

KCStat

kcstat.kcmo.org

August 16, 2016

#KCStat

Customer Service and Communication





Customer Service and Communication

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

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

1. Standardize customer services responses and processes across departments, adhering to citywide customer services standards. (April 2017)
2. Require that all departments identify customers' expectations and perceptions via feedback tools such as surveys. (April 2017)
3. Adopt and execute a strategic communication plan to support the citywide business plan. (April 2017)
4. Apply an integrated and strategic approach to all communication efforts, both internal and external. (April 2017)
5. Continually seek innovative and creative ways to connect with residents. (Ongoing)

2016-2021 Measures of Success

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

Customer Service and Communication: KCStat Dashboard

Engagement & Communication

45

Percent of citizens satisfied



needs improvement

Detail >

Customer Service

47

Percent of citizens satisfied



needs improvement

Detail >

Engagement & Communication

45

Percent of citizens satisfied



needs improvement

Detail >

Citizen Engagement and Communication

Citizen Satisfaction with Effectiveness of City Communication with the Public

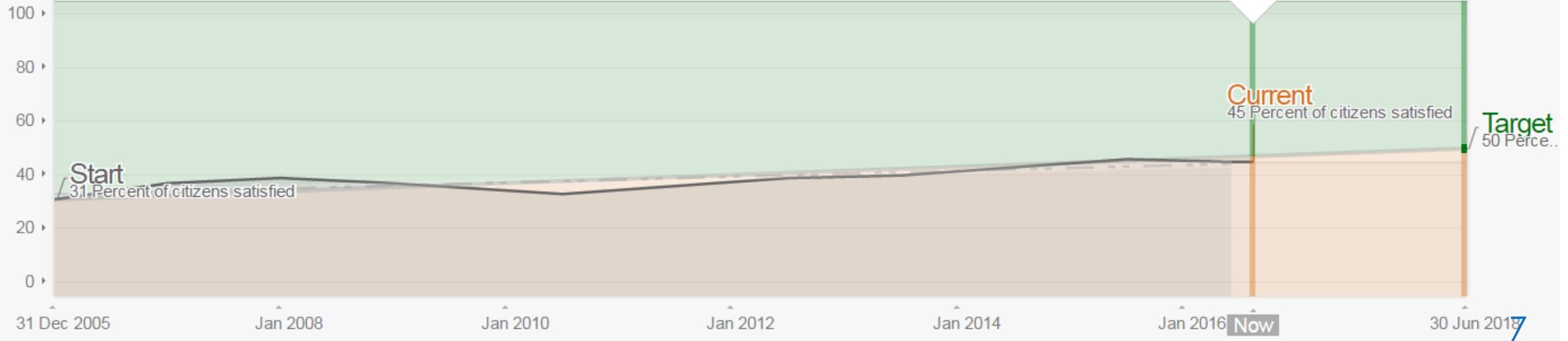
45 Percent of citizens satisfied
Current as of Jun 2016

50 Percent of citizens satisfied
Jun 2018 Target



Needs Improvement

Hide chart

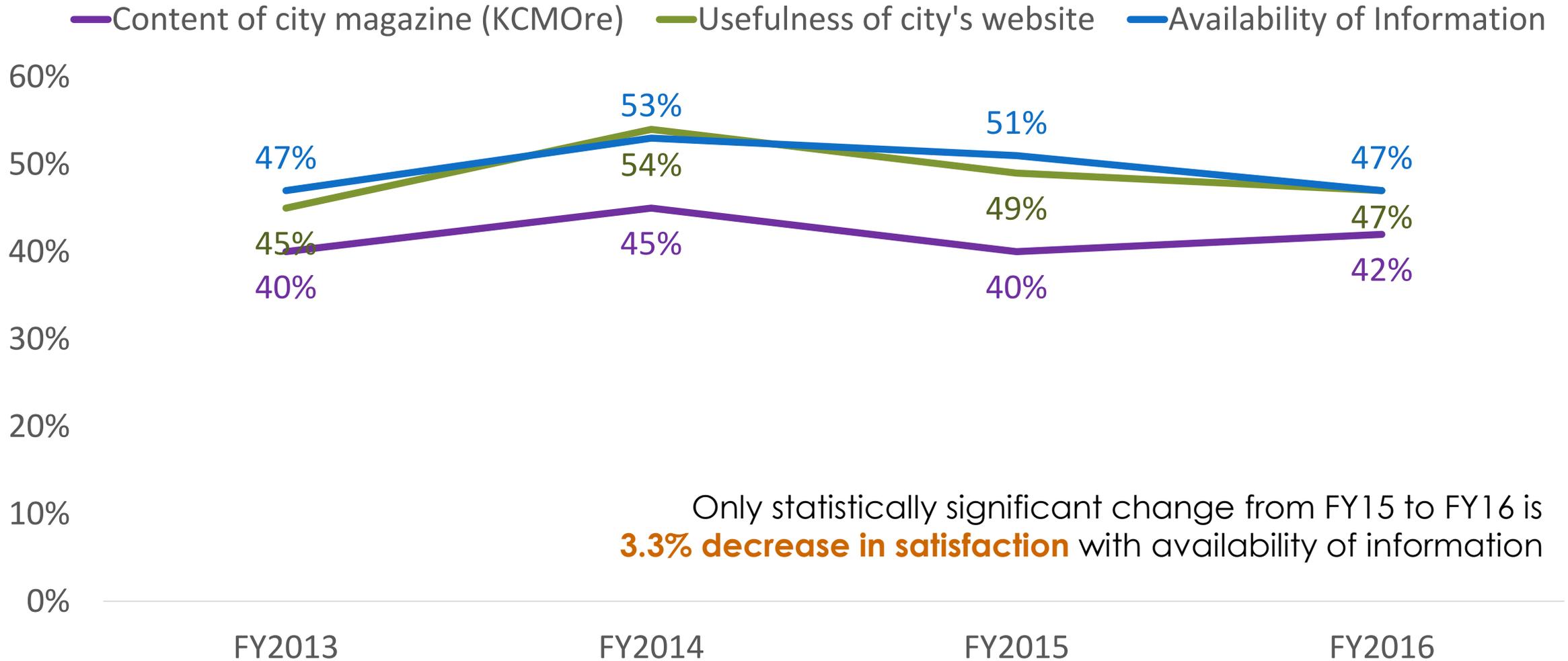


Source: Citizen Satisfaction Survey (kcstat.kcmo.org)

Importance-Satisfaction - Communication

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

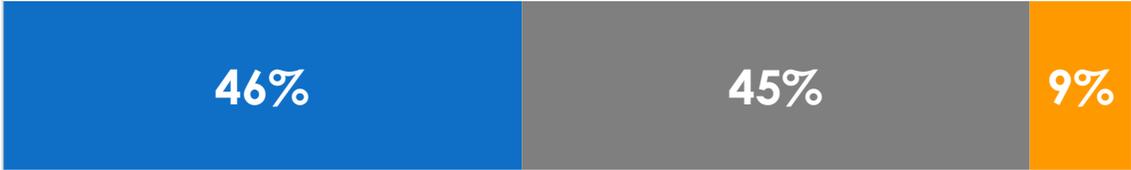
Citizen Satisfaction with City Communications



New Communications Questions

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

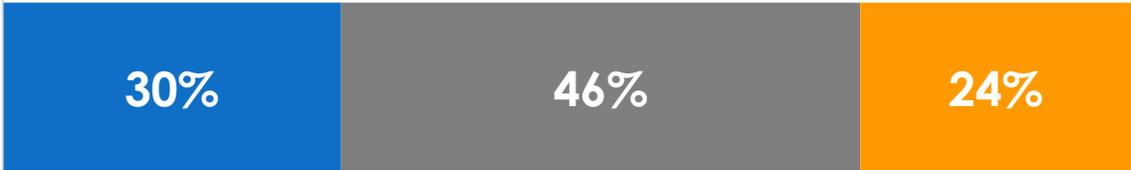
City's use of social media



Quality of city video programming including city tv and web streaming

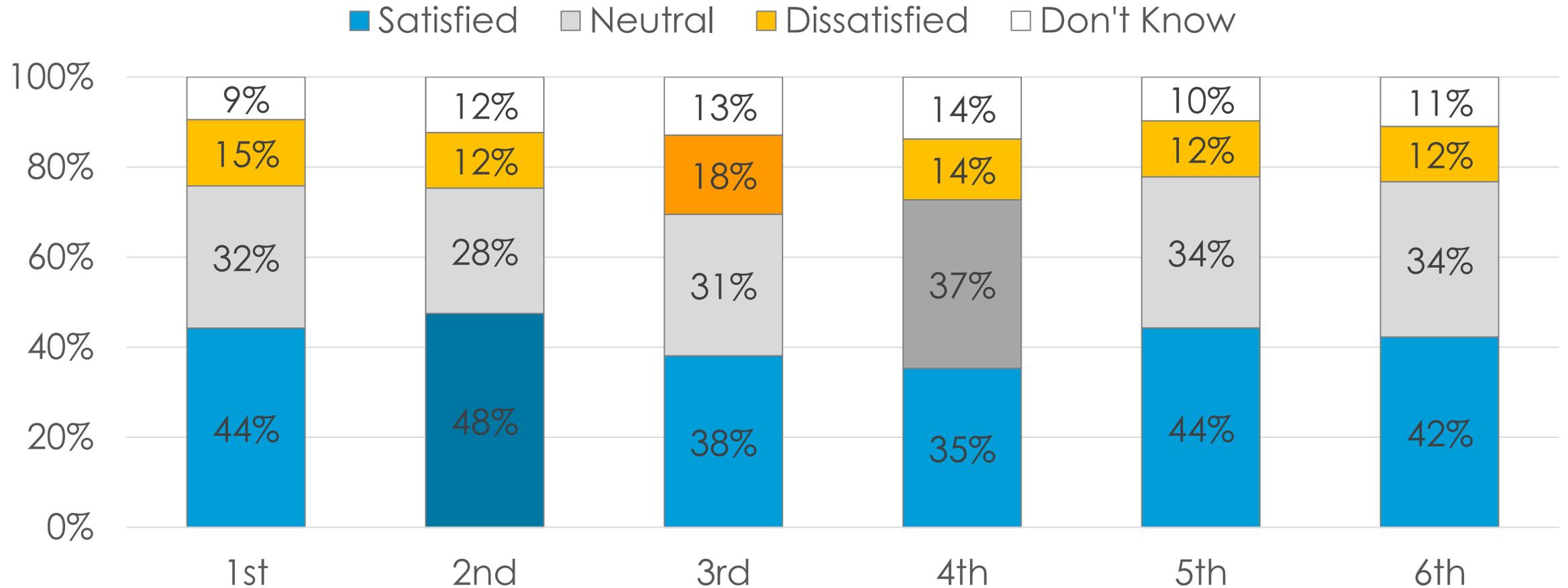


Opportunity to engage/provide input into decisions made by the city



Source: Citizen Satisfaction Survey

Availability of Information by Council District



Objective 3

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

City of Kansas City, Mo.

FY 17 COMMUNICATIONS PLAN

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

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

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

KC STAT: AUG. 16, 2016



EXAMPLE:

Neighborhoods & Healthy Communities

Seasonal PSAs to inform resident about protecting pets.

Planning, Zoning, and Economic Development

Keep Track of City Progress and Performance

The KCStat website is the main location where residents can receive the most up to date information on how Kansas City is performing on meeting the goals set out by the city council. The dashboards are located at kostat.kcmo.org. For additional information on the KCStat program please visit <http://kcmo.gov/kostat/>.

404,618

Total jobs

161,694

Hotel room nights booked

60

Percent of businesses satisfied with quality of city services

5163 Results

Sort by **Most Relevant**

Categories
Auction List
Auction
+ File or Document

Open Data Promotion

Customer service goal

Updated August 04, 2016

Views 51,671

Learning Systems in Missouri

Dataset

throughout Missouri provided by other sources.

Updated March 21, 2016

Views 574,852

API Docs

Sh drop off Price list

Neighborhoods

+ File or Document

prices

Updated March 13, 2015

Dangerous Buildings List

Updated daily. Dangerous Buildings cases are evaluated in accordance with

CaseNumber	Address	ZIP Code	Case Opened	KIVAPIN	Status of Case
1	1047556 5900 Cypress Pl	64130	09/18/2014 12:00:00 AM	216	Ongoing Case
2	1116057 3860 E 50th Ter	64130	06/23/2014 12:00:00 AM	569	Ongoing Case
3	1081989 3702 E 61st St	64130	02/07/2011 12:00:00 AM	621	Ongoing Case
4	1104819 3858 E 61st St	64130	01/06/2014 12:00:00 AM	785	Ongoing Case
5	1150034 3042 E 80th St	64130	12/17/2015 12:00:00 AM	967	Ongoing Case
6	1047600 2915 E 61st St	64130	05/21/2010 12:00:00 AM	1156	Ongoing Case
7	1106109 6124 Agnes Ave	64130	02/12/2014 12:00:00 AM	1167	Ongoing Case
8	1150264 6119 South Benton Ave	64130	12/24/2015 12:00:00 AM	1171	Ongoing Case
9	1150325 6111 College Ave	64130	12/29/2015 12:00:00 AM	1262	Ongoing Case
10	1129242 6134-36 Bellefontaine Ave	64130	02/11/2015 12:00:00 AM	1374	Ongoing Case
11	1145545 6331 Chestnut Ave	64132	09/15/2015 12:00:00 AM	1595	Ongoing Case
12	1079106 6439 Chestnut Ave	64132	10/26/2012 12:00:00 AM	1686	Ongoing Case
13	1133920 6653 Bales Ave	64132	05/01/2015 12:00:00 AM	1944	Ongoing Case
14	1148655 4025 E 67th Ter	64132	11/06/2015 12:00:00 AM	2026	Ongoing Case
15	1132878 3940 E 68th St	64132	04/16/2015 12:00:00 AM	2061	Ongoing Case
16	1148089 6820 Cleveland Ave	64132	10/30/2015 12:00:00 AM	2215	Ongoing Case
17	1158265 6735 Bales Ave	64132	05/23/2016 12:00:00 AM	2319	Ongoing Case
18	1078397 3612 E Gregory Blvd	64132	10/15/2012 12:00:00 AM	2431	Ongoing Case
19	1154500 6903 Monroe Ave	64132	03/31/2016 12:00:00 AM	2463	Ongoing Case
20	1108412 6938 Askew Ave	64132	03/25/2014 12:00:00 AM	2492	Ongoing Case
21	1069072 6817 Bellefontaine Ave	64132	07/16/2012 12:00:00 AM	2774	Ongoing Case
22	1154508 6828 Bellefontaine Ave	64132	03/31/2016 12:00:00 AM	2798	Ongoing Case
23	1149132 6811 Agnes Ave	64132	12/02/2009 12:00:00 AM	2828	Ongoing Case
24	1128559 6740 Agnes Ave	64132	01/26/2015 12:00:00 AM	2968	Ongoing Case
25	1161728 6741 South Benton Ave	64132	10/24/2013 12:00:00 AM	2970	Ongoing Case
26	1149140 6914 Agnes Ave	64132	01/01/2013 12:00:00 AM	2978	Ongoing Case



I help bring open data to KC! Provide your opinion in the form of a vote between the two ideas below that were submitted by other engaged citizens, or drop your own creative ideas in the box at the bottom. Your ideas along with others might become the next great app! The City of Kansas City and the Rockhurst Holzberg MBA program thanks you!

What data would you prefer to use?

City bus Information

Flag as inappropriate

Budget Appropriations

Flag as inappropriate

I can't decide

12676 votes on 145 ideas

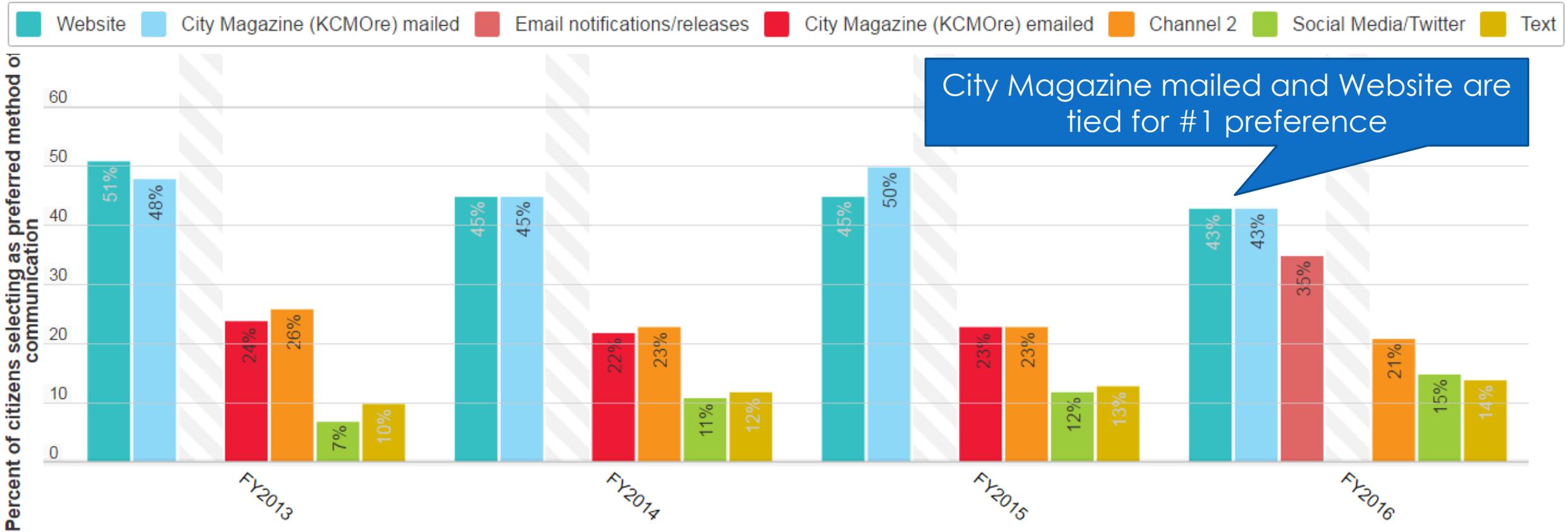
Add your own idea here...

Objective 4

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

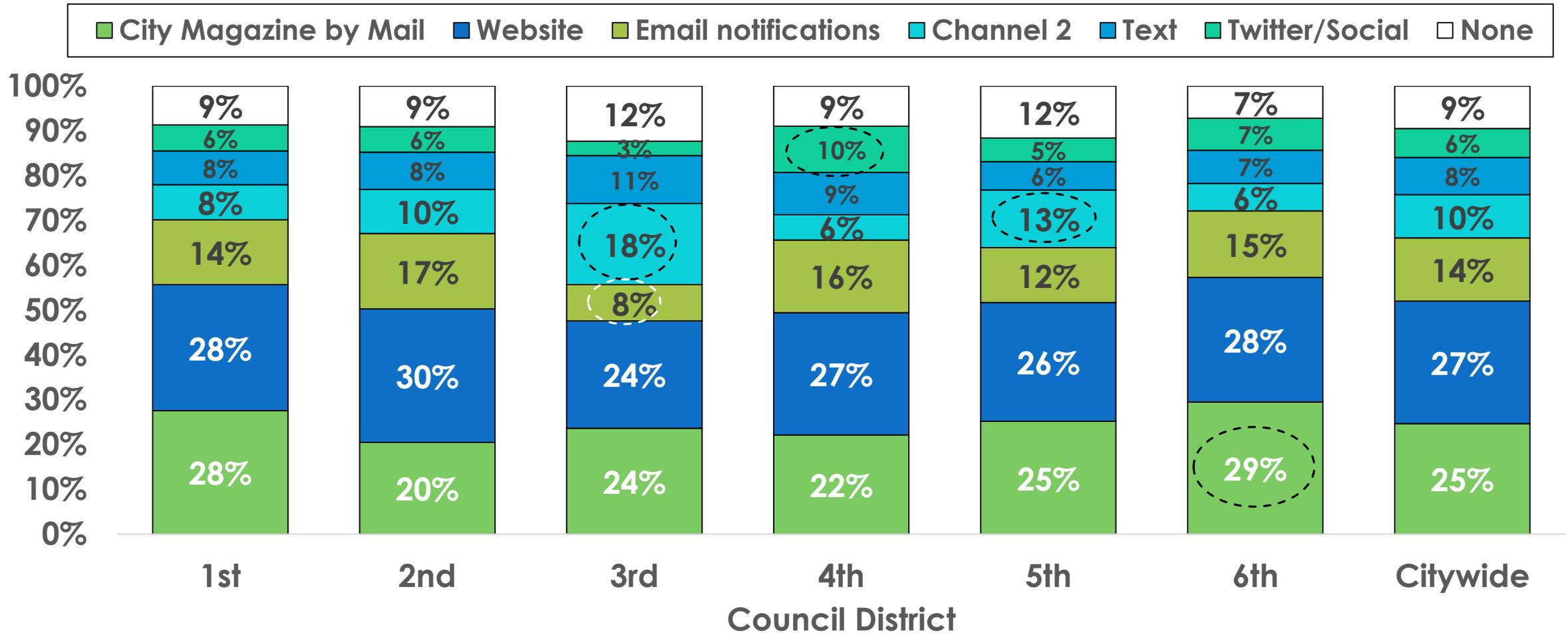
How do citizens like to receive information from the city?

Percent of citizens selecting as preferred method of communication



1st Communication Preference by Council District

1st Preference for Information by Council District



Source: Citizen Satisfaction Survey

KCMO.gov

#1 preferred method for receiving City information



Search function

WHAT ARE YOU LOOKING FOR?

Search here



Answers to frequently asked questions

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



Celebrate KCMO Selfie Day Monday

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



Have your say on the Safe Ride ordinance

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

City ramps up neighborhood revitalization

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

Latest Tweet

Kansas City, MO @KCMO

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

KCMO.gov

Stats

↑ **3.95%**

Unique page views
compared to same period last year

Most popular pages:



Dollar Home Sale
6,764



Building Permits
11,388



Smart City
5,340



Birth & Death Cert.
11,320



STD Clinic
5,172 (+17.25%)

🔍 Most common search terms:

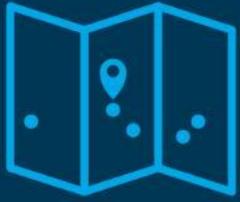
“police reports”

“trash”

“business license”

“maps”

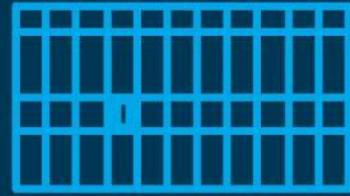
“pay ticket”



Crime Mapping page

↑ 182.4%

13,624 pageviews



Jail Detention page

10,894

pageviews



Crime Stats page

↑ 31.5%

8,997 pageviews



Missing Persons

↑ 32.0%

1,992 pageviews

KCMO. gov

KCPD pages



Concealed Carry Permits

↑ 154.0%

1,942 pageviews



Chief of Police

↑ 41.0%

1,848 pageviews

News Releases



Avg. new subscribers

68

per month



News from City Hall

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



29,965

Current subscribers



Avg. open rate

53%



Highest open rate

58%

Fourth District Council meeting

KCMOre

Resident Engagement Magazine



SPRING/SUMMER 2016



Keeping the water taps flowing



Water Services employees Marcus Foster, Sukant Shah, Jeffrey Jenkins, and Bill St.

crews work in three shifts, including nights and weekends, to improve customer service.

When you think about how often you have clean drinking water in the back of your mind, you probably don't think about it. But for the employees of the Water Services Department, it's a daily reminder of the importance of their work. The department's employees work in three shifts, including nights and weekends, to ensure that every tap in the city has clean water flowing from it.

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Fountain keepers



Mayor Bill Belton and Bill St. ...

The care and repair of smiling children, starting from the creation of the fountain.

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Greetings From Mayor James



Being a Mayor is a very unique job. It's a job that requires a lot of hard work and dedication. I'm proud to be the Mayor of Kansas City, and I'm committed to serving the people of this great city. I will continue to work hard to improve our city and make it a better place for everyone to live.



NEW COURSE FOR AN OLD SCHOOL

CREATING HOUSING, SAVING HISTORY

Doctored up in a hard hat with a clipboard and cell phone, Doug Bossert climbs over a pile of rubble and surveys the progress of several rooms being framed. He snaps a quick photo of a 9-foot high stack of sheetrock to verify its delivery, then runs down a wide hallway and peers out a window. "The elevator is going there on the outside," he says. That's because so many original features as possible are being preserved at Paseo Elementary, a historic school that dates back to 1910.

School has been out for a long time at its 2710 Paseo Blvd. address. Now the handsome brick and brick Classical Revival building with arched doorways is being converted into 46 affordable senior housing apartments. Some units will retain chandeliers on the walls, original hardwood floors and 12-foot high ceilings. Much of the old wood trim will be removed, refinished and reinstated; a former nurse's office and a school stage will remain as common areas.

The City managed a similar school conversion last year at the near-by Sever Oaks Estates. The project involved a Community Catalyst Award from Historic Kansas City, and a waiting list for its 44 senior housing apartments began before the doors ever opened. While no City funds are being used to convert a third school, Renner, the City plans to improve the surrounding neighborhood with school and new affordable housing. Additional low-income housing projects are planned or underway on the 3800 block of Cypress Avenue (Oak Park duplexes), the 5400 block of Washington Avenue (Cleveland Heights Senior Apartments) and 1101 Admiral Blvd. (Bass Mill Townhomes).

These types of projects usually involve a mix of local and federal funds, often combined with historic and low-income tax credits. It's a complicated undertaking that involves partnerships with the Kansas City Public Schools, the Local Clearance for Redevelopment Authority and outside contractors. "There's not a single deal that's alike," Bossert says. "Some are pretty well-oiled while others take a lot of hand holding."

Bossert is an economic development finance professional in the Neighborhoods and Housing Services Department who joined the City 18 years ago. His experience includes company, selling building materials and managing a lumberyard. He wanted to stay in the construction business, "but didn't want to be swinging a hammer at 50 years old." Now he handles tasks such as loan origination, underwriting, contract management and compliance.

"You can see why I love this," he says. "It's the challenge, and ultimately these projects are something that really makes a difference."

During a conversion project like Paseo, Bossert meets with contractors at the construction site at least once a month to discuss change orders, inspections and general progress of work crews that include women and minority-owned small businesses. All materials and redesigns must be approved by the state's Historical Preservation Office.

Many residents have no idea the City is so involved in housing, says Bossert, who has helped develop hundreds of affordable multifamily housing units valued at more than \$170 million during his career. But the repositioning of old schools and commercial buildings goes beyond merely providing places to live. It also creates jobs and stabilizes neighborhoods.

"It's a very satisfying experience," he says. "I've got the best job in the city."



DOUG BOSSERT

Your safety is on his menu



When Doug Bossert is not wearing a hard hat, he's in a white shirt and bow tie, serving as a chef at the Health Department's Promotional Public Health Program. He's a chef at heart, and he's committed to serving the people of this great city. He will continue to work hard to improve our city and make it a better place for everyone to live.

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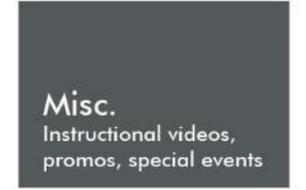
"It's a very satisfying experience," he says. "I've got the best job in the city."





135

uploaded to YouTube
(Jan.-July)



INCLUDES:

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

Video Production

164

Council meetings taped
for Channel 2



TOP 10

YOUTUBE VIDEOS

1 Mayor Sly James sings "Kansas City" - **2,815**



2 Smart City Challenge Grant Video Submission - **1,498**



3 Streetcar Video from Zaragoza, Spain - **1,475**



4 City of KCMO Municipal Court Online Payment System - **1,328**



5 KC Streetcar Opening Celebration Announcement! - **1,089**



6 Mayor Sly James' Floor Speech Regarding KCMO Vehicle for Hire Ordinance - **953**



7 KC Streetcar Overhead Wires Safety Video - **853**



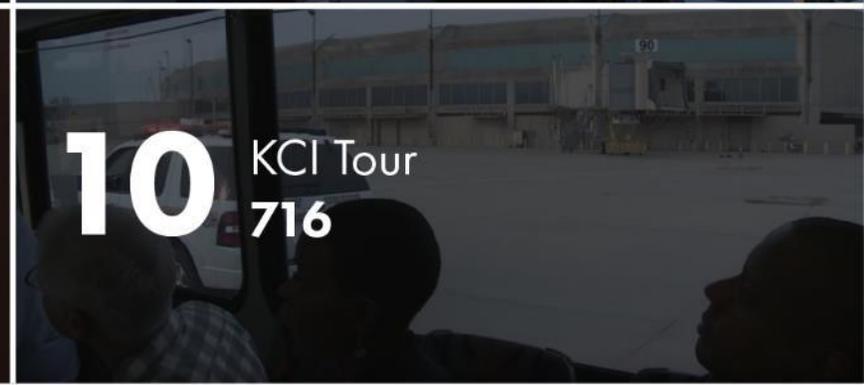
8 Smart City Challenge Final Pitch - **802**



9 Downtown Kiosk Installation - **778**



10 KCI Tour - **716**



Social Media

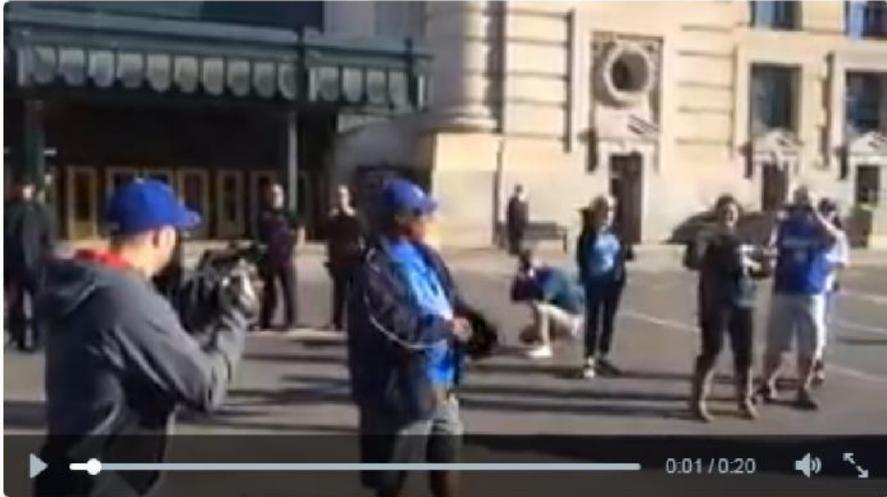


69,000+
Twitter followers

TOP TWEETS:

 **Kansas City, MO** @KCMO

The first pitch has started! #RelayTheWay



RETWEETS 122 LIKES 205

9:00 AM - 3 Apr 2016

Highest engagement rate

45%

10k+
interacted with tweet

 **Kansas City, MO** @KCMO

It is #NationalPoliceWeek and we have a special avatar to honor @kcpolice officers. We thank them for what they do!



RETWEETS 30 LIKES 84

3:28 PM - 13 May 2016

 **Kansas City, MO** @KCMO

Tomorrow, we will once again see @kcstreetcar in downtown #KC much like it did in 1948. Pic via John Fulmer. #TBT



RETWEETS 54 LIKES 88

3:44 PM - 5 May 2016

Social Media

f Facebook

New crosswalk design
has been viewed by over
35,000

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

 **City of Kansas City, Mo. Government** added 3 new photos.
Published by KC Comm [?] · 20 hrs · 🌐

Check out the new crosswalks at 75th Street and Wornall! Pictures via Kyle Rowan.



 **Get More Likes, Comments and Shares**
Boost this post for \$5 to reach up to 1,500 people.

33,319 people reached [Boost Post](#)

   815 28 Comments · 119 Shares 

 **City of Kansas City, Mo. Government**
Published by Mark Van Baale [?] · July 5 at 3:52pm · 🌐

Check out this awesome photo taken by Jonathan Tasler Photography showing fireworks for KCRiverFest on Fourth of July over the Missouri River!



 **Get More Likes, Comments and Shares**
Boost this post for \$5 to reach up to 1,700 people.

3,201 people reached [Boost Post](#)

  137 1 Comment · 15 Shares 

shared photos
by residents

 **People of Cowtown**
@PeopleofCowtown

Great start to the day @KCMO
@KCMODowntown @VisitKC @fox4wx
@kmbc #visitkc #KansasCity
#peopleofcowtown



RETWEETS 14 **LIKES** 35 

5:11 AM - 2 JUN 2016

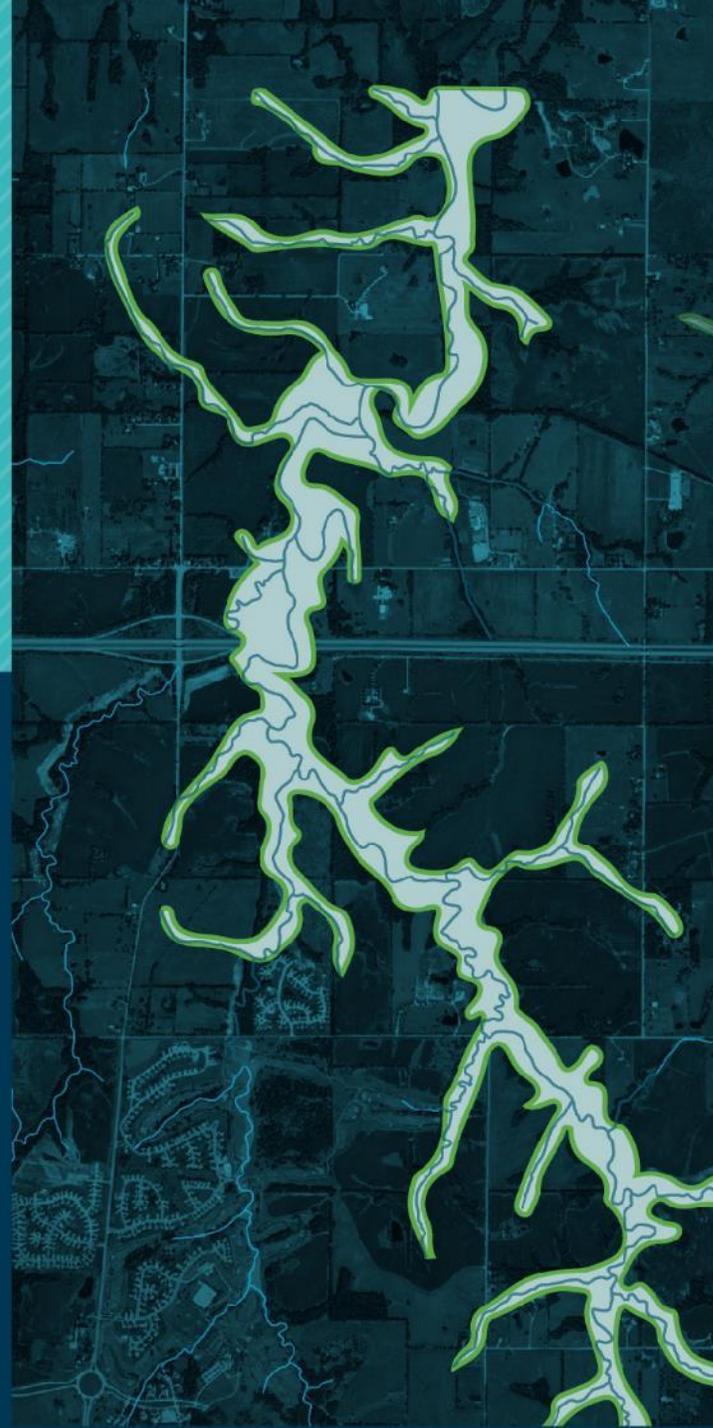
Social Media

Facebook Q&A



25 questions

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



City of Kansas City, Mo. Government

Published by KC Comm [?] - June 1 -

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

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

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

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





Trending Now social media award



Resident comments to why they stand behind KCMO:

“**...We are about sports, BBQ, the arts, music, fountains, great parks, entertainment, history, and yes technology. That’s what we do! That’s why I stand behind the city I love!**”

— Eric Adkins



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

Design

City Auditor

Audit Ideas graphics

City Clerk

MailChimp template design
TNC Requirements table/flyer

City Council

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

City Manager's Office

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

City Planning

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

Convention and Entertainment Facilities

ICMA - Recommendations flyer

Finance

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

Fire

Firetruck branding assistance
We Stand with KCFD stickers

General Services

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

Health

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

Human Relations

KCGCP event branding and promotion
NCLR ad

Human Resources

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

Mayor's Office

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

Municipal Court

MailChimp template

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

Parks and Rec

general support

Police

general support

Public Works

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

Water Services

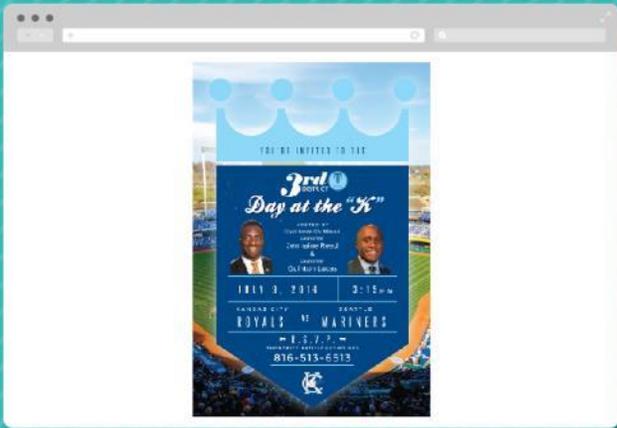
Leaf and Brush water bill insert

Special Events

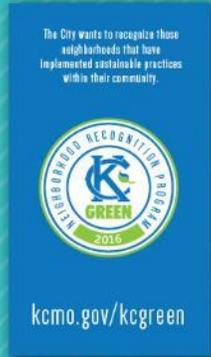
Fountain Foundation big check event
Charity Program - re-brand, logo design, t-shirts
Community Engagement University - branding, certificates, photos
KC Streetcar - promo posters, safety buttons, social graphics, invites
Daylight hour

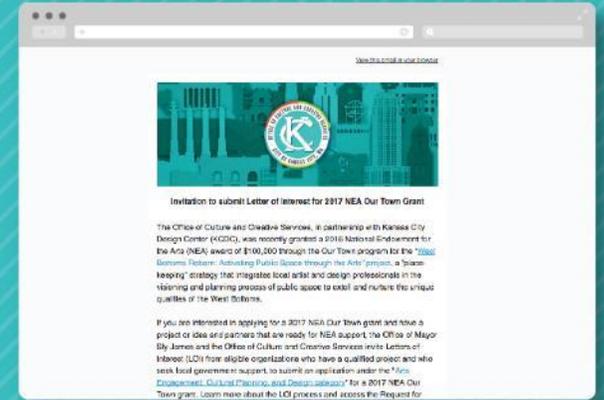
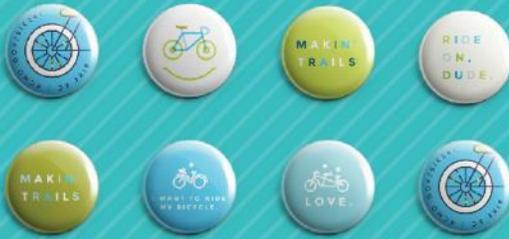
Photography

Environmental Achievement Awards
Charity Campaign
City Planning retreat event
Headshots

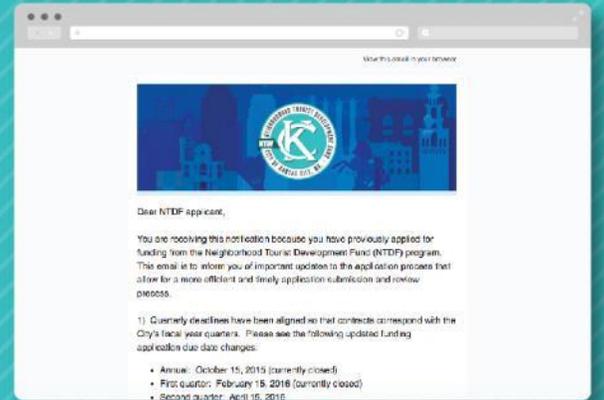


Design





Design





★

Spirit award
(second year in a row)

Video award

▼



**Kansas City
Corporate Challenge**

8th place in
Division A





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



Kansas City, MO @KCMO · 2m
We love our @KCMOWater Lab employees! #CityHallSelfie



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

KCMO

City Hall Selfie day



Kansas City, MO @KCMO · 1m
We love our @KCMOWater Lab employees! #CityHallSelfie



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

NEWSROOM

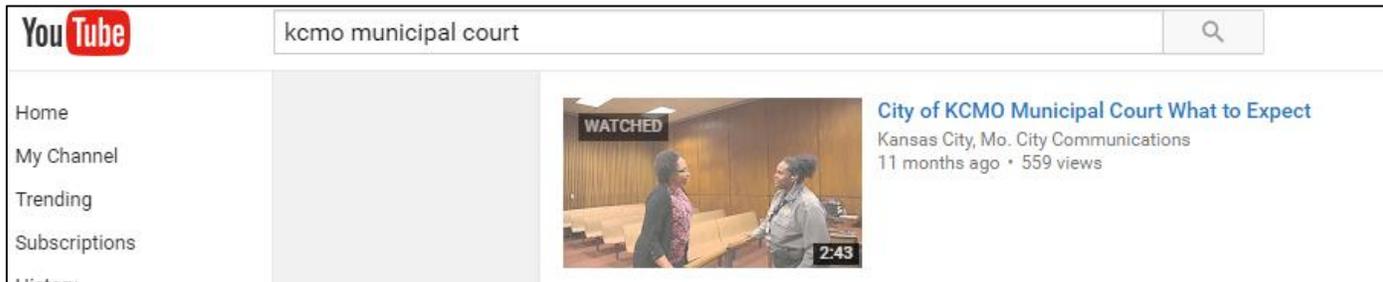


Bright Spot – Municipal Court

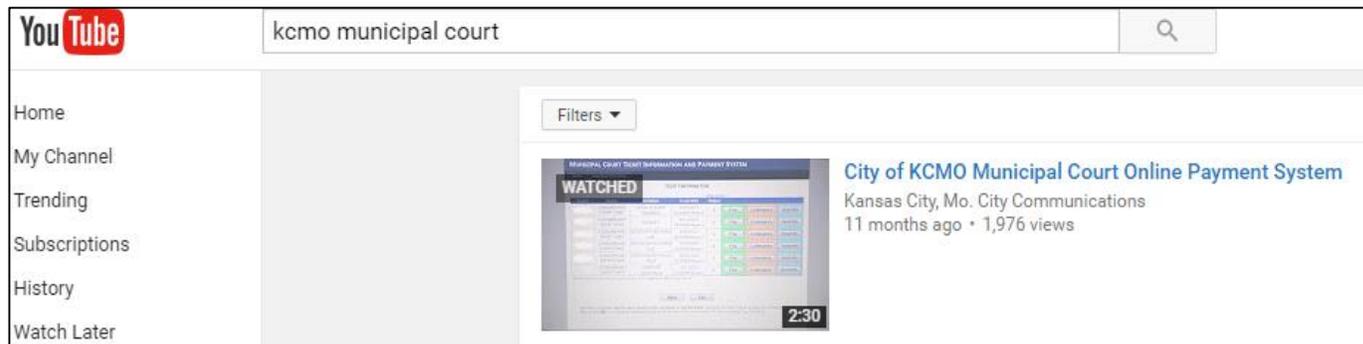
COMMUNICATING WITH CUSTOMERS

Municipal Court Social Media

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



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



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

Municipal Court Social Media

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

Kansas City Missouri Municipal Court ✓
@KCMOMuniCourt

Home
Posts
Photos
About
Reviews
Likes
Videos

Create a Page

Liked Message More

Watch Video

Kansas City Missouri Municipal Court shared City of Kansas City, Mo. Government's photo.
August 7 at 4:12pm

Government Organization · Kansas City, Missouri
4.6 ★★★★★ OPEN NOW

239 people like this
Terry Jones and 92 other friends

833 people have been here
Charles Wagner and 8 other friends

Open Now · 8:00AM - 5:00PM
Get additional info

Objective 5

Continually seek innovative and creative ways to connect with residents.

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



RETWEETS 8 LIKES 9

Smart City Village





What is a smart city?

By Sophie Quinton Apr 26, 2016

This article originally appeared in *Stateline*, an initiative of the *Pew Charitable Trusts*. KANSAS CITY, Mo. — On the new streetcars that will start running in Kansas City next week, there's a decal that says "KC is a smart city." As the streetcars clang through the downtown business district on trial runs, pedestrians can watch the sentence slide by.

GENERATION NOW AN INITIATIVE OF THE PEW CHARITABLE TRUSTS

The Stone Age Is Over. Kansas City Definitely Got Memo.

New technology offers a glimpse into what 21st-century urban life should look like.

15k

July 18, 2016

The arrival of a new streetcar in Kansas City, Missouri, heralds the beginning of a major technological shift for the Midwestern city.

Lighting along the 2-mile transit line, which opens Friday, sense when the sun sets and turns on when it gets dark. There are more sensors for

IndustryWeek Advancing the Business of Manufacturing

Leadership Global Economy Operations Finance Workforce Innovation Supply Chain Technology

PENSKE DELAYS CHANGE EVERYTHING. PENSKE LOGISTICS KEEPS DELIVERIES ON TIME AND MOVING FORWARD.

Kansas City, Missouri Transformed into Smart City

Author: Seth J. Lindzey/Stateline

July 18, 2016

The city's new program includes 125 "smart" streetlights, 25 interactive kiosks to engage citizens and 10 blocks of free outdoor public Wi-Fi.

STAYING IN THE DARK

Decler the smart: Kansas City Mayor Libor has unveiled the Smart City initiative that will enable the city to use real-time data to deliver better services more efficiently.

Retired nuclear submarine officer, Doug Brown, says the city's program includes 125 "smart" streetlights, 25 interactive kiosks, and 10 blocks of free outdoor public Wi-Fi.

KC's biggest win in Smart City initiative? Data

May 16, 2016, 2:56pm CDT Updated May 16, 2016, 4:52pm CDT

INDUSTRIES & TAGS Technology, Media & Marketing

WHY ARE SMALL AND MID-SIZED BUSINESS OWNERS IMPORTANT IN THE UPCOMING ELECTION? [Download the Free Report](#)

Get Kansas City Newsletters and Alerts

Lucile Collins Web Producer Kansas City Business Journal

Three days after the Kansas City streetcar launched, it already had more than 32,000 riders.

The 2.2-mile line goes far beyond connecting people to other parts of town, however — the streetcar also is a key part of the city's Smart City initiative.

Representatives with Kansas City, Cisco Systems and Sprint Corp. spoke their thoughts...

Representatives from Sprint Corp., Kansas City and Cisco Systems talked about the Smart City initiative as part of the Gigabit City Summit hosted by KC Digital Drive. The summit continues through Wednesday in Kansas City and is geared toward leaders in current and emerging gigabit cities: it's about showcasing how

THE KANSAS CITY STAR

west.com UP TO 70% OFF *makelovers*

KC streetcar route includes free outdoor Wi-Fi from Sprint

FREE public access will be available to KU students only, with coverage outdoors along route

Representatives with Kansas City, Cisco Systems and Sprint Corp. spoke their thoughts...

Representatives from Sprint Corp., Kansas City and Cisco Systems talked about the Smart City initiative as part of the Gigabit City Summit hosted by KC Digital Drive. The summit continues through Wednesday in Kansas City and is geared toward leaders in current and emerging gigabit cities: it's about showcasing how

Smart City Launch

Dozens of media stories. Nationwide coverage.

GOVERNMENT & POLITICS MARCH 2, 2016 11:58 AM

KC installs first of 25 Smart City kiosks downtown

HIGHLIGHTS

- Kiosks resemble giant iPhones and let people find out about downtown activities, services
- A total of 25 kiosks will be installed along and near the downtown streetcar route
- Program is envisioned as a model for the nation

Workers install a smart city kiosk and laptop to find out about downtown activities, services. The Kansas City Star by Tammy L. Pauls/Stateline

BY LYNN HORNBEY [lhornbey@stateline.com](#)

Two new 7-foot-tall kiosks, looking something like giant iPhones, were installed Monday morning in downtown Kansas City, just in time for the Big 12 tournament.

The two kiosks, in the 1800 block of Grand Boulevard, are the first of what will be 25 kiosks

77° clear

4 KSHB KANSAS CITY

Home Sections Weather Traffic

12 WATCH ALERTS

QUINTILES PARTICIPATE IN STUDY \$098

Kansas City launches Smart City Initiative

BY Brian Abel POSTED: 1:28 PM, May 1, 2016 UPDATED: 1:43 PM, May 3, 2016

NEW TECHNOLOGY IN PLACE FOR STREETCAR DEBUT

VIDEO BY KSHB

6 SHARES

KANSAS CITY, Mo. — The system is online. Kansas City officially debuted its Smart City system Thursday, one day ahead of the official launch of the KC Streetcar, and the two projects are intertwined.

Much of the infrastructure for the \$15 million public-private partnership is built into the same system as the KC Streetcar.

THE VERGE TRENDING NOW Tokyo's Thrift: This Sharp Zaurus is a sleek pocket computer from 1999

Chainless electric bicycles are probably on the way

The fly phone lets kids make video calls without using scary internet

Kansas City just installed free public Wi-Fi and dozens of 'smart' streetlights

Gunning for the title of 'smartest city' in America

By Andrew J. Hawkins on May 3, 2016 06:42 PM

Kansas City, a place long known for jazz and barbecue, now wants to be known as one of the most futuristic cities in America. Last week, the city announced plans to install free public Wi-Fi covering 50 blocks of its downtown, 125 "smart" streetlights that automatically dim when no one is under them, and a new, glossy \$100 million streetcar.

LOCAL AUGUST 4, 2016 12:12 AM

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



1 of 6

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

BY IAN CUMMINGS
icummings@kstar.com

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

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

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

VIDEOS



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



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



Families return to Schlitterbahn Water Park after death of Caleb Schwab



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

[VIEW MORE VIDEO](#)

MORE LOCAL

Another family says raft on Schlitterbahn's Verrückt went airborne



Streetcar Grand Opening



Kansas City, MO @KCMO

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



RETWEETS 11 LIKES 14

3:22 PM - 6 May 2016

Kansas City, MO @KCMO

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



RETWEETS 37 LIKES 67

9:55 AM - 6 May 2016

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



Kansas City, MO @KCMO

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

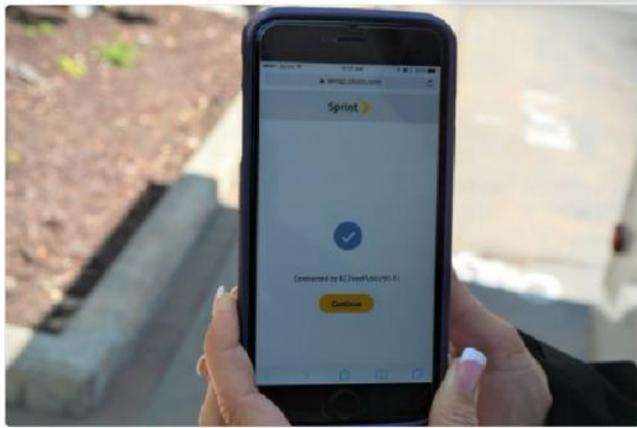


RETWEETS 11 LIKES 36

10:51 AM - 6 May 2016

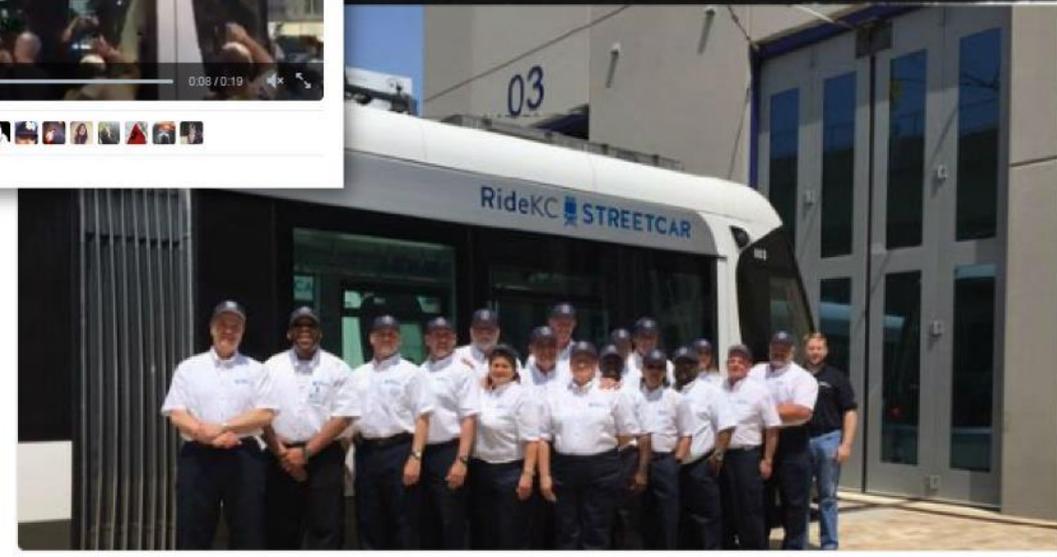
Kansas City, MO @KCMO

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



RETWEETS 20 LIKES 30

1:52 PM - 6 May 2016



RETWEETS 32 LIKES 60

3:14 PM - 5 May 2016



Streetcar Grand Opening

Customer Service

47

Percent of citizens satisfied



needs improvement

Detail [➤](#)

Customer Service

Citizen Satisfaction with Customer Service from City Employees

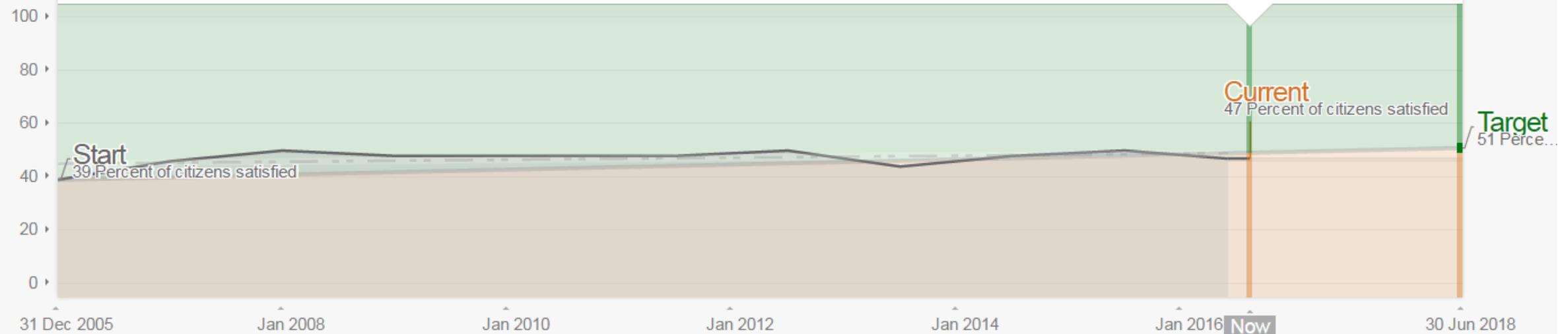
47 Percent of citizens satisfied
Current as of Jun 2016

51 Percent of citizens satisfied
Jun 2018 Target



Needs Improvement

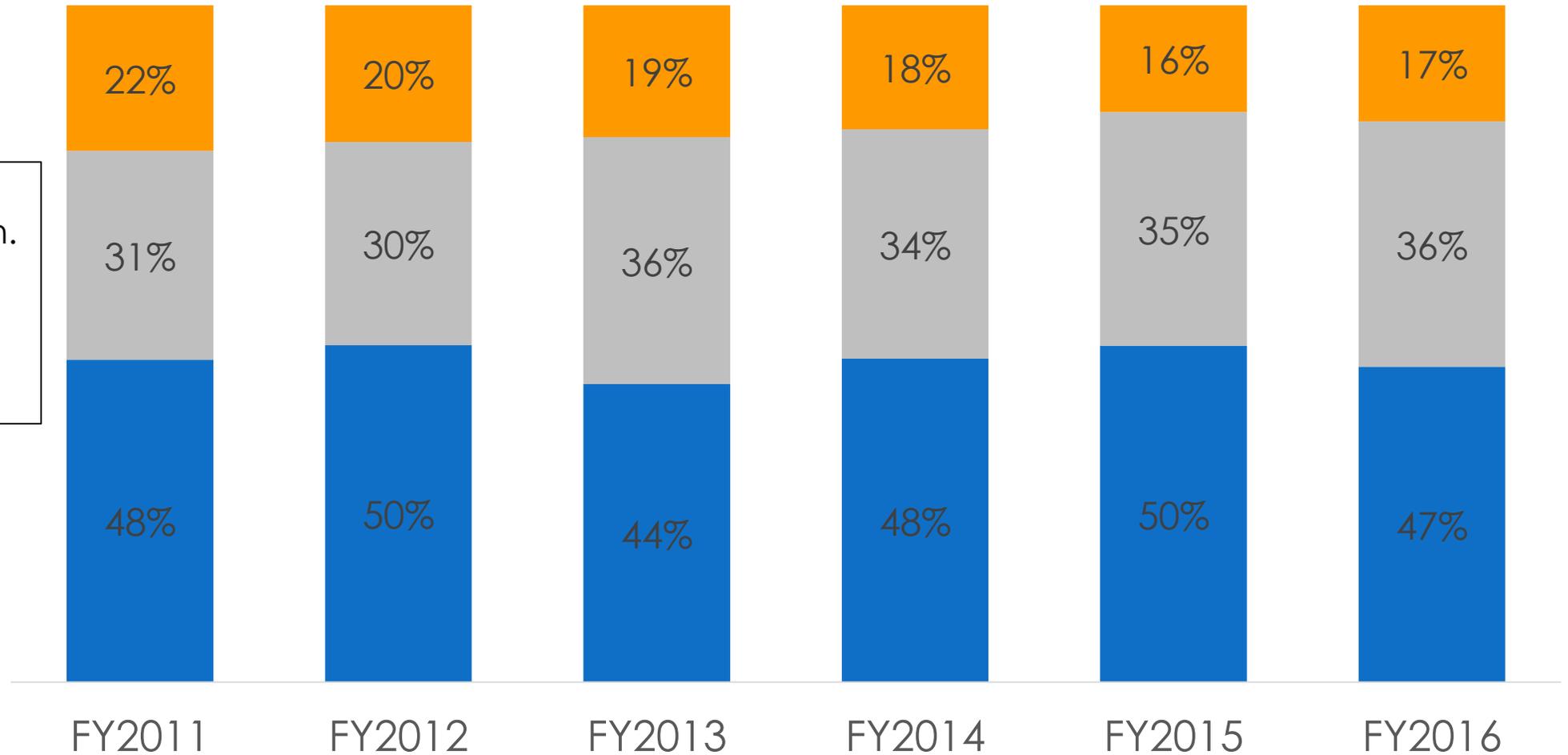
Hide chart



Satisfaction with Customer Service from City Employees Over Time

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

Percent **satisfied** has moved up and down.
Percent **dissatisfied** has declined over same time period.



Customer Service Satisfaction by Demographic Groups

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

Source: Citizen Satisfaction Survey

Objective 1

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

Strategic Customer Service Committee

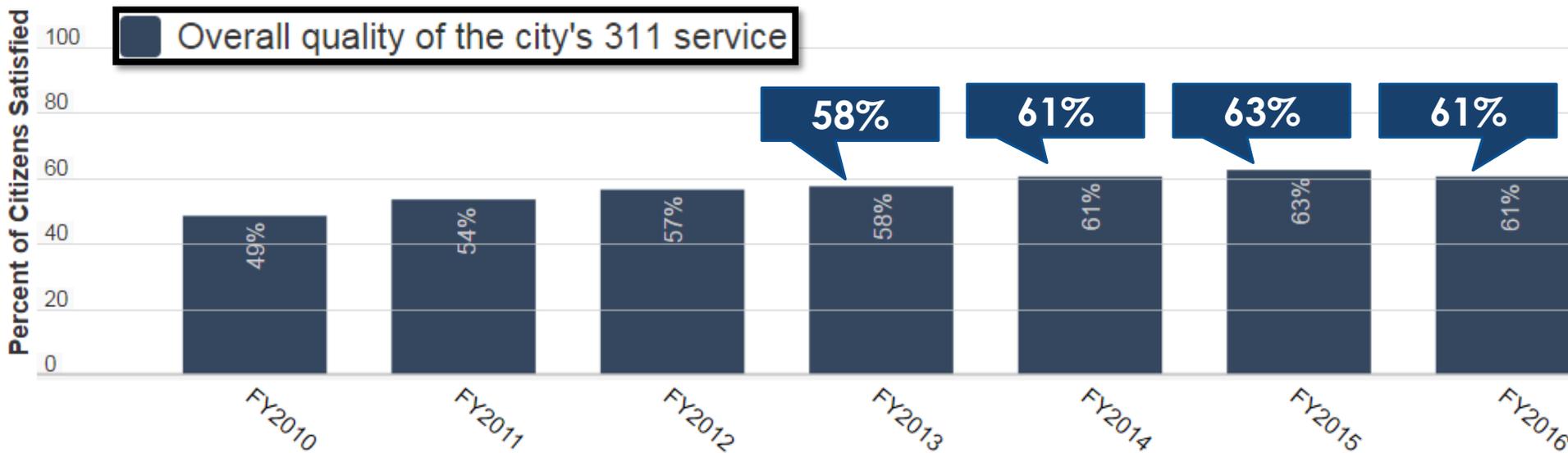
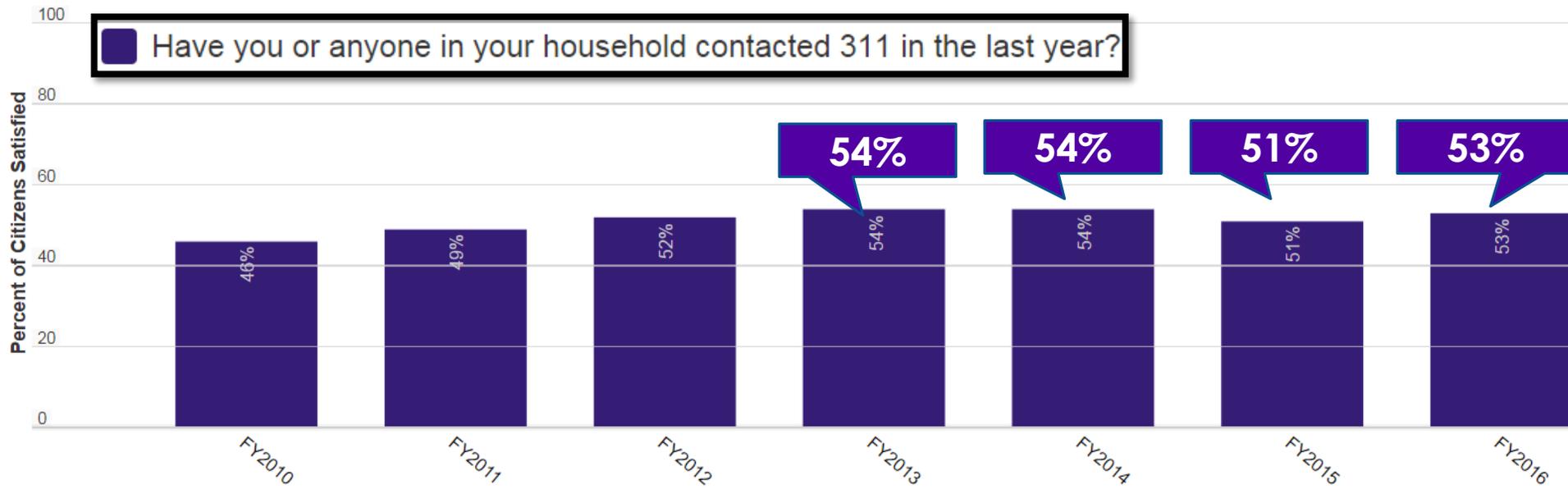
Includes a liaison from each department

Meets quarterly with next meeting scheduled for January 13.

Agenda items include:

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

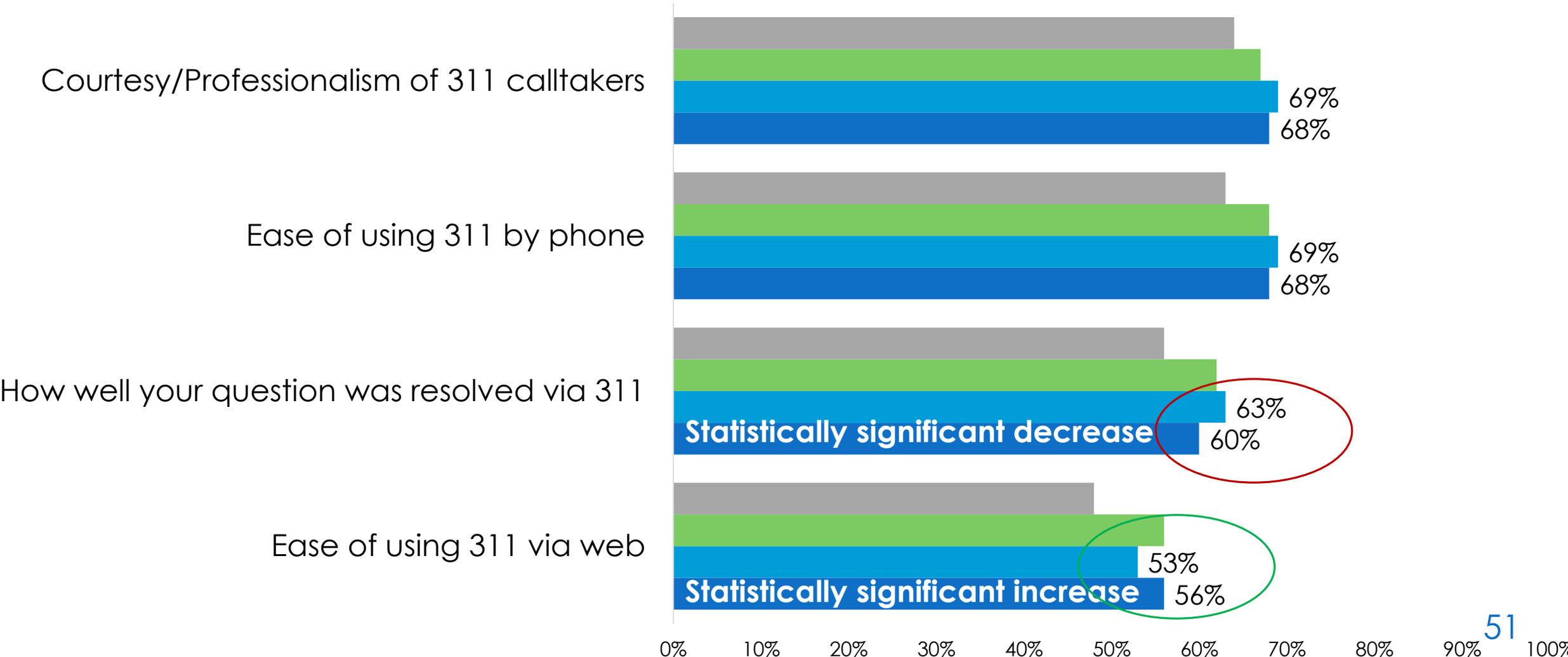
Use of 311 – Citizen Survey



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

Citizen Satisfaction with 311

FY2013 FY2014 FY2015 FY2016

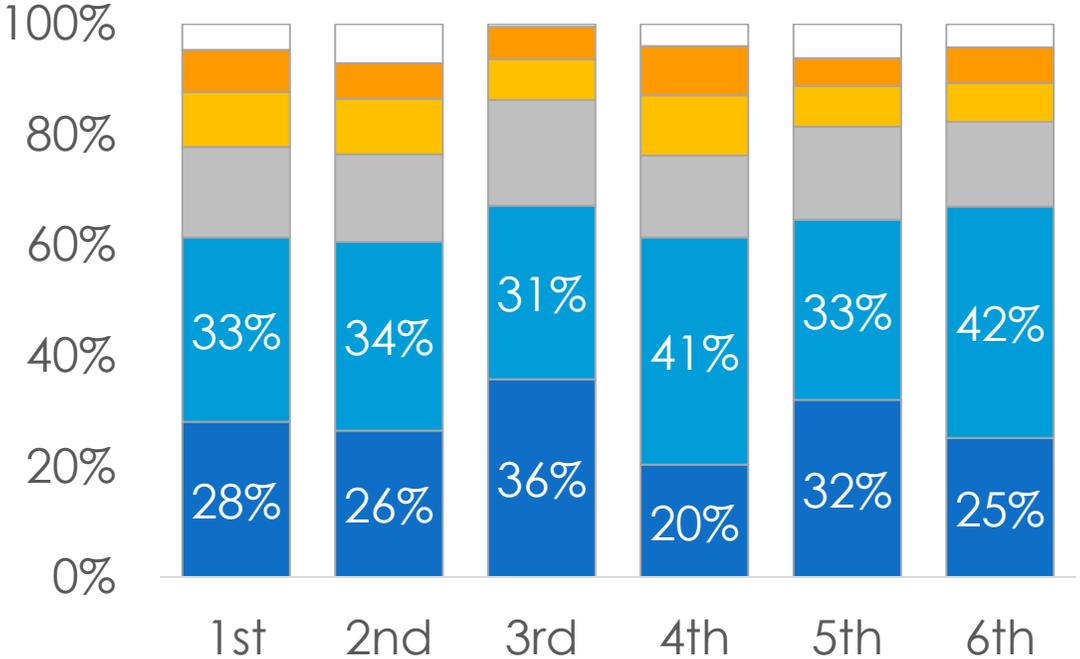


Source: Citizen Satisfaction Survey

How Well Your Question was Resolved Via 311

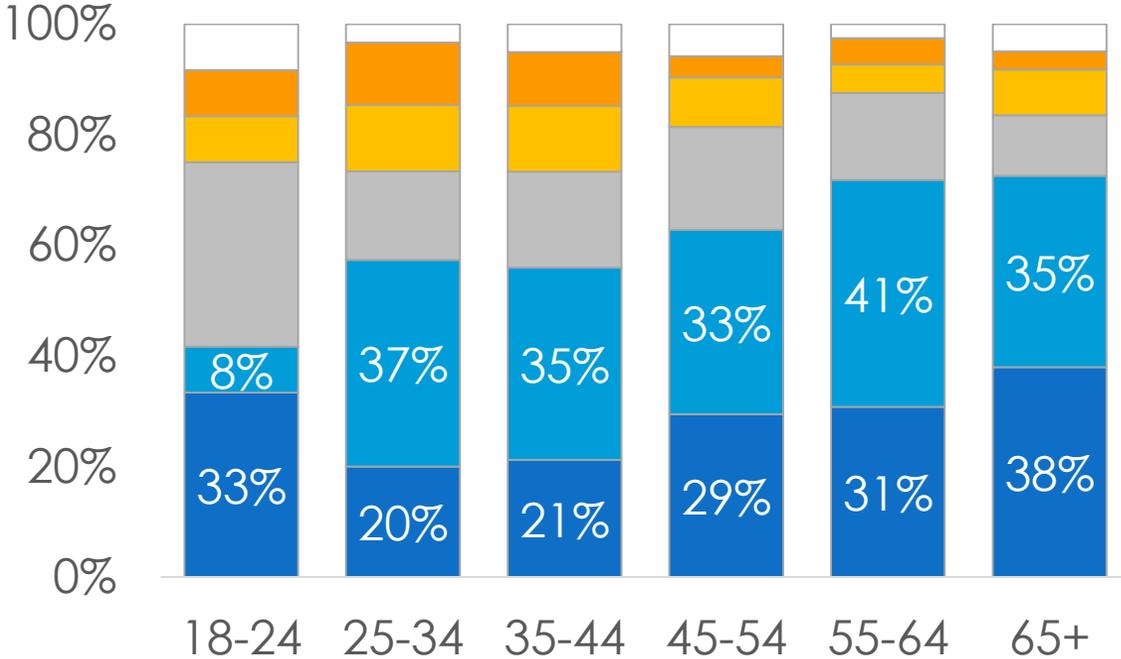
Satisfaction by Council District

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



Satisfaction by Age Group

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



Source: Citizen Satisfaction Survey

311 End-User Training

PeopleSoft End-User Training

- Next session happening NOW with Mayor's staff!

Case

Save



Print



Spell Check



360-Degree View



360-Degree Search

>>

Personalize

Case ID New

Status Open - New Case

Customer

Contact

Summary

Contact Method

Open Cases 0

Customer Value

Case

Solution (0)

Summary

Notes (0)

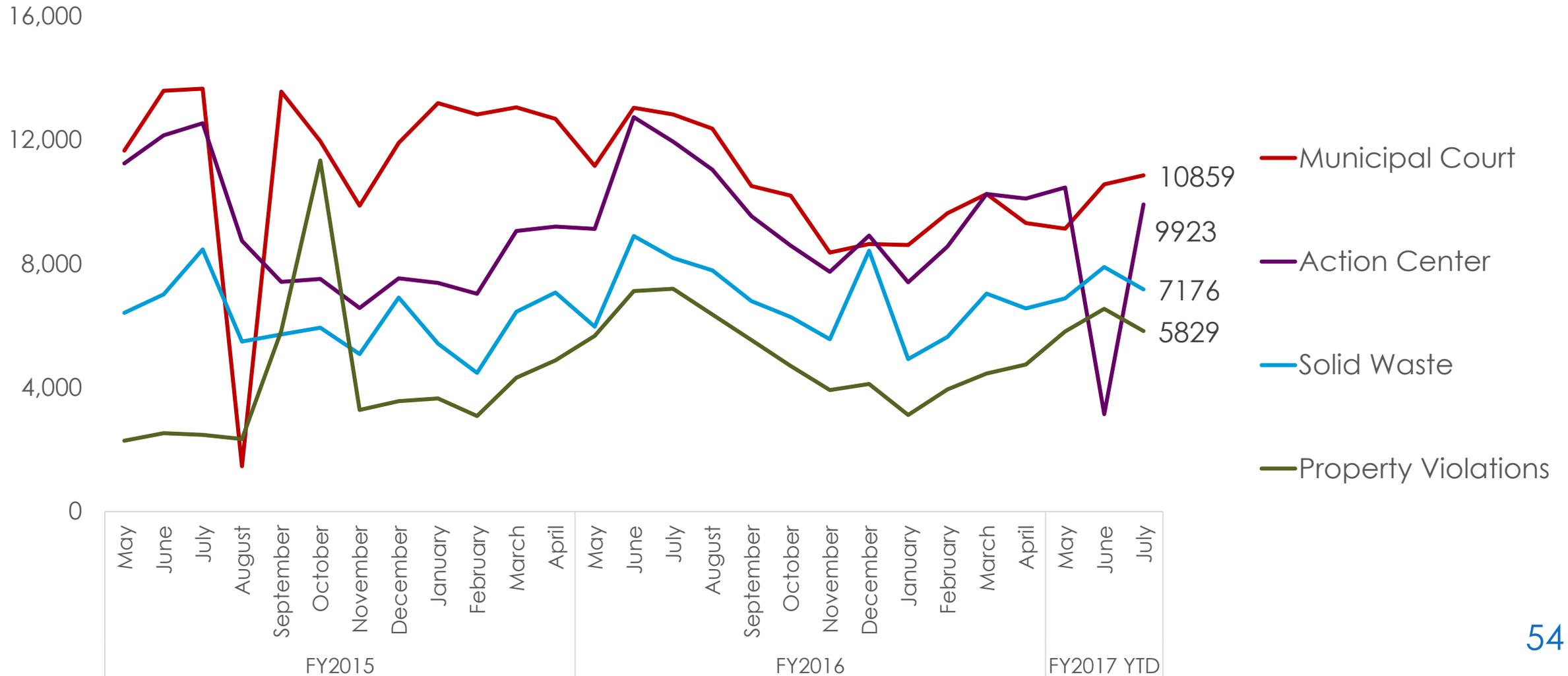
Tasks (0)

Case History

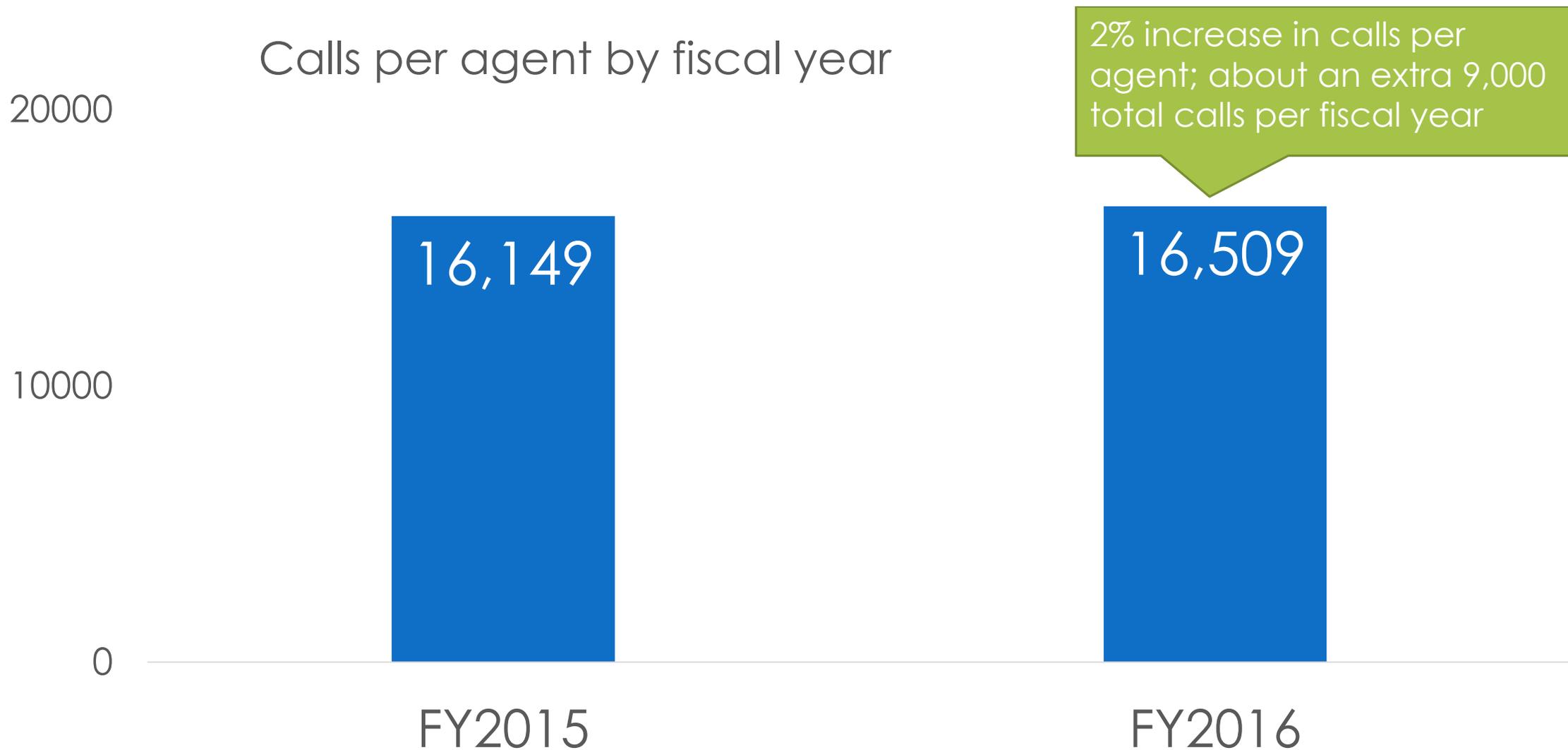
Related Actions (0)



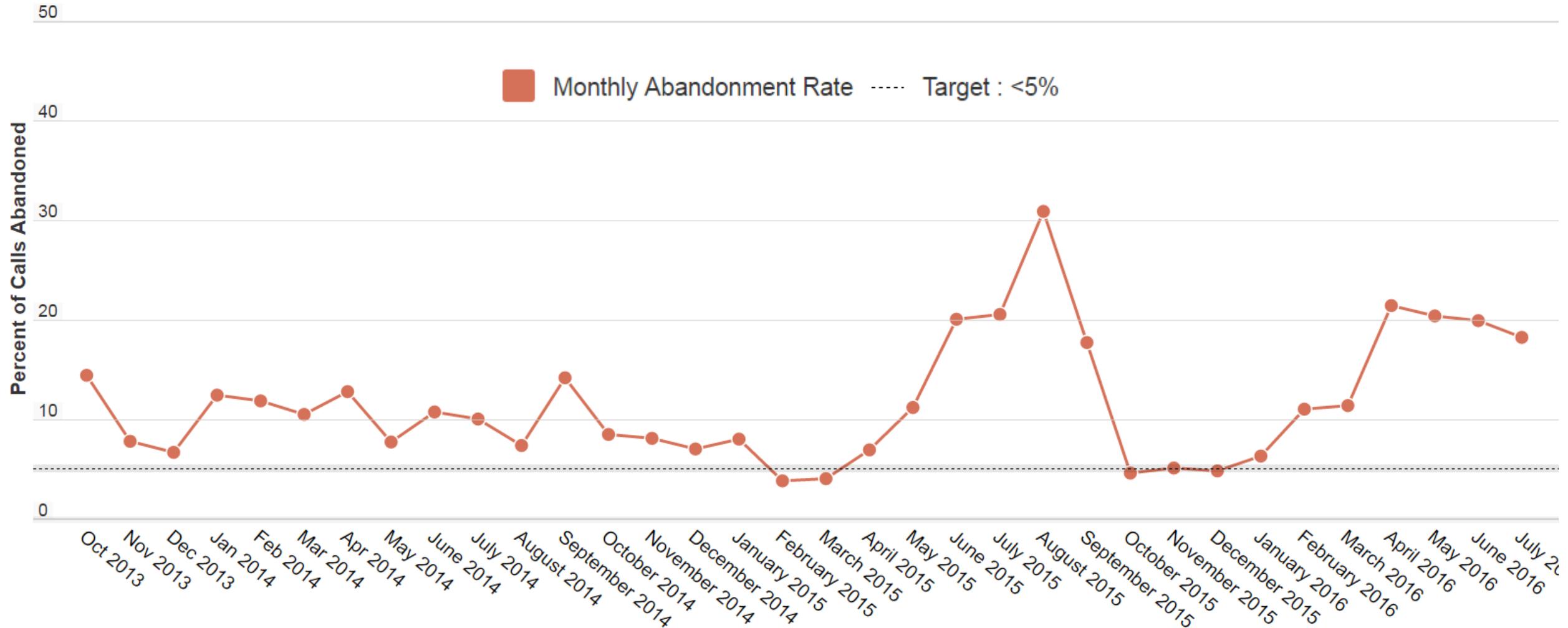
What services do people call 311 for?



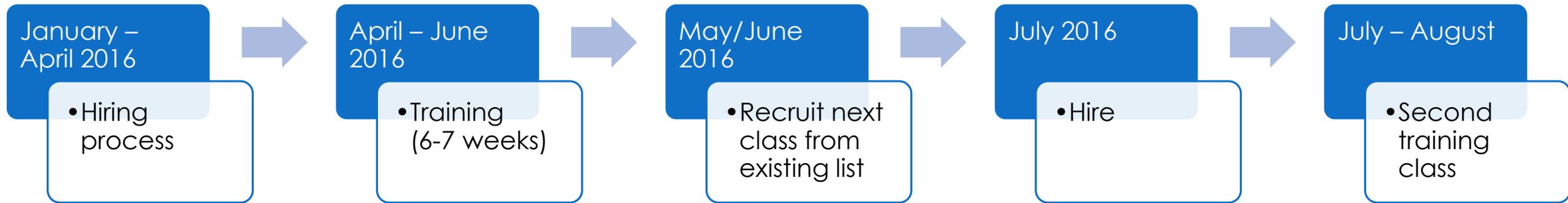
Calls per Call Line



311 Abandonment Rate



Hiring and training timeline for Call Takers

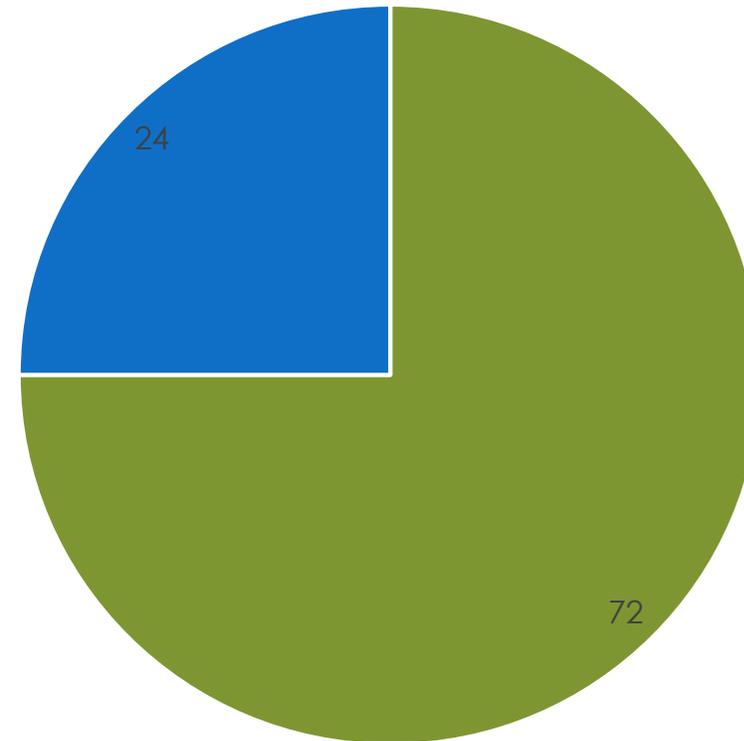


311 Staff Promotability

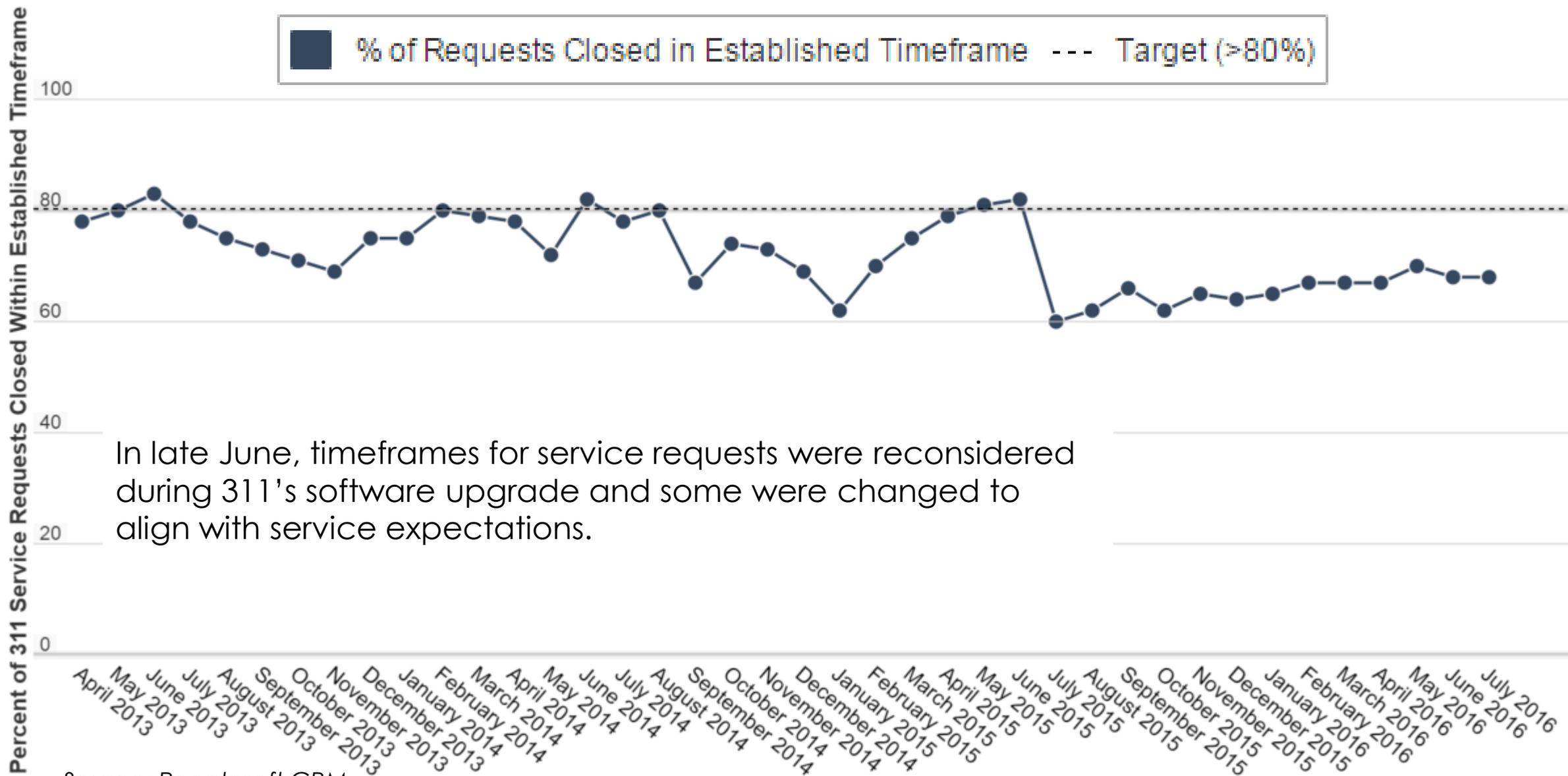
Where'd they go (2012 to 2016)?

■ Retained with the city ■ Left city employment

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



Service Request Responsiveness



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

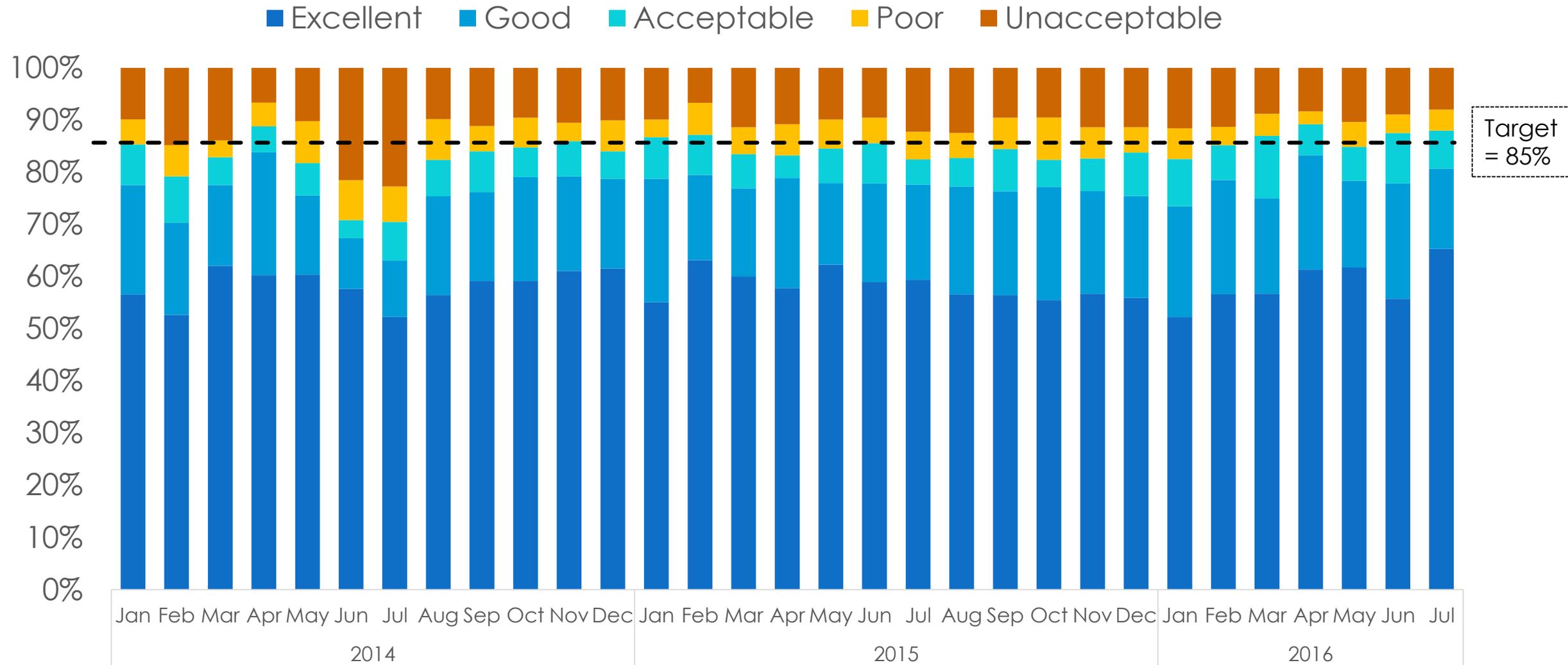
311 Customer Survey Responses

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

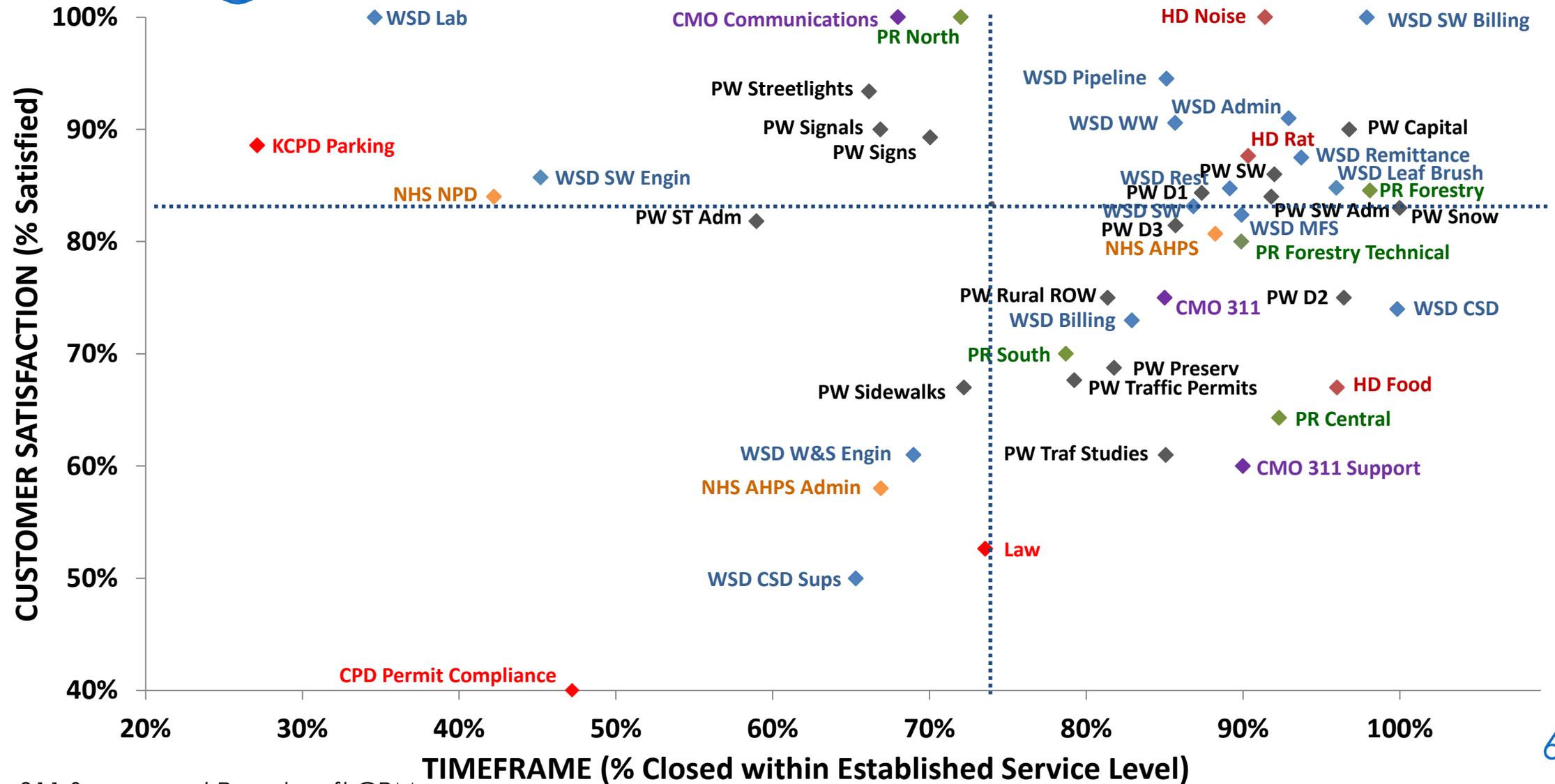


Source: 311 Survey

311 Customer Satisfaction with Service Delivery

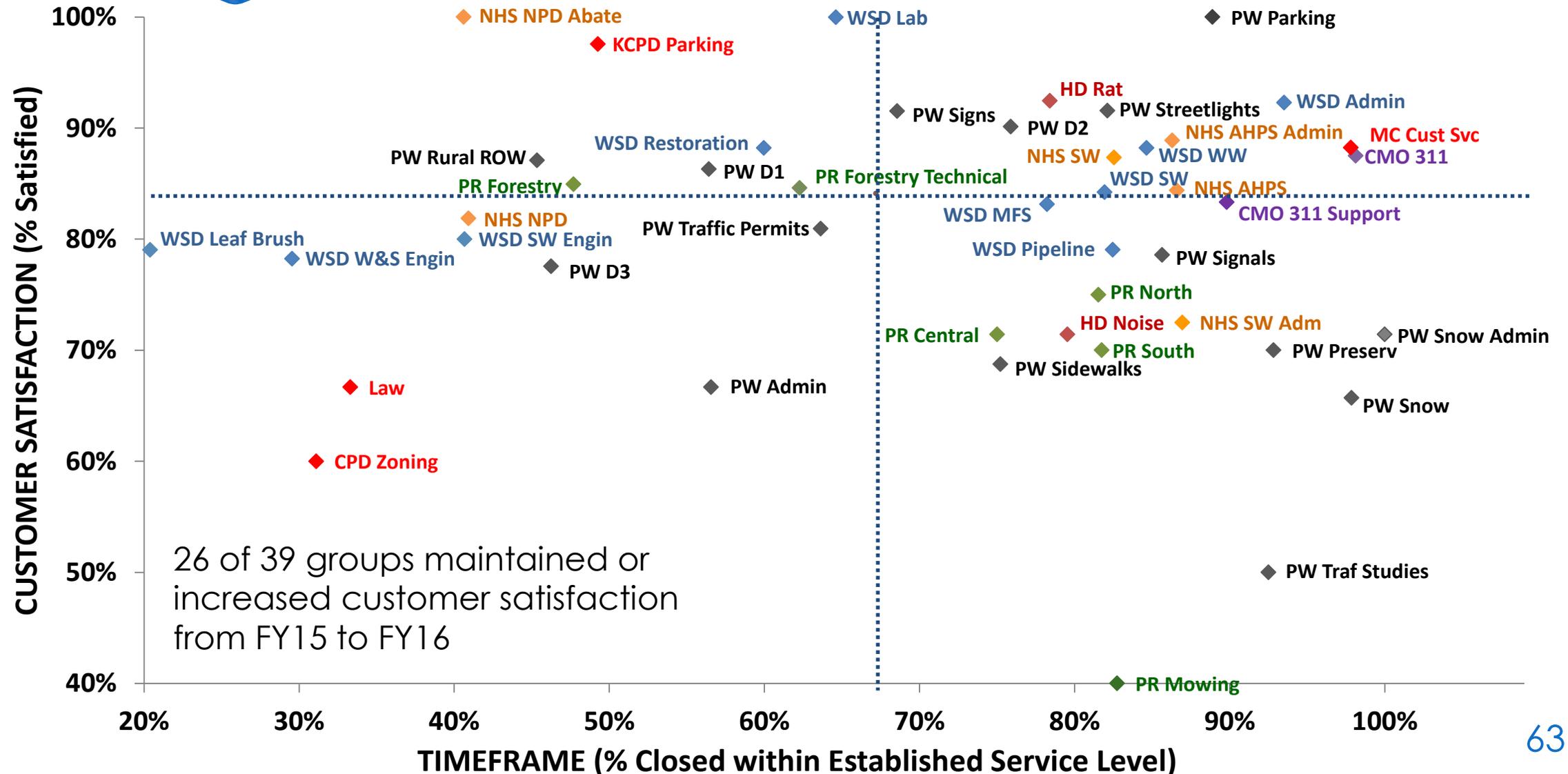


311 Matrix FY15 (Customer Svc v. Timeliness)



Source: 311 Survey and Peoplesoft CRM

311 Matrix FY16 (Customer Svc v. Timeliness)



311 Van Deployment

○ 311 Mobile Van Events

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



311 Mobile Van

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

CUSTOMER SERVICE

A blue-tinted photograph of a woman in profile, wearing a headset with a microphone and holding a pen, working at a computer. The background shows a computer monitor with a grid of data.

Bright Spot – Municipal Court

New customer service effort = positive press for Municipal Court

- Customer Kiosks installed in 2016



By Michael Mahoney
BIO »

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

People can pay fines online, arrange payment plans

Published 5:21 PM CDT Apr 13, 2016

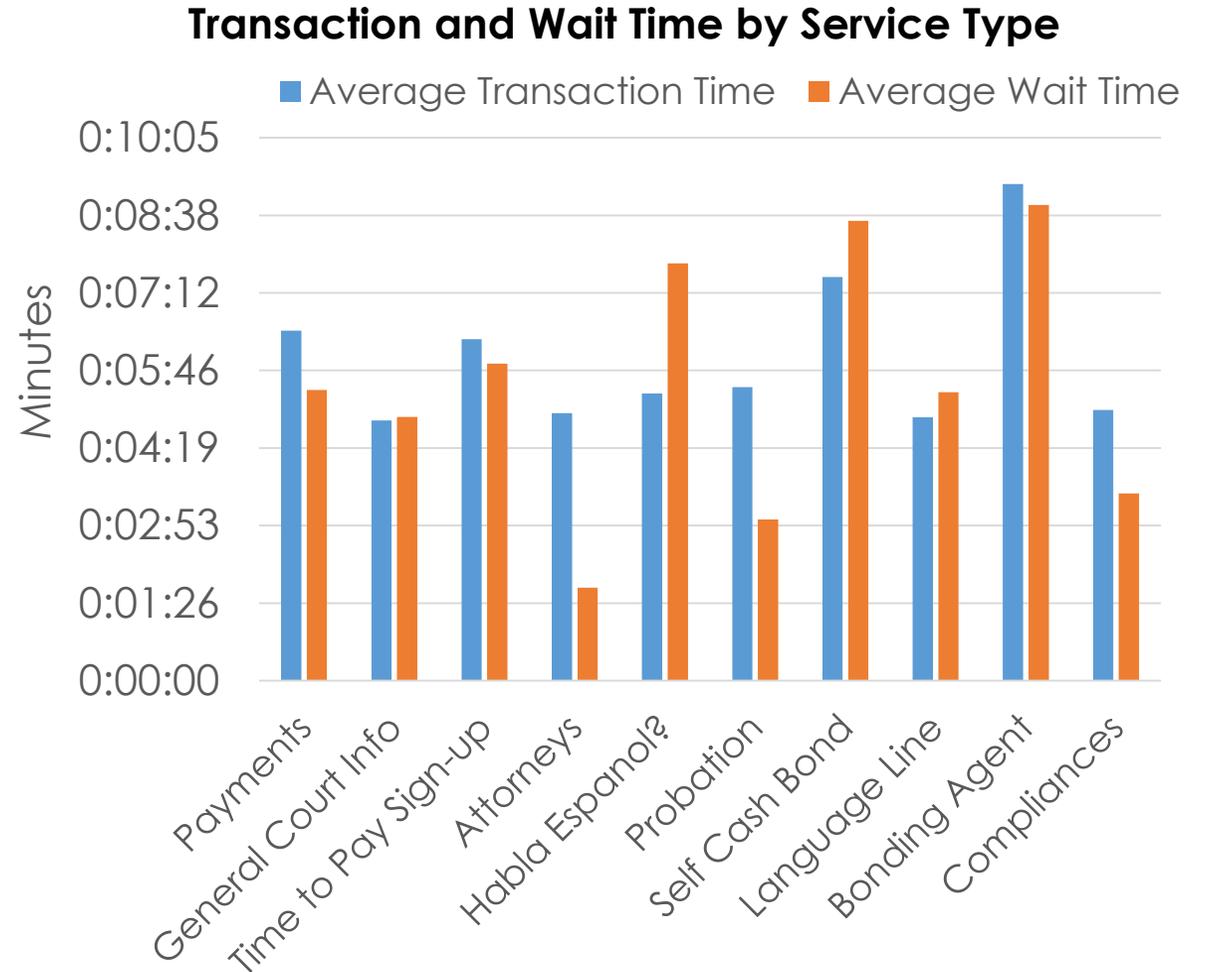
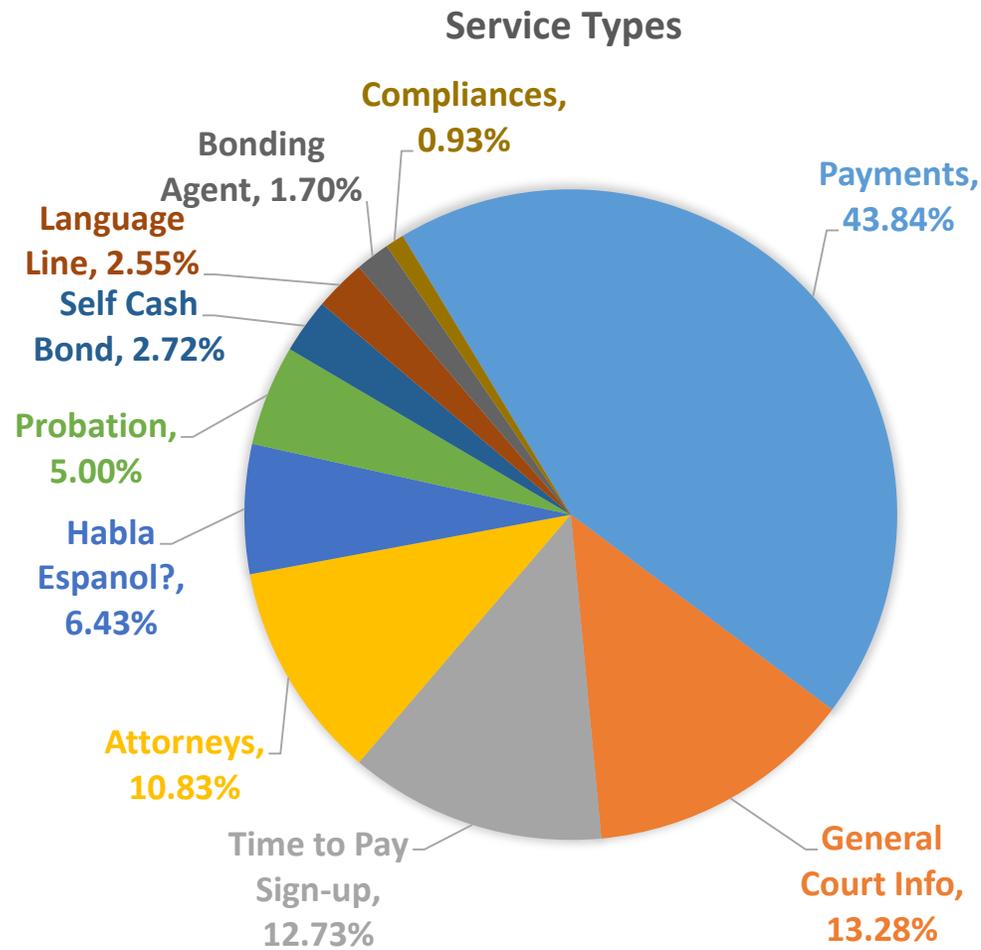
Text Size: A A A



SHOW TRANSCRIPT »

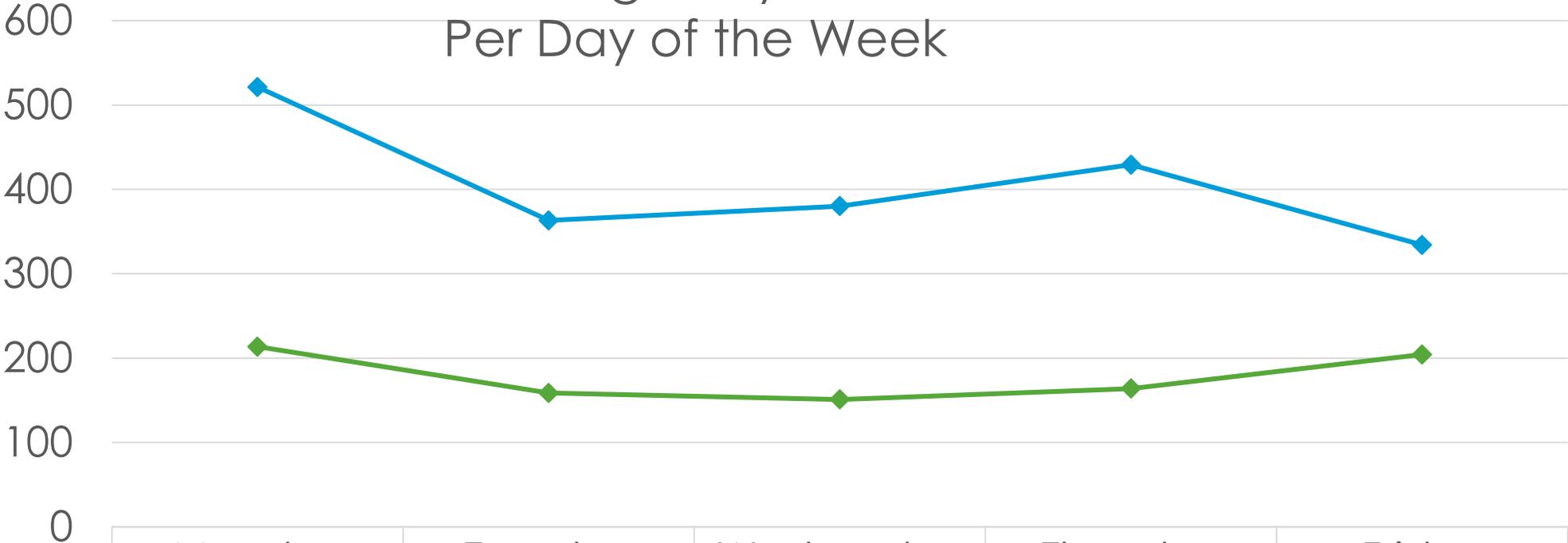
KANSAS CITY, Mo. — Kansas City's Municipal Court system isn't a place people want to spend much time, but the head of the system said new improvements could make the experience easier.

Municipal Court Services Overview and Wait Time



Payment Trends Before and After

Average Payments
Per Day of the Week

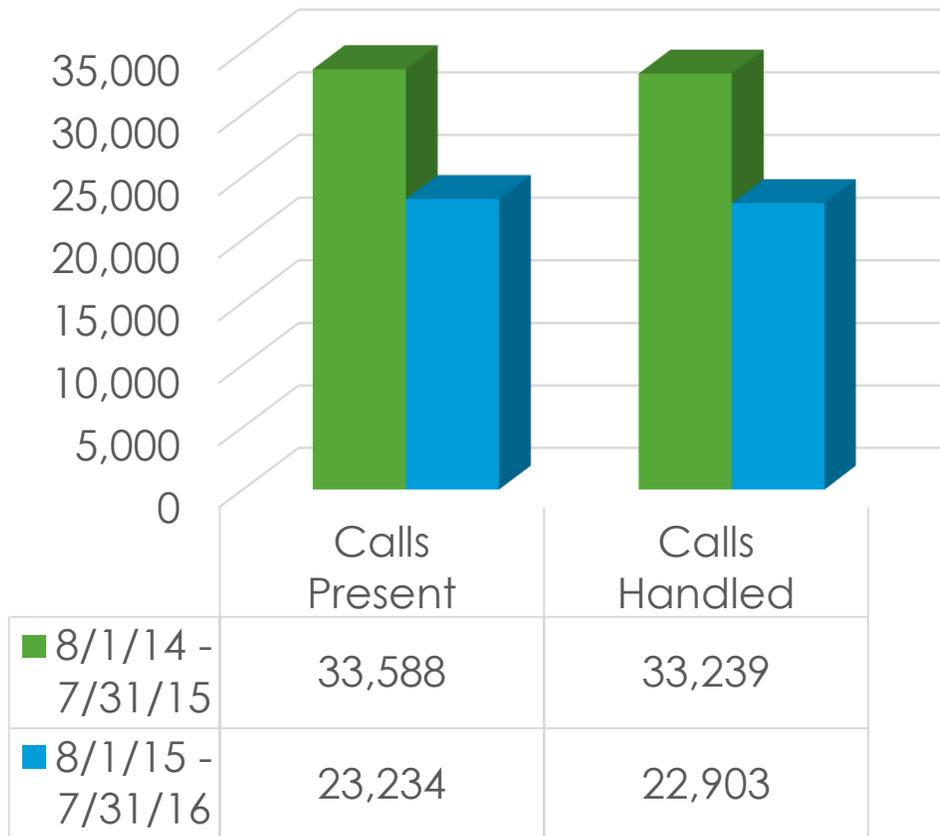


	Monday	Tuesday	Wednesday	Thursday	Friday
◆ Prior Qmatic	214	159	151	164	204
◆ Qmatic	521	363	380	429	334

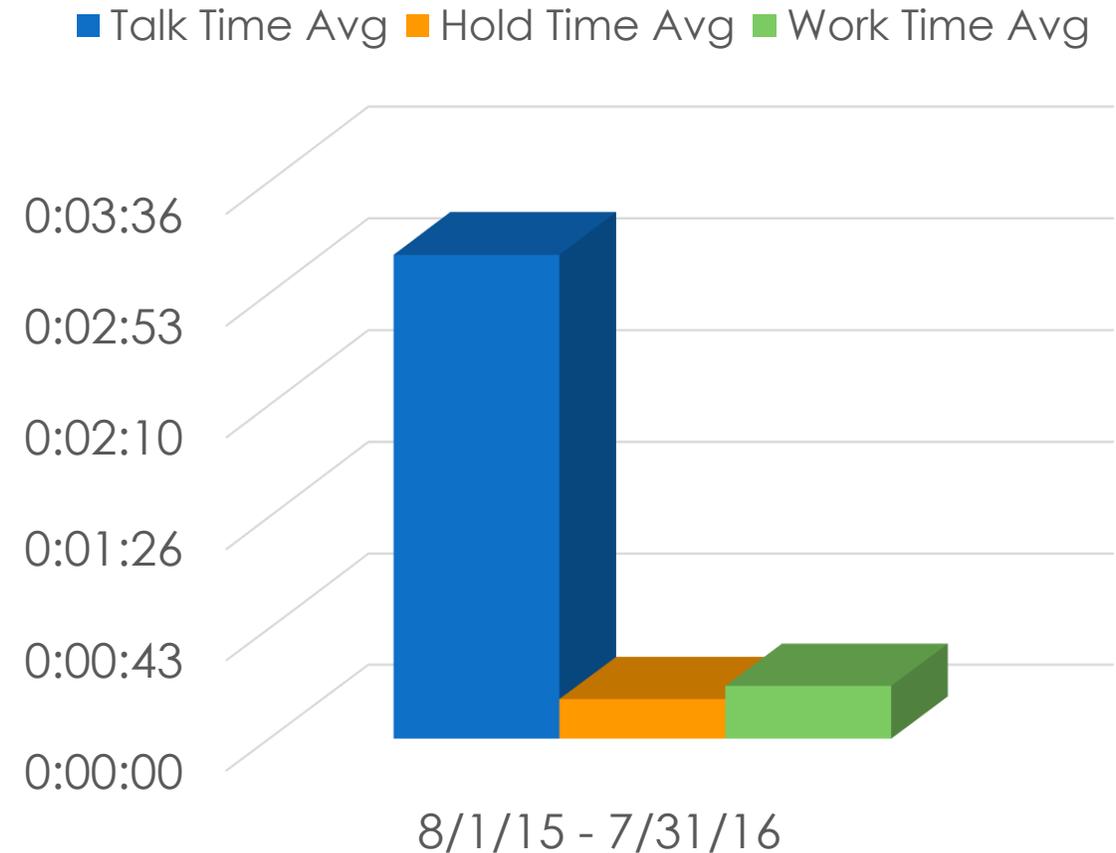
Source: Municipal Court

Municipal Court Call Center

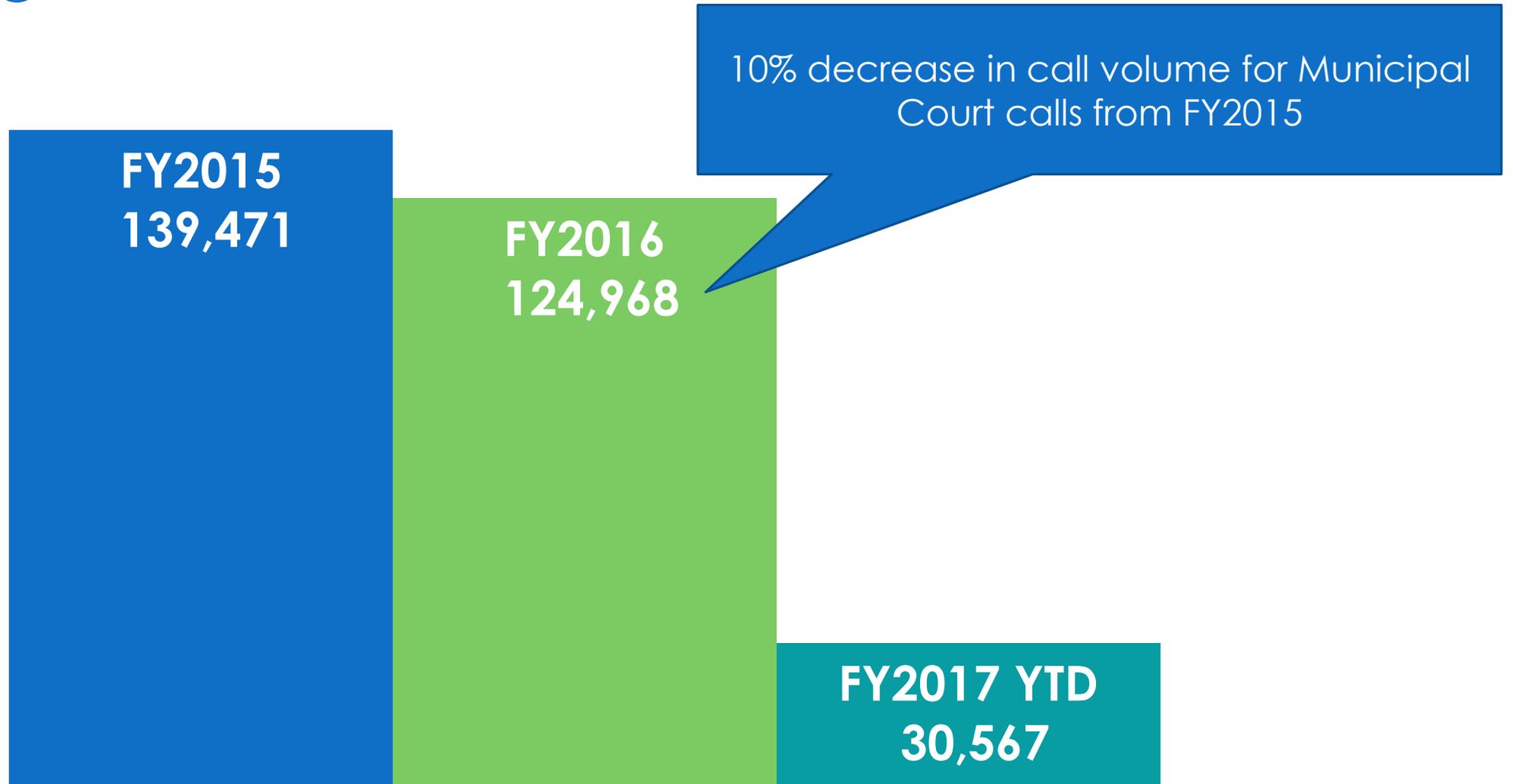
Municipal Court Call Center - Calls Received and Handled



Municipal Court Call Center - Talk and Hold Time



Municipal Court 311 Call Volume



Objective 2

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

Surveys and Feedback Across the City

Customer Survey

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

Citizen Survey

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

Internal Survey

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

Feedback Sessions/Roundtables

- General Services – IT Division

Questions?

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

#KCStat

