Graffiti		Acceptable
Fences & Barriers		Acceptable	Broken Glass		Acceptable
Seating		Acceptable	Trails		Acceptable

Notes:

OVERALL PARK RATING **ACCEPTABLE**

SHAPE Inspection Program

Parks' analyst for internal auditing and SHAPE Inspector worked together to revamp the system

- 20 ratable features on a four point scale, with their averages determining the overall score
- Overrides for an automatic fail if there are immediate hazards



Park Evaluation Form

See SHAPE Inspection Manual for rating details.

Ratings: 1 = Unacceptable, 2 = Poor, 3 = Good, 4 = Very Good

Park Inspected:		Inspector: Sierra Jackson	Date:	Time:	Region:
Inspected Areas		Rating	Comments on Rating / Immediate Attention Hazards		
CLEANLINESS	Litter				
	Broken Glass				
	Graffiti				
Cleanliness Average Rating:		#DIV/0!			
STRUCTURAL	Shelters & Comfort Stations				
	Sidewalks				
	Drinking Fountains				
	Hard Surfaces				
	Play Equipment				
	Park Roads and Parking Lots				
	Safety Surfaces				
	Grills				
	Fences and Barriers				
Seating Areas					
Structural Average Rating:		#DIV/0!			
LANDSCAPE	Trees				
	Turf				
	Water Bodies				
	Athletic Fields				
	Horticultural				
	Trails				
	Dog Park Area				
Landscape Average Rating:		#DIV/0!			
Total of all area ratings:		0			
Number of areas rated:		0			
Average Rating per area:		#DIV/0!			
Rating Override (Include Justification):			Overall rating in Cleanliness is Unacceptable		
Comments, critiques, suggestions:					
Public Safety Concerns:					

SHAPE Inspection Program

- New SHAPE rating and tracking system will help determine how to adjust service levels to ensure standards of maintenance across parks, regardless of traffic
- Revamped SHAPE debuted on **Feb. 1st**

	A	B	C	D	E	F	G	H	I	J	K
						Overall	Overall	Overall	Park	Override	
1	Park	Region	Inspector	Date	Time	Cleanline	Structural	Landscape	Average	Rating	Justification
2	Davidson Park	North	Sierra Jackson	12/2/2018	9:00:00 AM	1	3.1	3	2.8	1	Overall rating in Cleanliness is Unacceptable
3	Penguin Park	North	Sierra Jackson	12/5/2018	11:30	4	3	4	3.7		
4	Blue Valley Park	Central	Sierra Jackson	12/12/2018	9:00	1	2	4	2.3	1	Cleanliness is unacceptable.
5	Kessler	Central	Sierra Jackson	12/12/2018	10:00	1	3	4	2.7	1	Cleanliness is unacceptable.
6	Oak Park	Central	Sierra Jackson	12/12/2018	11:00	4	4	4	4.0		
7	Agnes Park	South	Sierra Jackson	12/13/2018	0:00	4	2	4	3.3		

Assessing Our Parks

The 2017 in-house assessment and the SHAPE Program help give us an idea of the physical condition of our parks, but that does not tell the complete story

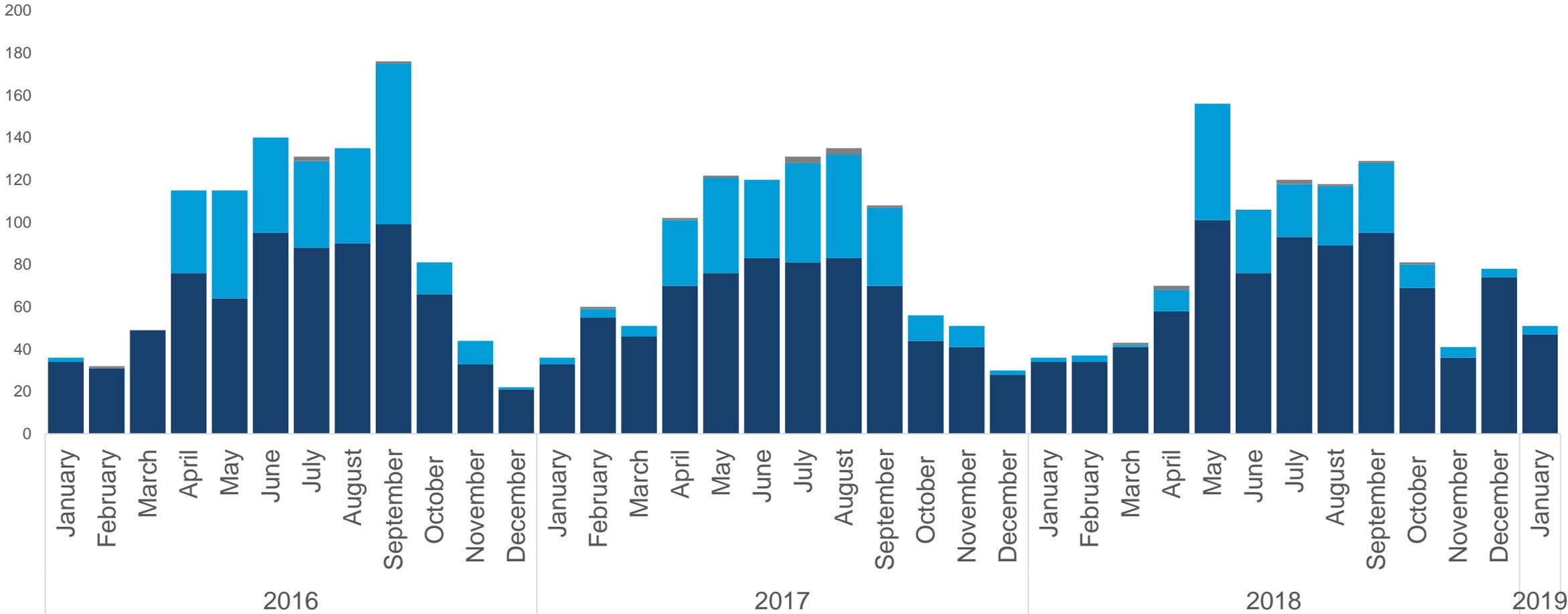
- Searching for a tool to measure the quality of parks through a lens of social equity
- Working with external organizations to help develop this tool



Parks Maintenance 311 Cases – Volume

311 Service Requests related to green space maintenance

■ Park Maintenance
 ■ Mowing (Parks, Blvd/Pkwy, ROW)
 ■ Landscaping

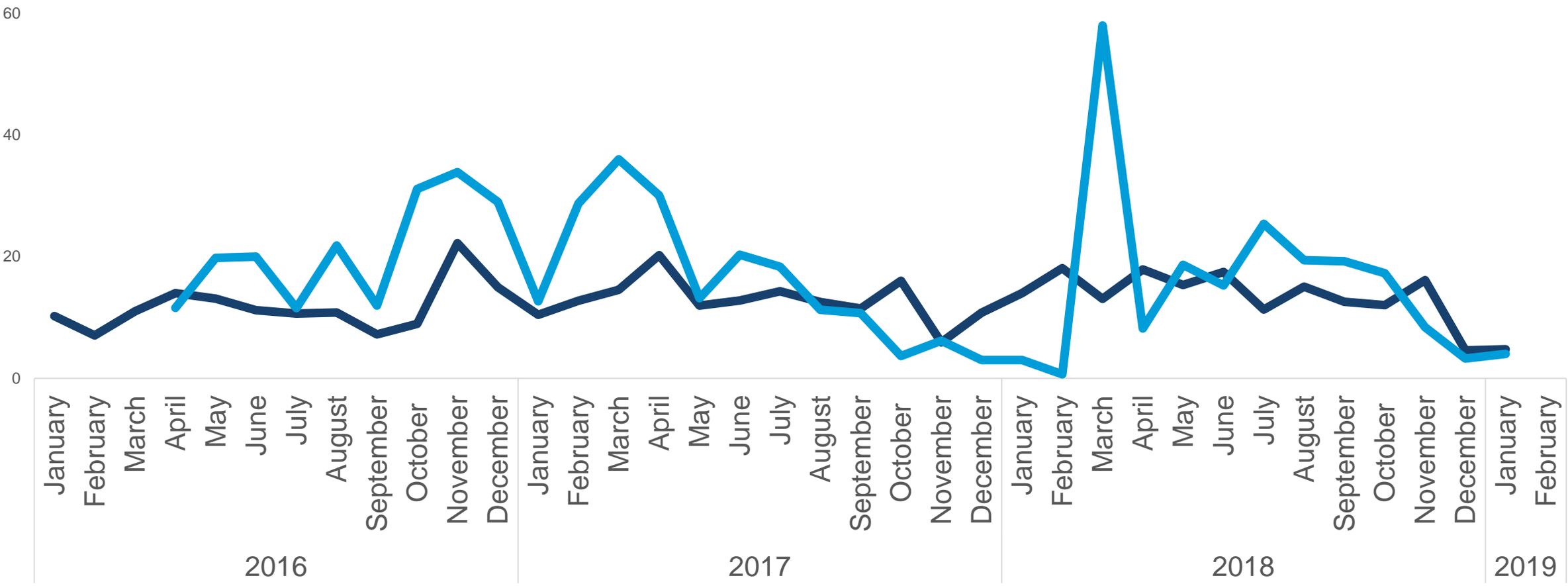


Source: Open Data, 311 Calls

Parks Maintenance 311 Cases – Responsiveness

Average days to close 311 Service Requests

█ Park maintenance
 █ Mowing (includes Parks, Blvds/Pkways and Right-of-way)



Source: Open Data, 311 Calls

Resident Priorities for Parks

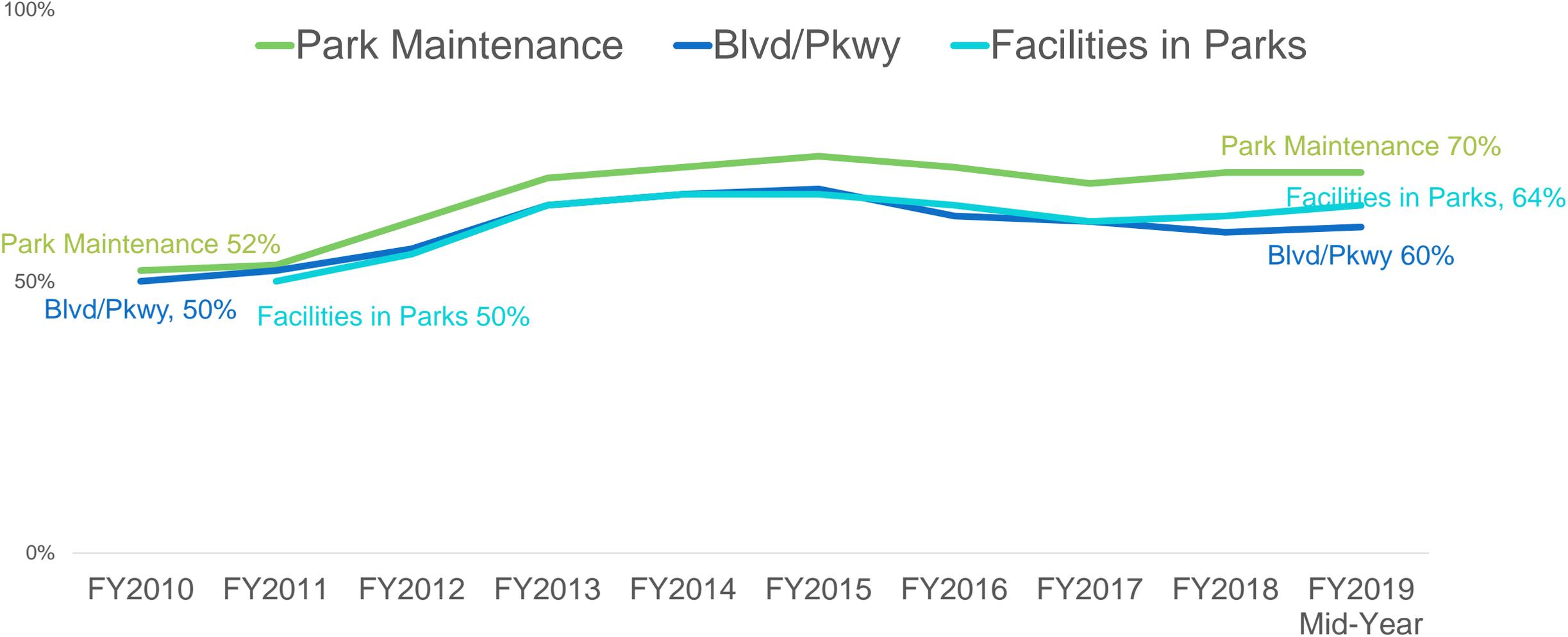
Which TWO of the Park and Recreation Services listed do you think should receive the MOST EMPHASIS from the City over the next two years? (Importance = aggregate percent of citizens selecting)

Question	Importance	Satisfaction	FY2018 I-S Rank	FY2017 I-S Rank
Tree trimming and care	27%	36.6%	1	1
Youth programs/activities	16%	32.7%	2	2
Walking/biking trails	17%	50.9%	3	3
Boulevard and parkway maintenance	20%	61.2%	4	5
Maintenance of city parks	23%	69.0%	5	4
Facilities in parks (shelters, playgrounds)	13%	61.7%	6	6
Swimming pools/programs	6%	34.3%	7	8
Programs/activities at community centers	7%	44.0%	8	7
Communication from Parks and Rec	4%	39.1%	9	9
Outdoor athletic fields	6%	60.8%	10	11
Maintenance of community centers	4%	48.1%	11	12
Customer service from Parks and Rec	3%	44.4%	12	10

Source: Resident Satisfaction Survey FY2018

Resident Satisfaction

Percent of residents satisfied



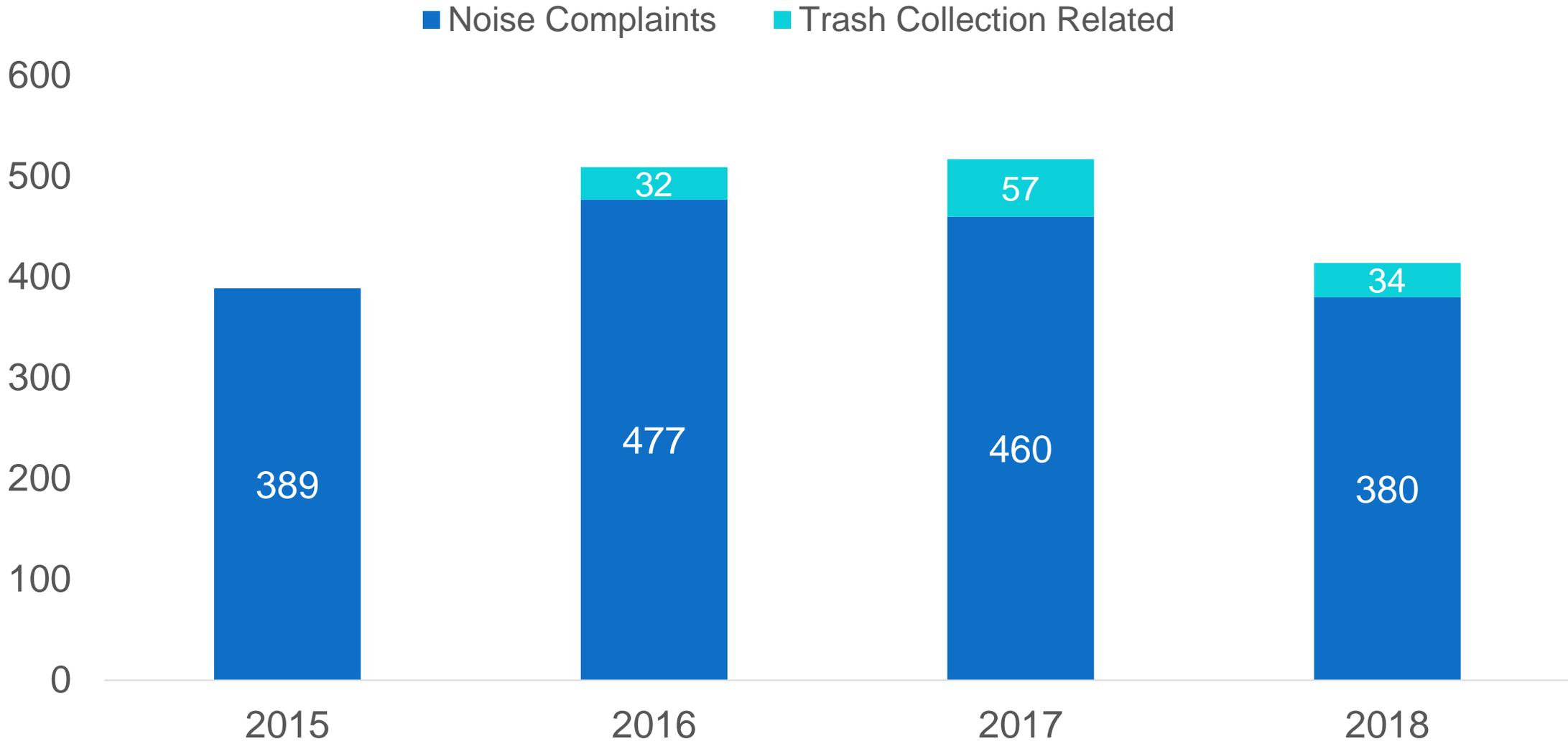
Strategy F

- a) Propose and support legislation to address environmental health hazards, including air and noise pollution.(Health)-New:2018

Air Quality – Establishing Baselines

- Air Quality Program partnering with the Missouri Department of Natural Resources to finalize the Memorandum of Agreement
- Working on updating the City's Air Quality Ordinance to better align with Federal and State Regulations

Noise Complaints

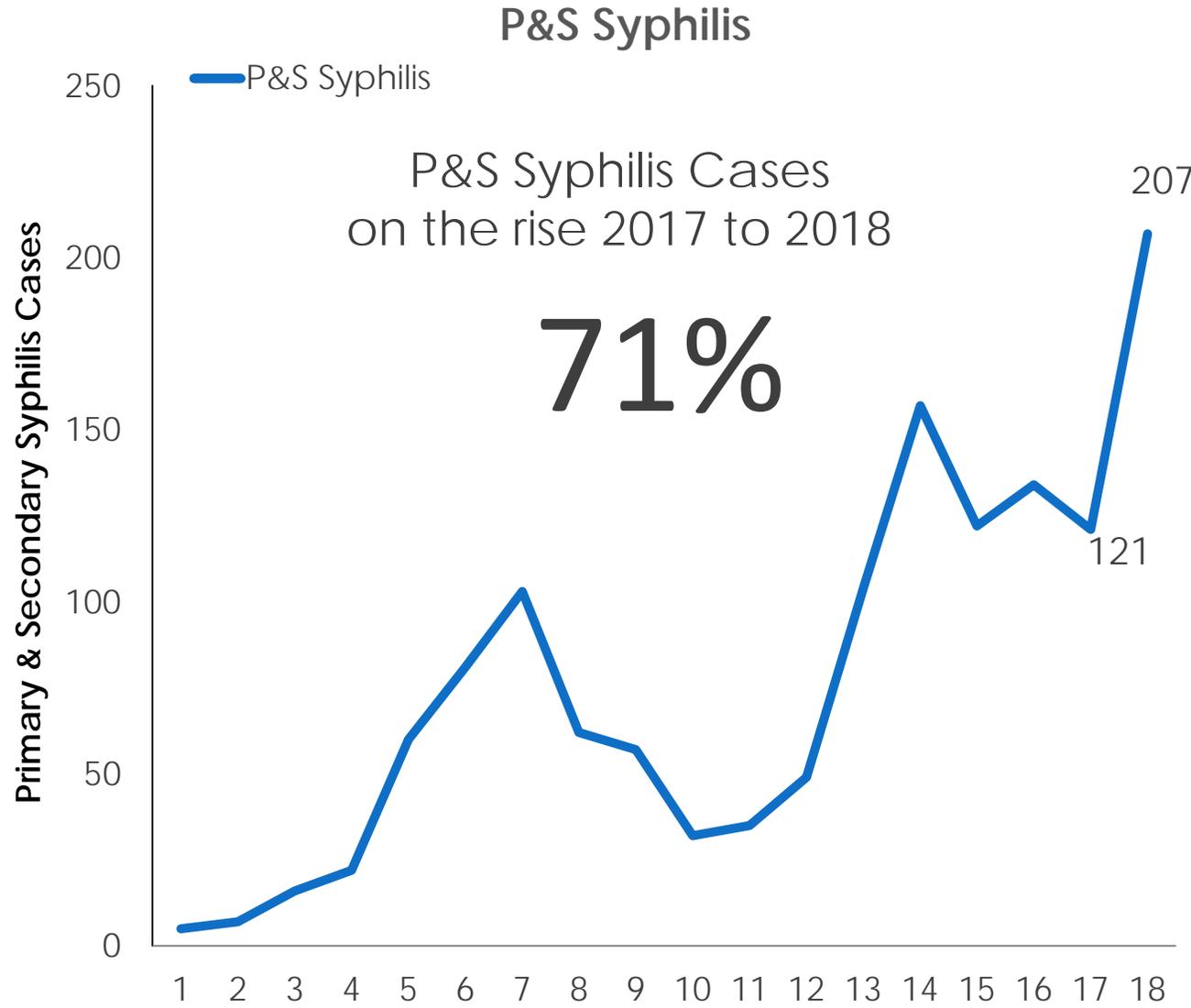
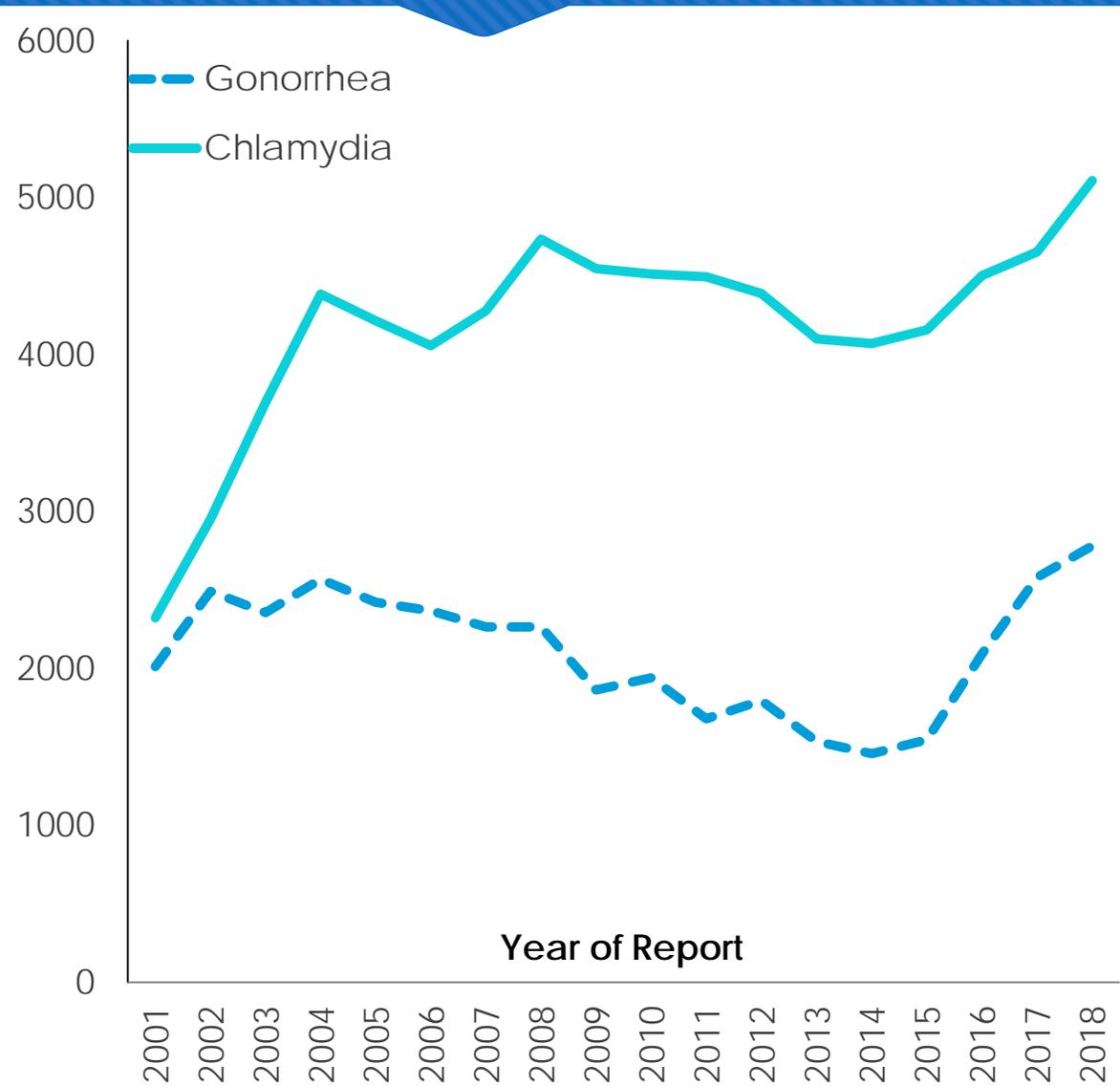


Objective 1: Increase overall life expectancy and reduce health inequities in the zip codes with the lowest life expectancy and the additional zip codes with the least improvement in life expectancy.

Strategy A

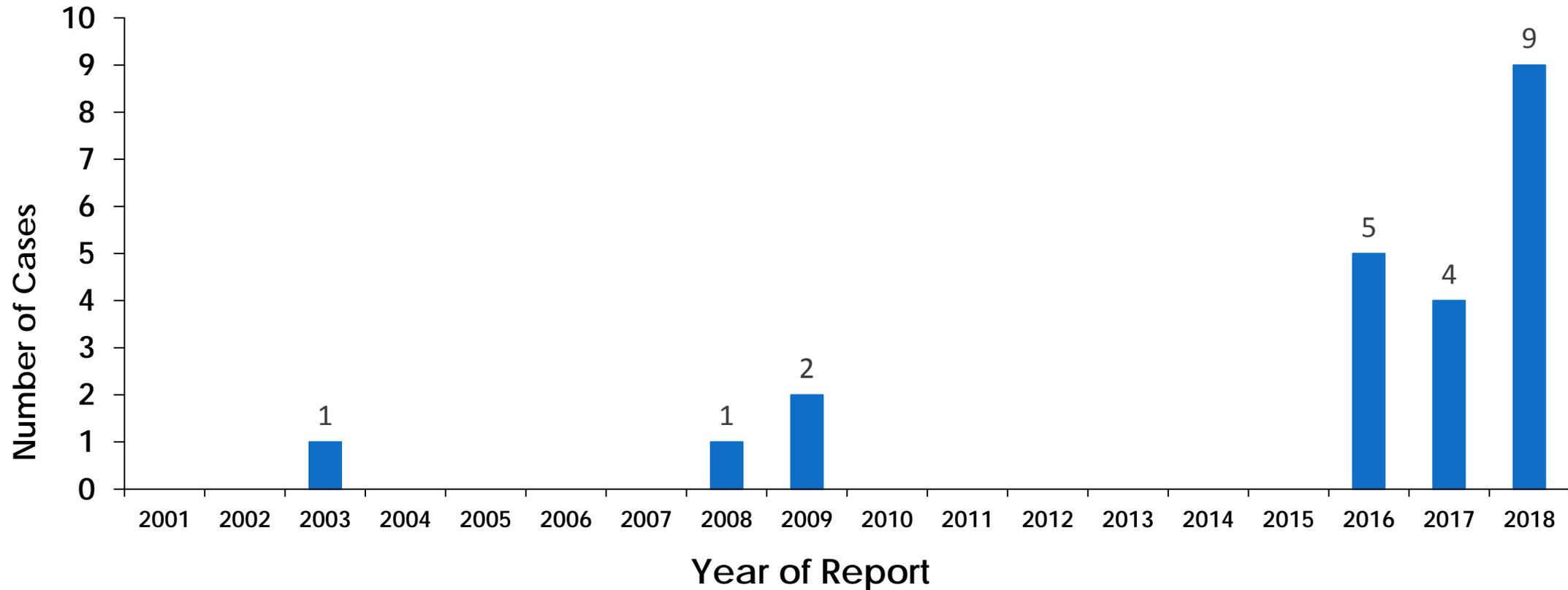
- a) Decrease the rate of sexually transmitted diseases particularly among the adolescent population. (Health)

KCMO STD Trends – All Ages



*Rate per 100,000 population

Syphilis Transmitted from Mother to Infant



- Congenital syphilis is a severe, disabling, and often life-threatening infection seen in infants. It occurs when the syphilis bacteria is passed from an infected mother to child during fetal development or at birth
- Up to 40% of babies born to women with untreated syphilis may be stillborn, or die from the infection as a newborn
- Rising rates of syphilis among pregnant women in Kansas City have increased the number of infants born with congenital syphilis
- Syphilis can be cured with antibiotics if caught early

Stratex Update: 4.1A – Decrease rate of STDs particularly among adolescents

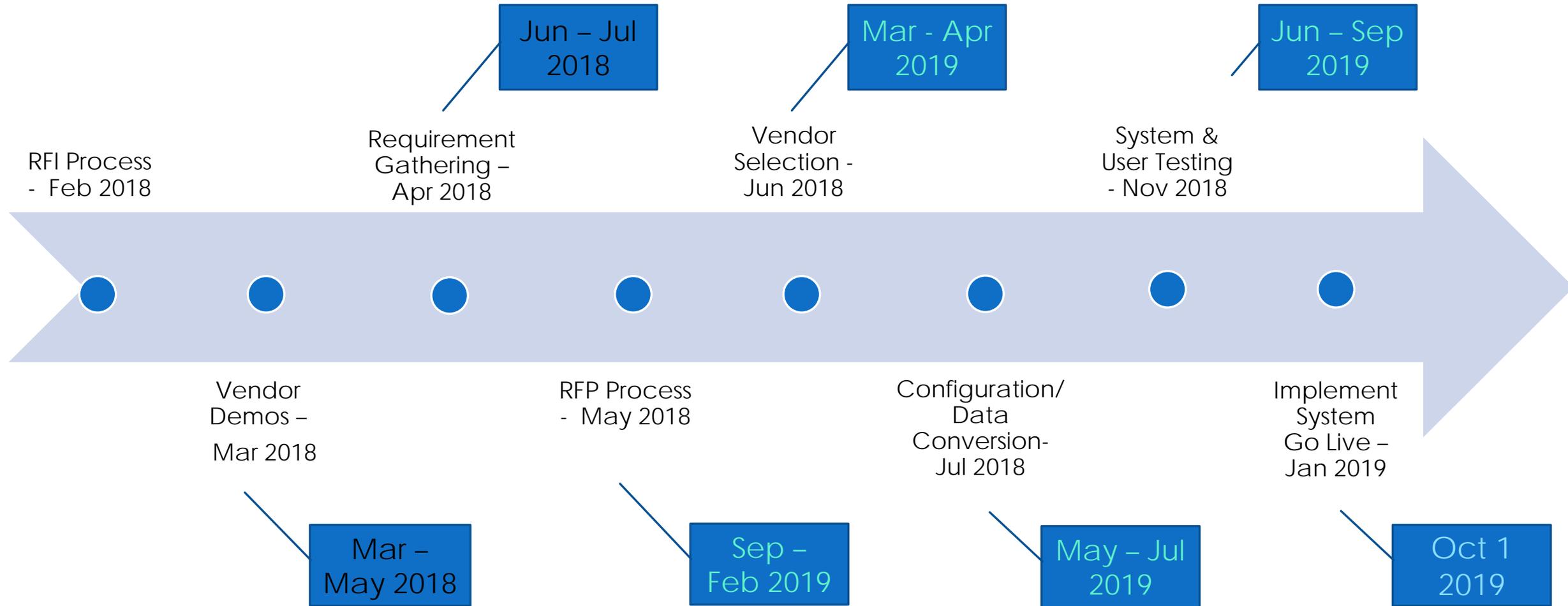
Strategy Description: Increase proportion of verified, CDC-recommended treatment for reported Chlamydia cases of individuals between the ages of 13-24 by the top three diagnosing providers in Kansas City, MO

- Gather data:
 - Use State of Missouri Disease Registry (WebSurv) to analyze diagnosed Chlamydia cases by age group and test facility within the lower life expectancy zip codes – **about 10% complete**
 - Negotiate with State for developing specialized reports to document confirmed, CDC recommended treatment for Chlamydia cases ages 13-24 – **about 5% complete**
- Develop Proposed Approach
 - Develop policies and procedures to track enhanced reporting data of Chlamydia cases within the focus group for the top three diagnosing facilities in Kansas City
 - Develop policy and procedures for Field Delivered Therapy for cases without documented treatment by the top three diagnosing facilities in Kansas City
 - Meet with representatives from top three diagnosing facilities to discuss enhanced surveillance and prevention activities for those within the Chlamydia focus group
 - Develop quarterly report to share with the three facilities detailing enhanced activities for their reported cases of Chlamydia
- Implement Proposed Approach
 - Implement actions, policies and procedures of enhanced surveillance and prevention activities
- Measure success
 - Provide monthly report detailing enhanced activities for reported cases of Chlamydia within the focus group

Strategy B

- a) Develop coordination with implemented health record systems between the state and other health levy providers.
(Health)

Cloud-based electronic health record (EHR) – Implementation Process



Strategy C

- a) Update the Code of Ordinances on communicable diseases. (Health)



Strategy complete

Strategy D

- a) Expand the City's surge capacity for major outbreaks.
(Health)

Case Study on Surge Capacity

Syphilis Outbreak

Hybrid Incident Action Plan

1. Incident Name:		2. Operational Period: Date From: 10/15/2018 Time From: 07:00		Date To: 10/19/2018 Time To: 18:00
3. Organization Chart				
ICS 207	IAP Page ____	4. Prepared by: Name: _____ Position/Title: _____ Signature: _____ Date/Time: _____		

Intra-Divisional Surge Capacity

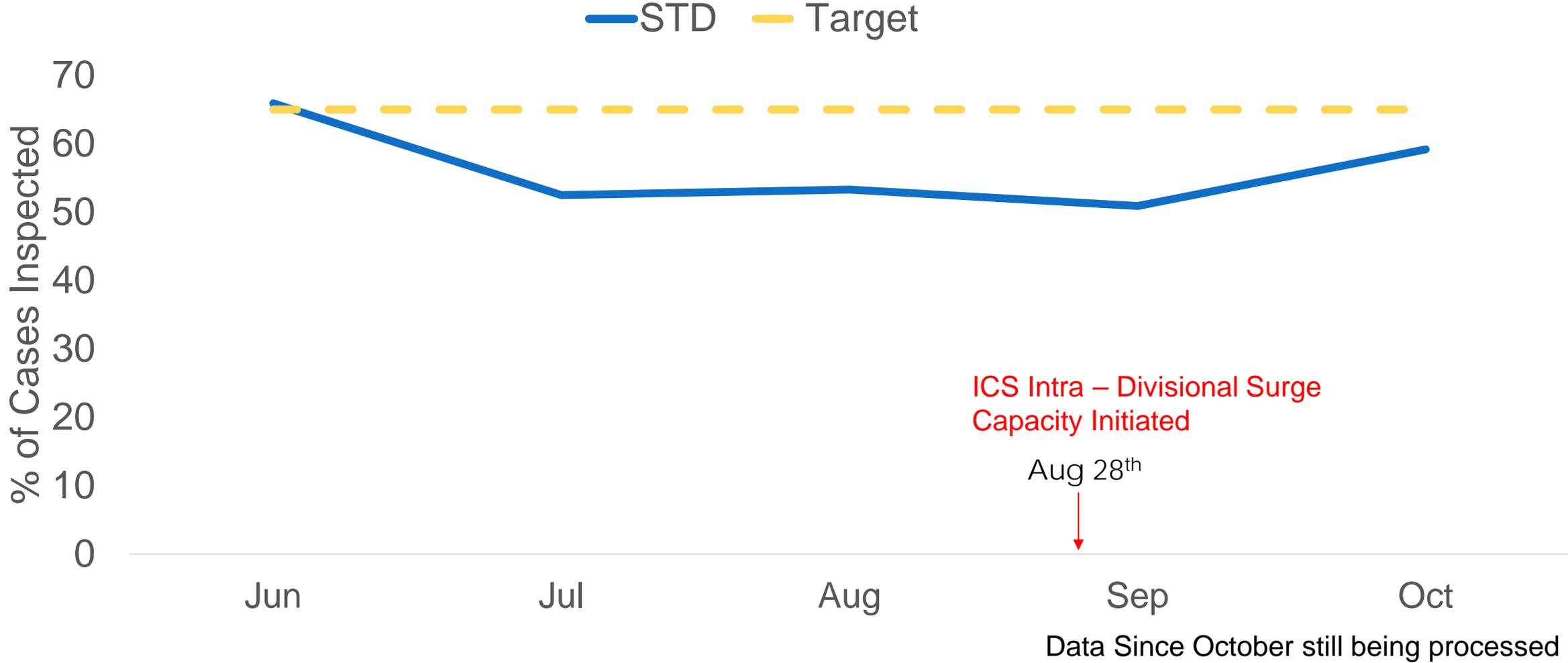
Downgrade of 2 Vacant First-Line Supervisor – budget challenges



- Implement Hybrid Incident Action Plan
- Operational Changes for Outbreak Control
 - Weekly Update Meetings – data review, case investigation activities
 - Mentoring by Senior Staff – assist with case reviews and appropriate follow-up
 - Streamlining procedures – documentation, prioritization, reassignment of staff, etc.
 - Continuous quality assurance
 - Publishing data – epi staff able to see progress and/or gaps

Effect of Intra-Divisional Support

Percent of newly reported high priority STD investigations (HIV and Syphilis) completed within 7 business days - 2018



Results Summary – High Priority STDs 2018

	Apr – Jun	Jul – Sep	Oct - Dec
% of interviewed cases submitted to supervisor within 14 days	64%	59%	71%
Number of cases assigned/interviewed	146	195	243
Closure of clients assigned for prevention/intervention – all positive cases and contacts	204	282	309
Number STD fully-trained investigators (epis)	9	8	8*
Number of Redirected staff Assigned	0	11	11
Number of Additional Staff Hours Worked	0	248.0	284.3
Outbreak Cost for Additional Staff	\$0	\$11,142	\$13,115

*2 additional epis hired but not yet fully trained

Challenges & Next Steps

Disease Cases Interviewed	2017	2018	% Change in Cases Interviewed
HIV	147	211	43.5%
Syphilis	192	333	73.4%
Gonorrhea	452	113	-75.0%
Chlamydia	220	91	-58.6%
Total	1,011	748	-26.0%

- Maintain level of supervisory review and guidance for intervention/prevention activities
- Increase investigations of Chlamydia and Gonorrhea – higher susceptibility to HIV
- Assuring pre-natal care and screening for Syphilis at CDC-recommended intervals
- Evaluate and respond to community needs for STD testing and treatment
- Funding/Resources not fully supporting the increased operational demands of outbreaks

Strategy E

- a) Update the City's food code to better align with the most recent version of Federal regulations for food safety.
(Health)

KCMO Food Code Update

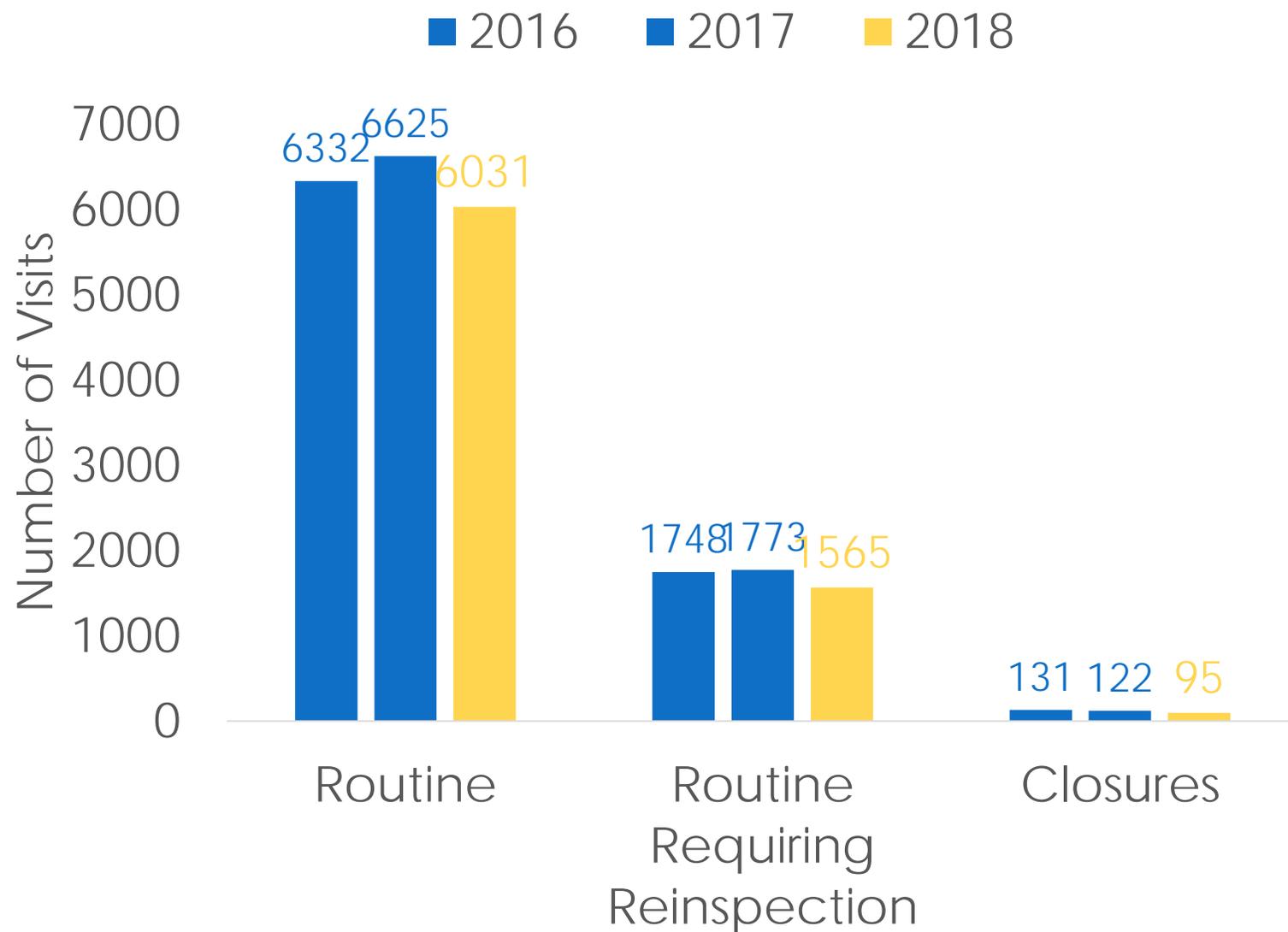
Updating the KCMO Food Code based on the 2017 FDA Food Code

- Current KCMO Food Code Models the 2005 FDA Food Code
- The 2017 FDA Food Code was released mid 2018
- Primary Changes Include:
 - Updating/clarifying language
 - New additions
 - Evaluating Violation Tiers (Non-critical and Critical) vs. Priority, Core, and Priority Foundation

Next Steps

- Presented to the Mayor's Food Advisory Board at the next scheduled meeting (February 1, 2019)
- Consider proposed changes and feedback from Food Advisory Board
- Seek input and feedback from stakeholders including the Greater Kansas City Restaurant Association
- Make final adjustments/changes
- **GOAL:** Present to Council for approval by the 3rd quarter of 2019

Re-inspection and Closure Data



2018

- 74% do not require a follow-up
- 2.0% of inspections result in closure

2017

- 73% do not require a follow-up
- 1.8% of inspections result in closure

2016

- 73% do not require a follow-up
- 2.0% of inspections result in closure

Strategy F

- a) Expand the integrated Pest Management program to better respond to emerging health threats. (Health)

Rat Control Program Activities

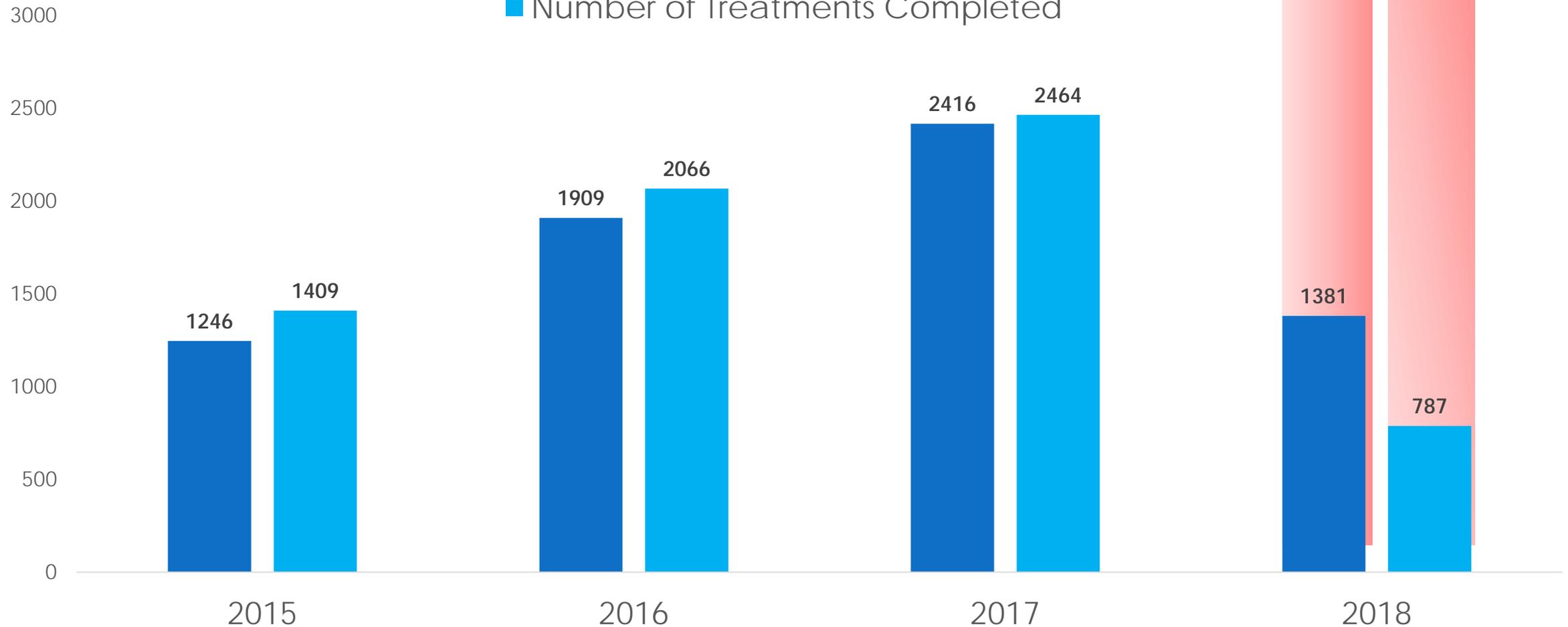
Red indicates trend if rental housing had not been excluded



Rat Complaints and Treatments

■ Number of Complaints Received

■ Number of Treatments Completed



Rat Control Program Activities

Since the Program updated the process for treatment (Rental/Owner Occupied):

- Received 998 rat complaints – Treated 787 Owner-Occupied Properties
- Rental Properties
 - 235 landlords performed rat treatments
 - 78 field investigations were conducted
 - 40 letters were sent to property owners concerning rat infestation
 - 32 owners provided treatment after second notice
 - 8 property owners/managers cited for non-compliance

Follow-up: Pre-Baiting Sewer Lines

Researched and discussed with IPM experts.

Feedback:

- Not practical
- Too much food available for them means they won't go after bait
- Health concerns about dumping excessive amounts of dry ice.
- Can't contain it



Strategy G

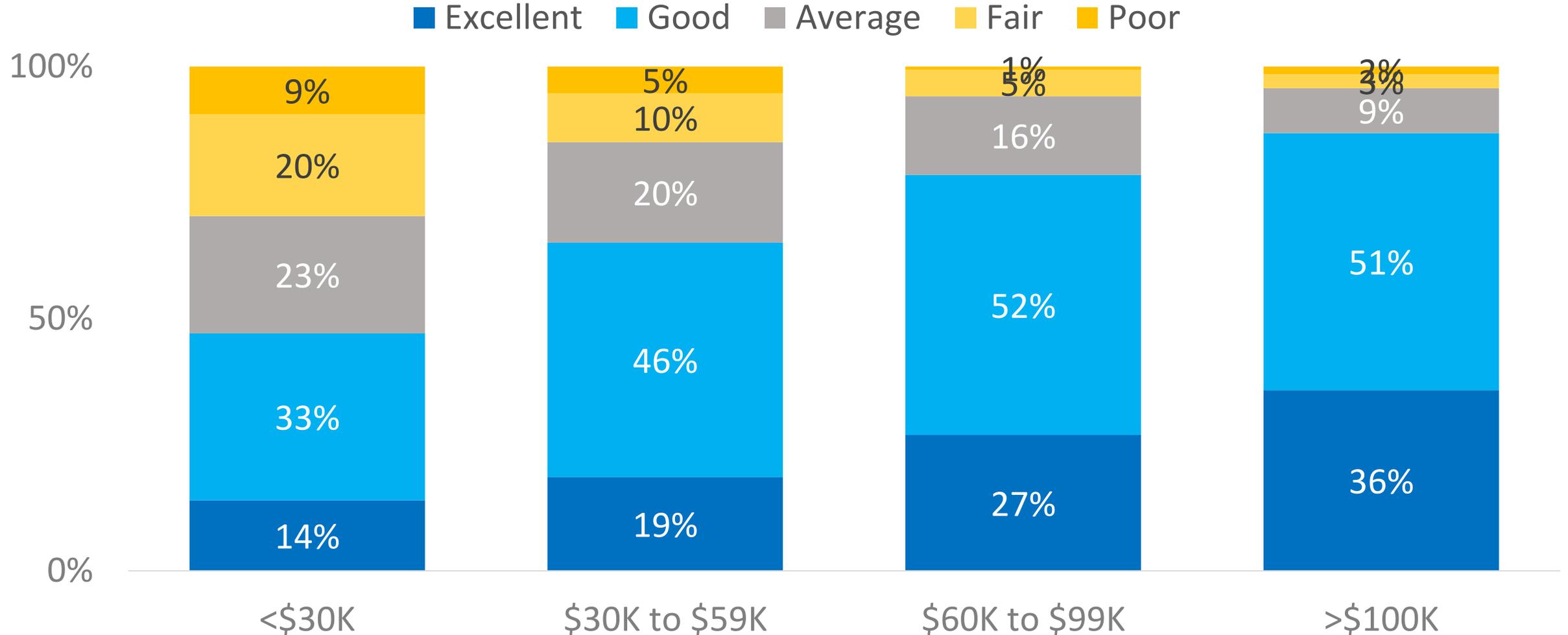
- a) Establish a baseline of protective, risk, and social factors for persons in the zip codes with the lowest life expectancy and the zip codes with no improvement the past 10 years. (Health)

Strategy H

- a) Develop a list of City programs and policies that are most likely to improve life expectancy specific to each zip code level. (Health)

Resident LifeX

Residents' Rating of Their Overall Health Varies Dramatically by Income Level

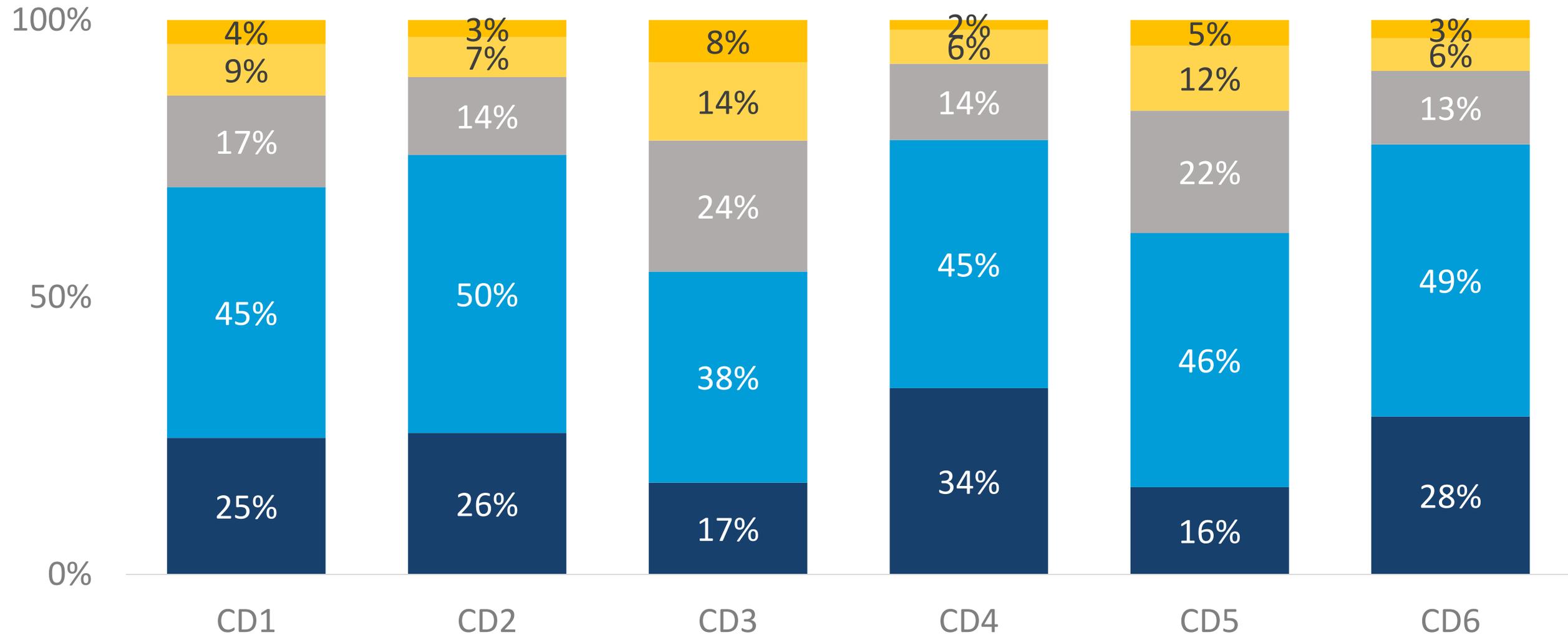


Source: Resident Survey

Explore this data at bit.ly/ResidentSurvey-Health

Residents in Council District 3 are Less Likely Than Other Districts to Rate Their Health as "Excellent" or "Good"

■ Excellent ■ Good ■ Average ■ Fair ■ Poor



Source: Resident Survey

Explore this data at bit.ly/ResidentSurvey-Health

Gap in life expectancy is increasing

Life Expectancy

-  70 - 72
-  73 - 79
-  80 - 83
-  Too Small Pop.*

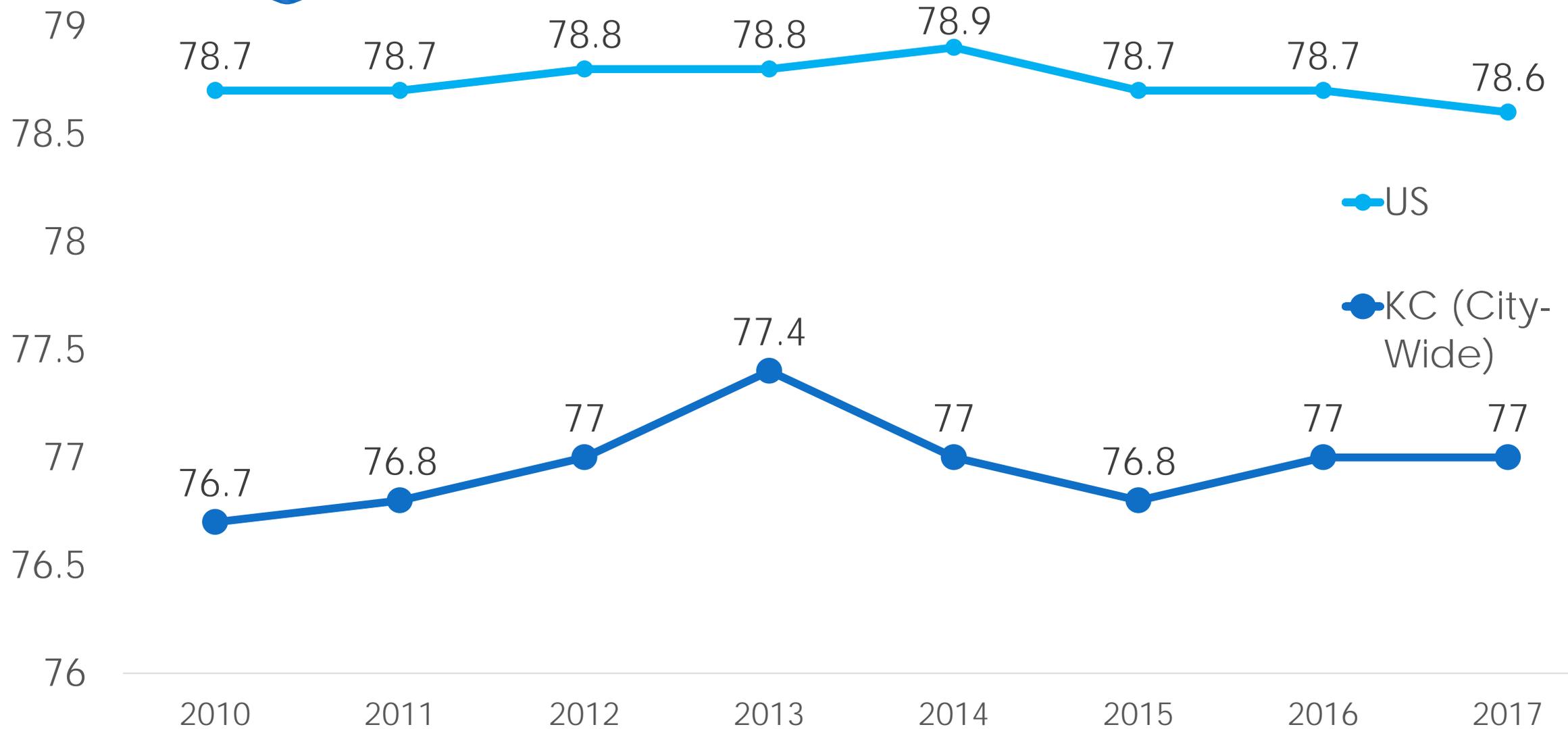
**Too small population to calculate life expectancy*



**Too small population to calculate life expectancy*

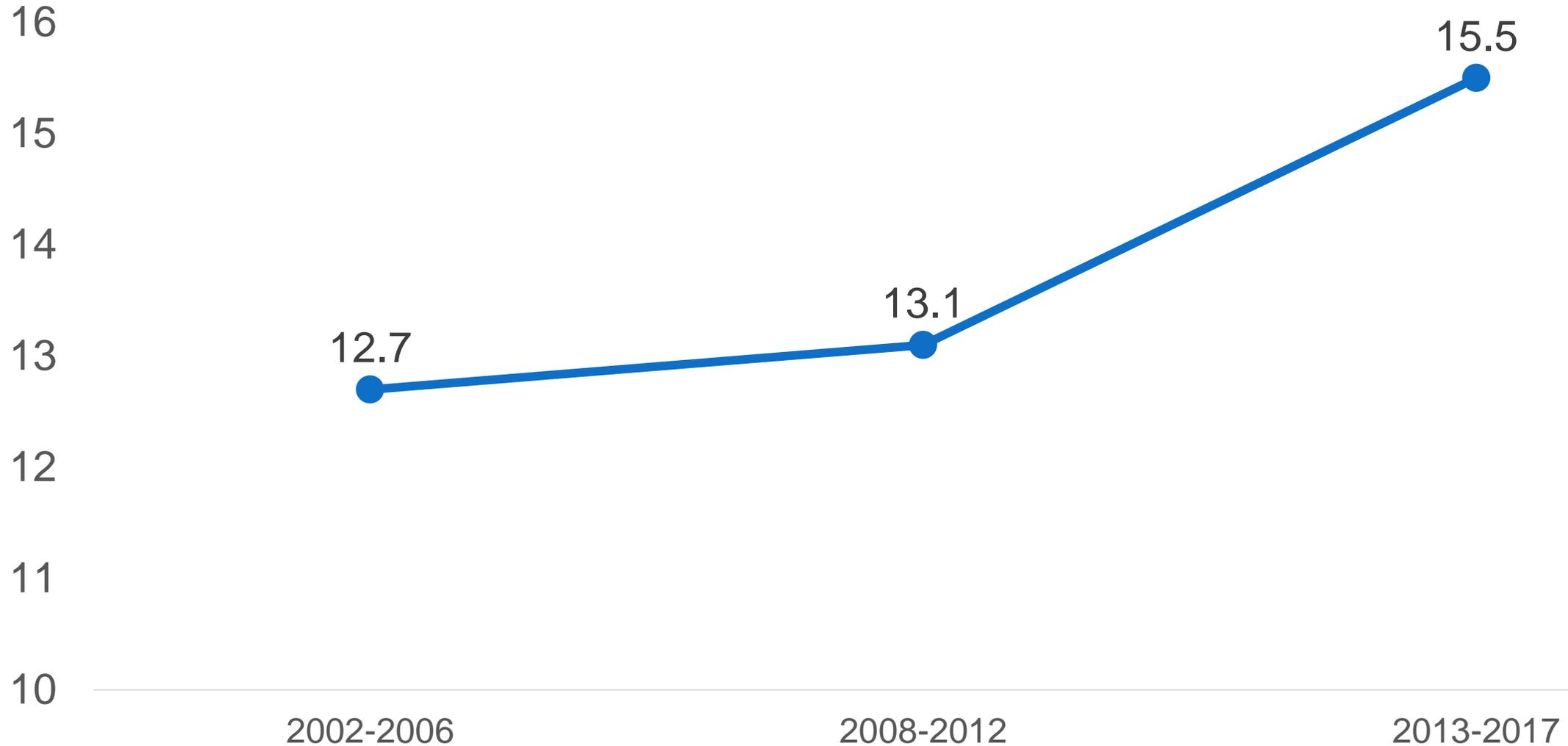


Life Expectancy Over Time



Equity Measures by Zip Code

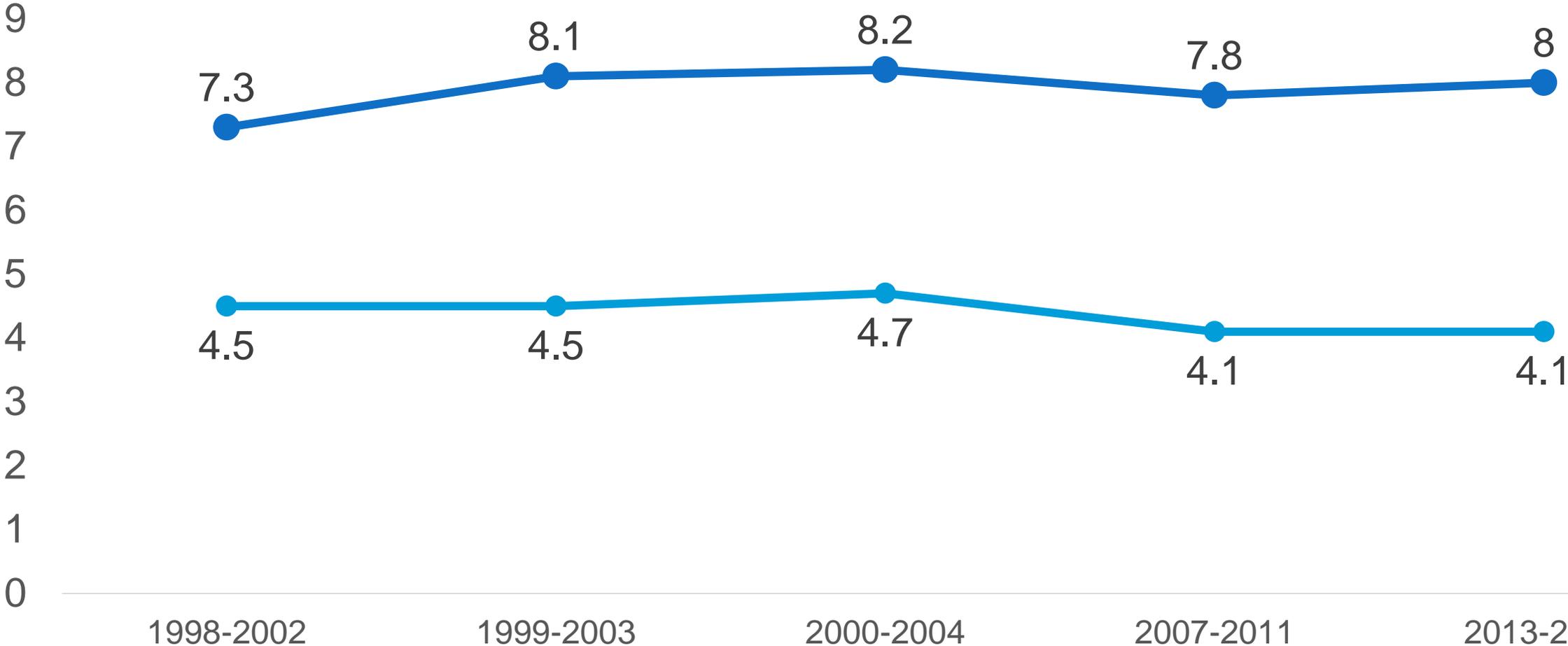
Difference Between Lowest and Highest Life Expectancy



Black/White Life Expectancy Gap

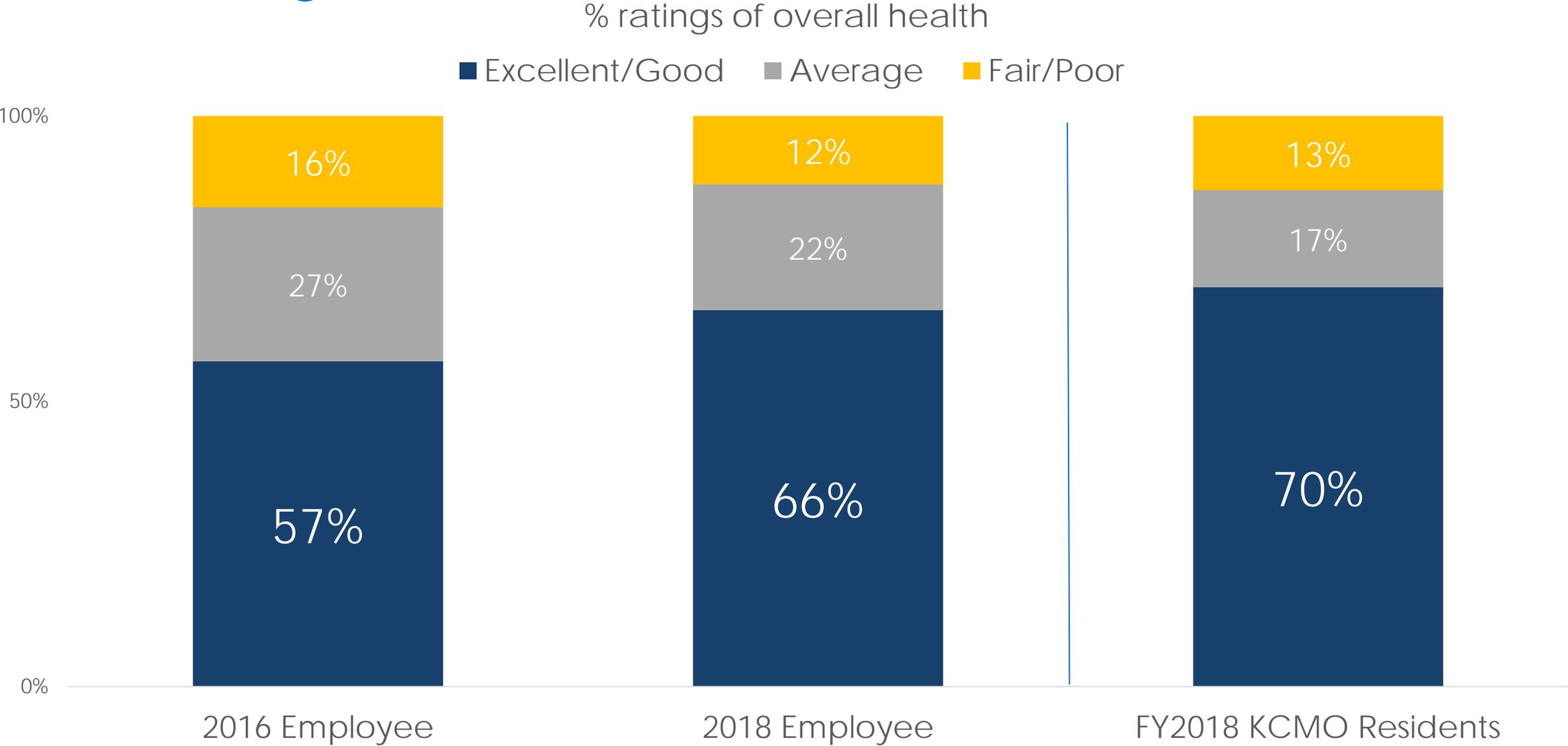
Difference in Life Expectancy (in Years)

● Gap (Males) ● Gap (Females)



Focus on Employee LifeX

KCMO Employee self-rating of health



LifeX 3.0 Summit Outcomes

- High impact, low effort (do first) items identified by staff are being refined and action steps are being applied by LifeX task force.



15.5% of city employees live in lowest life expectancy zip codes



Strategy I

- a) Decrease infant and maternal mortality and morbidity inequities by race. (Health)-
New:2018

Infant Mortality Risk Zones 2013-2017

4 Infant Mortality Risk Zones were created based on infant mortality rate (IMR): # of deaths per 1,000 live births

- Low risk (less than the national average of 5.8)
- Moderate low risk
- Moderate high risk
- High risk

All 6 low life expectancy zip codes are “high risk” except for 64127, which is “low risk”



All other zip codes had fewer than 5 infant deaths

Average IMR by Race and Risk Zone

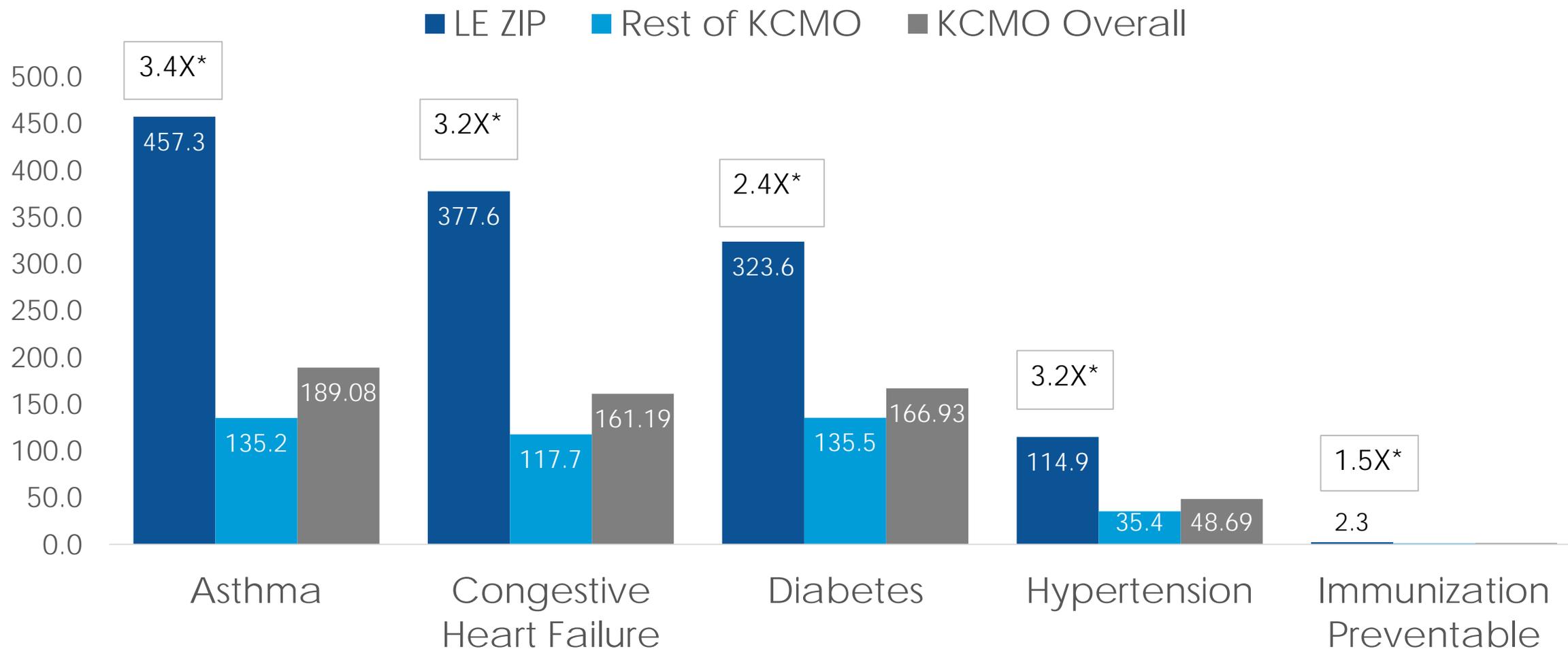
	All	White	Black
Low risk	4.5	3.5	6.4
Moderate low risk	6.6	5.2	9.5
Moderate high risk	9.0	7.4	11.3
High risk	11.9	10.5	13.8
ALL KCMO	6.4	5.1	10.8

Strategy J

a) Decrease preventable hospitalizations for persons in the zip codes with the lowest life expectancy and the zip codes with no improvement in the past 10 years.(Health)-New:2018

Preventable Hospitalizations

Preventable hospitalizations rate (per 100,000 population)



Strategy K

- a) Create interactive, engaging data dashboards and predictive models to communicate the Community Health Improvement Plan (KC-CHIP) performance. Policy analysis and return on investment (ROI) of long term health investments. (Health)-
New:2018

Community Health Improvement Plan (CHIP)

- Completed every 4 - 5 years
- Priorities influenced through input by residents
- Data updated and shared with stakeholders
- More than just required by Charter and National Accreditation – It is way to create common goals for stakeholders
- Trendsetting in that the KC-CHIP has gone beyond specific diseases to look at factors that inhibit health such as violence, education and built environment.
- No other community has a CHIP where a majority of the health priorities are focused of social determinant factors.

CHIP Timeline

- <https://dashboards.mysidewalk.com/kansas-city-mo-chip-dashboard/>
- **March** - Kick-off revision process of CHIP
- **April – May** - Update Resources such as the Community Health Assessment and Policy Analysis
- **June – July** – Series of community meetings
- **August – September** - Revise online platforms
- **October** – Draft submitted to Mayor and Council



The Story

Education

- Early Childhood Education
- School Attendance
- Digital Equity

Violence Prevention

- Building Resilience
- High School Graduation

Economic Opportunity

- Access to Jobs
- Predatory Lending

Mental Health

- Professional Shortages
- Culturally Competent Care

Preventative Health

- Hospital Admissions
- Prenatal Care
- STI Rate

Built Environment

- Blight Reduction
- Access to Healthy Foods

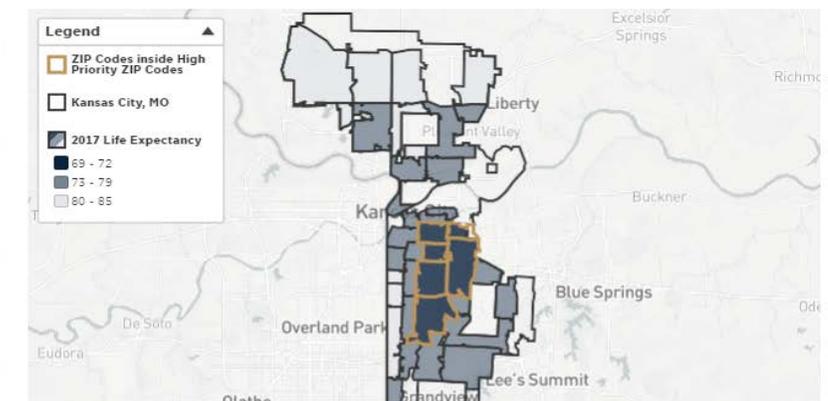
Resources

Performance Summary

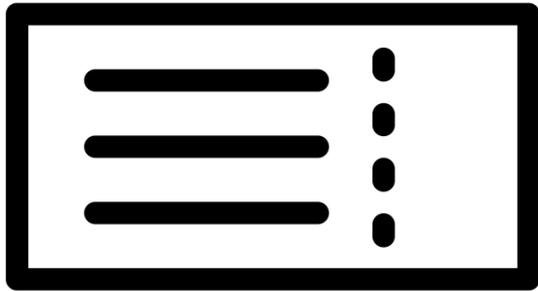
Health is more than health care.

Your life expectancy, or how long you will live, can be predicted by your ZIP code. The average Kansas City resident can expect to live 77 years—but that number varies dramatically depending on where you live. A growing body of research is finding that many factors contribute to your health and well-being, including the social and environmental conditions of your neighborhood. Working across sectors, Kansas City can create communities where the *healthy* choice is the *easiest* choice.

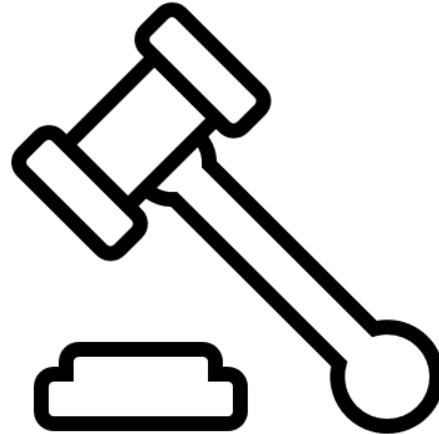
Life Expectancy by ZIP Code



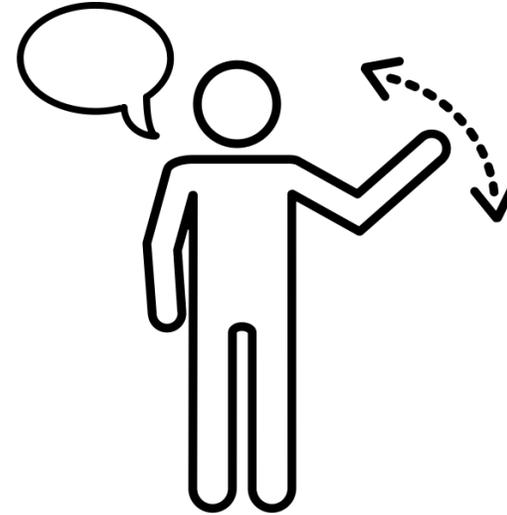
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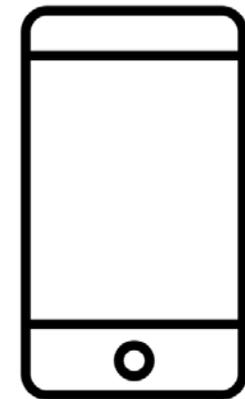
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Stay up to date on progress at kcstat.kcmo.org

#KCStat

