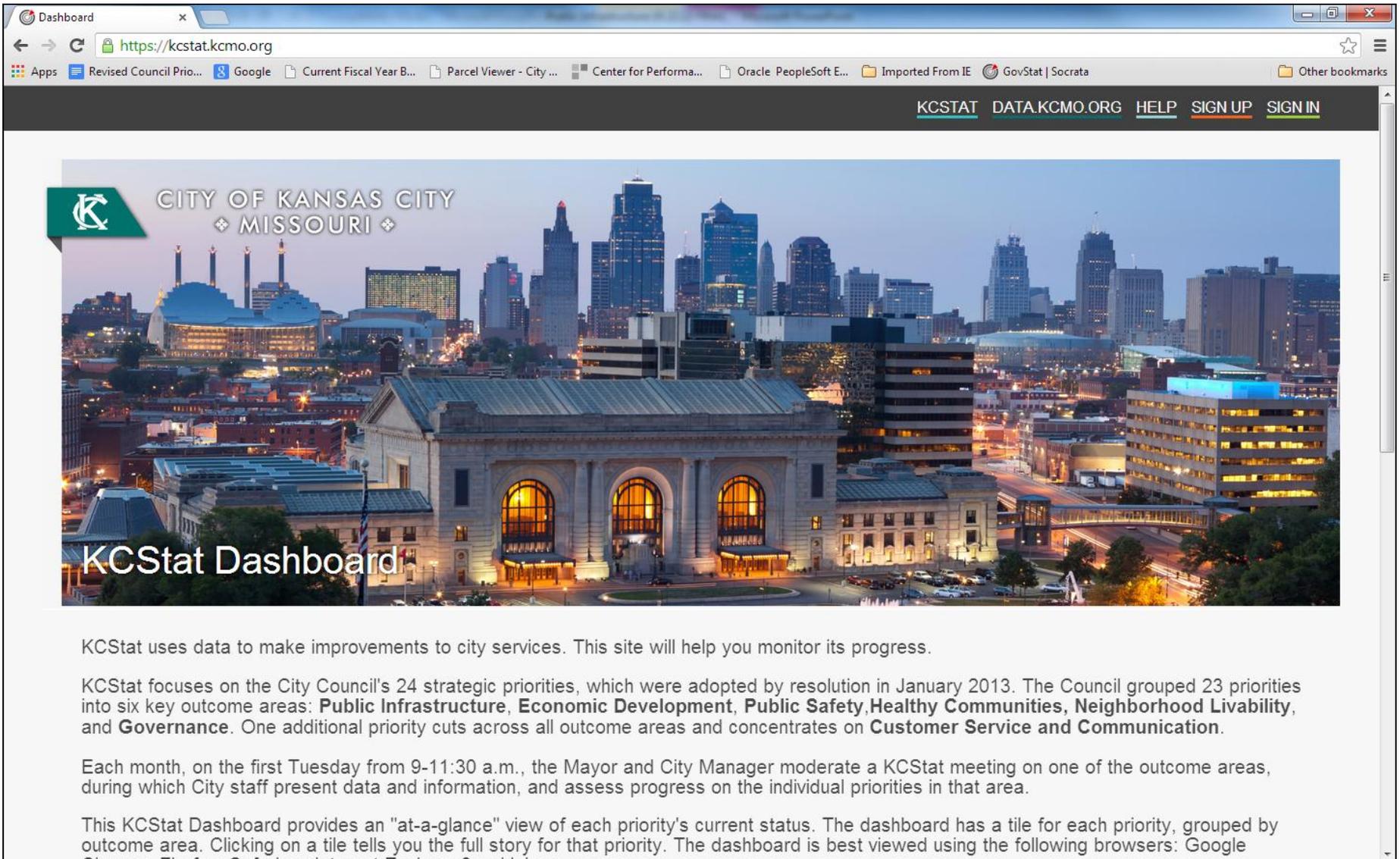




# PUBLIC INFRASTRUCTURE

MARCH 20, 2014

# THE KCSTAT DASHBOARD



Dashboard

← → ↻ <https://kcstat.kcmo.org> ☆ ☰

Apps Revised Council Prio... Google Current Fiscal Year B... Parcel Viewer - City ... Center for Performa... Oracle PeopleSoft E... Imported From IE GovStat | Socrata Other bookmarks

[KCSTAT](#) [DATA.KCMO.ORG](#) [HELP](#) [SIGN UP](#) [SIGN IN](#)

 CITY OF KANSAS CITY  
MISSOURI

KCStat Dashboard

KCStat uses data to make improvements to city services. This site will help you monitor its progress.

KCStat focuses on the City Council's 24 strategic priorities, which were adopted by resolution in January 2013. The Council grouped 23 priorities into six key outcome areas: **Public Infrastructure**, **Economic Development**, **Public Safety**, **Healthy Communities**, **Neighborhood Livability**, and **Governance**. One additional priority cuts across all outcome areas and concentrates on **Customer Service and Communication**.

Each month, on the first Tuesday from 9-11:30 a.m., the Mayor and City Manager moderate a KCStat meeting on one of the outcome areas, during which City staff present data and information, and assess progress on the individual priorities in that area.

This KCStat Dashboard provides an "at-a-glance" view of each priority's current status. The dashboard has a tile for each priority, grouped by outcome area. Clicking on a tile tells you the full story for that priority. The dashboard is best viewed using the following browsers: Google Chrome, Firefox, Safari, and Microsoft Edge.

<https://kcstat.kcmo.org>

# PRIORITY

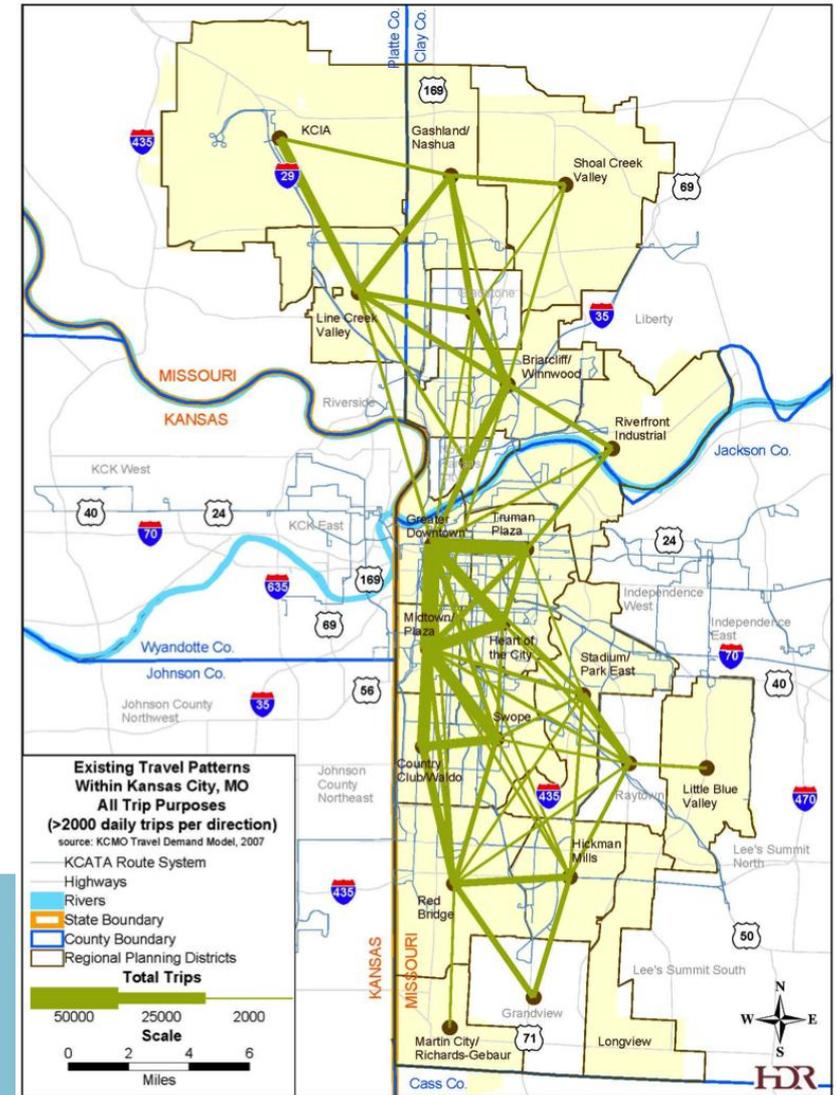
**Develop a strategy for improving public transit**

# INDICATORS

- 1. Percent of citizens satisfied with public transit**
- 2. Ridership on public transit**
- 3. Passengers per hour and per mile**
- 4. Project/progress tracker on Streetcar implementation**

# KCATA COMPREHENSIVE SERVICE ANALYSIS (CSA)

- ❖ Detailed analysis of route system
- ❖ Comprehensive package of route changes to make service:
  - More convenient
  - Easier to use
  - Easier to understand
  - Faster and more direct
  - Better matched to demand
  - More efficient
- ❖ Phased route improvements implemented in 2012-2013



# KCSTAT DASHBOARD

Goals > KCStat Dashboard > Public Transit

## Public Infrastructure

### Kansas City will improve public transit

The key measurement for this priority is citizen satisfaction with public transit. The goal is to increase satisfaction by at least 2% per year, which translates into a target of at least 41% of citizens satisfied by 2015. [Explore the data](#)

**38** Percent of citizens satisfied  
Current as of Dec 2013

**41** Percent of citizens satisfied  
Dec 2015 Target

**Near Target**  
[View chart](#)

#### Total Ridership

Total ridership on the bus system has increased over the last decade with a peak coinciding with the financial recession and the beginning of KCATA's first bus rapid transit line, the MAX. *(updated annually)*

Calendar Year	Total System Ridership
2002	14,100,000
2003	13,100,000
2004	13,000,000
2005	13,600,000
2006	14,300,000
2007	14,900,000
2008	16,800,000
2009	15,000,000
2010	14,600,000
2011	15,500,000
2012	16,000,000
2013	15,800,000

#### Average Daily Ridership

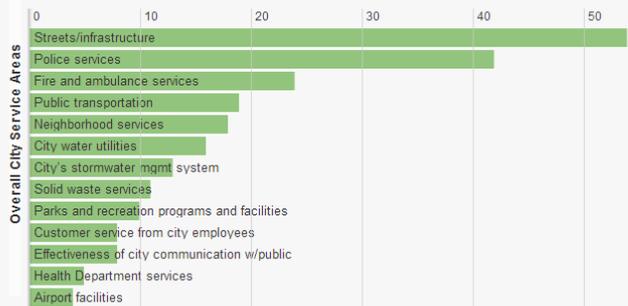
This shows the average number of riders on KCATA routes for a weekday compared to a weekend day. Weekdays have the largest number of riders, followed by Saturdays, then Sundays. The increase in riders over time can be seen for all days. *(updated annually)*

Calendar Year	Weekday Average	Saturday Average	Sunday Average
2002	48,399	24,900	10,912
2003	44,773	23,472	10,375
2004	43,897	23,857	10,278
2005	46,287	25,038	11,643
2006	48,979	25,816	11,499
2007	50,900	26,412	12,157
2008	56,448	29,744	13,886
2009	51,239	26,426	12,477
2010	50,017	25,538	11,293
2011	52,720	27,749	12,374
2012	54,175	28,402	14,405
2013	52,956	28,154	14,950

#### Public transportation is among the highest priorities for citizens

Public transportation was the fourth highest priority for improvement, with 19% of citizens selecting it as one of their 3 choices. *(updated annually)*

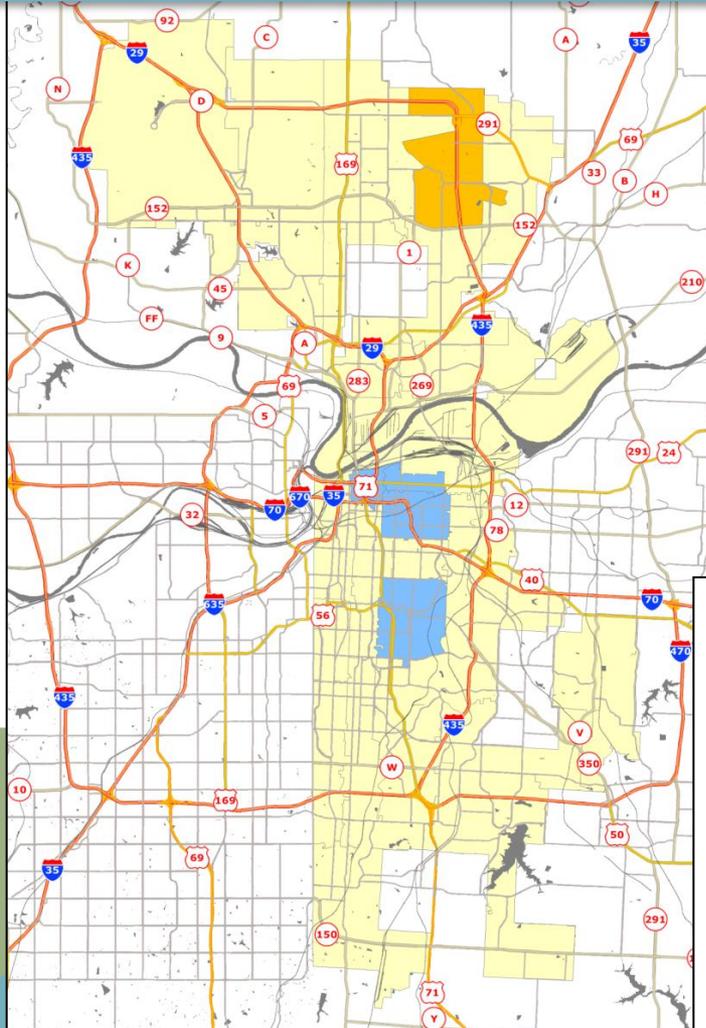
Percent of citizens who selected this area for more emphasis (FY13)



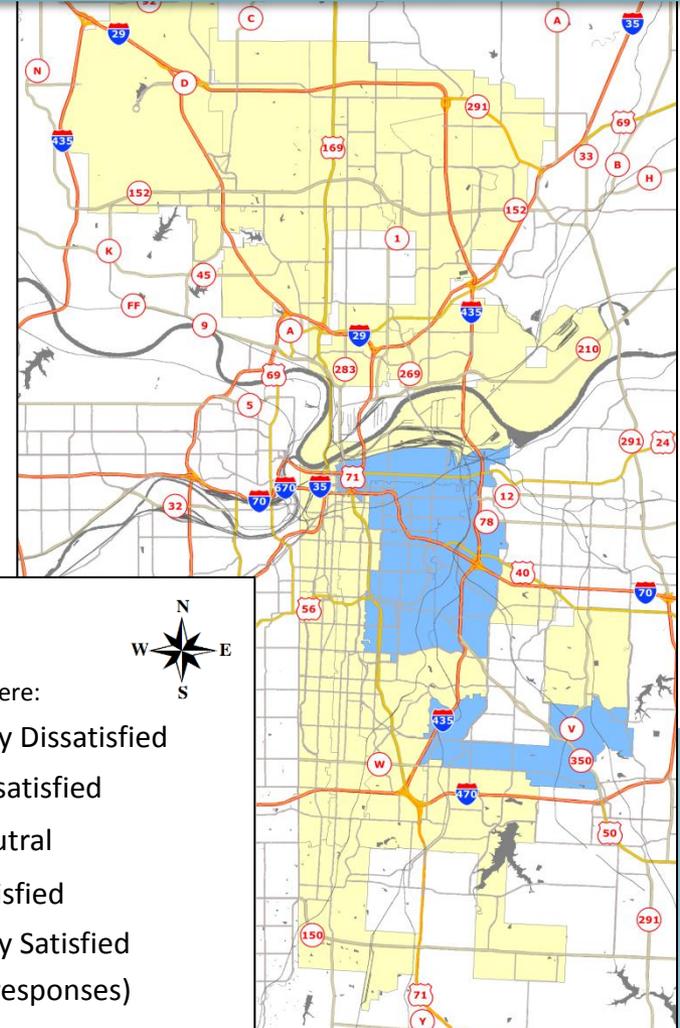
[Explore the data](#)

# CITIZEN SATISFACTION WITH QUALITY OF PUBLIC TRANSPORTATION

## FY2013 Citizen Satisfaction with Public Transportation



## FY2014 Mid-Year Citizen Satisfaction with Public Transportation



### LEGEND

Mean rating  
on a 5-point scale, where:

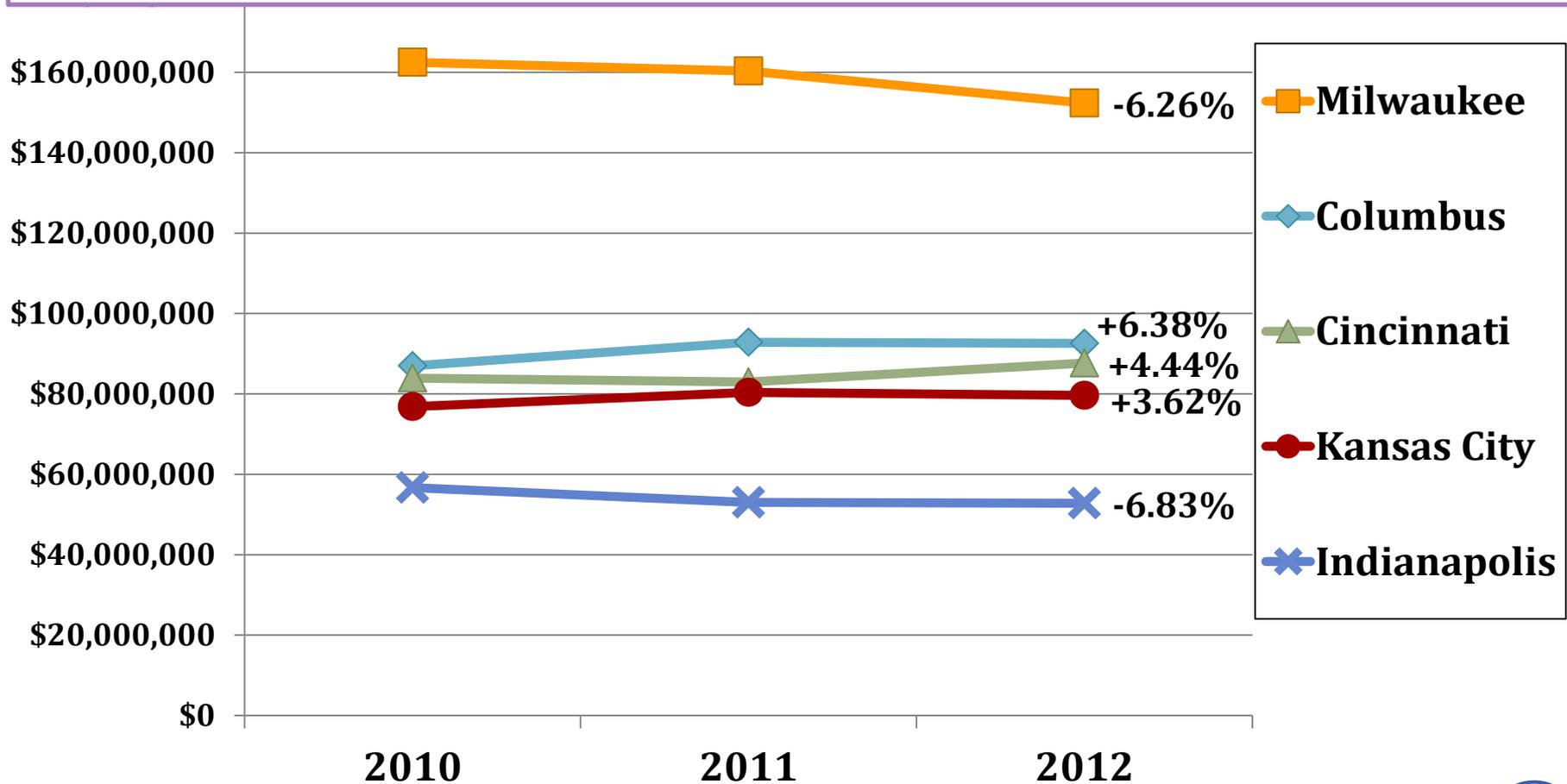
-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)



# BENCHMARKING OPERATING EXPENSES (TOTAL)

Watch  
Trend

Operating expenditures can be a measure of investment, and also of cost control. Systems were selected for benchmarking due to similarities with KCMO: midwestern location, non-rail/heavy bus systems, of similar population size.

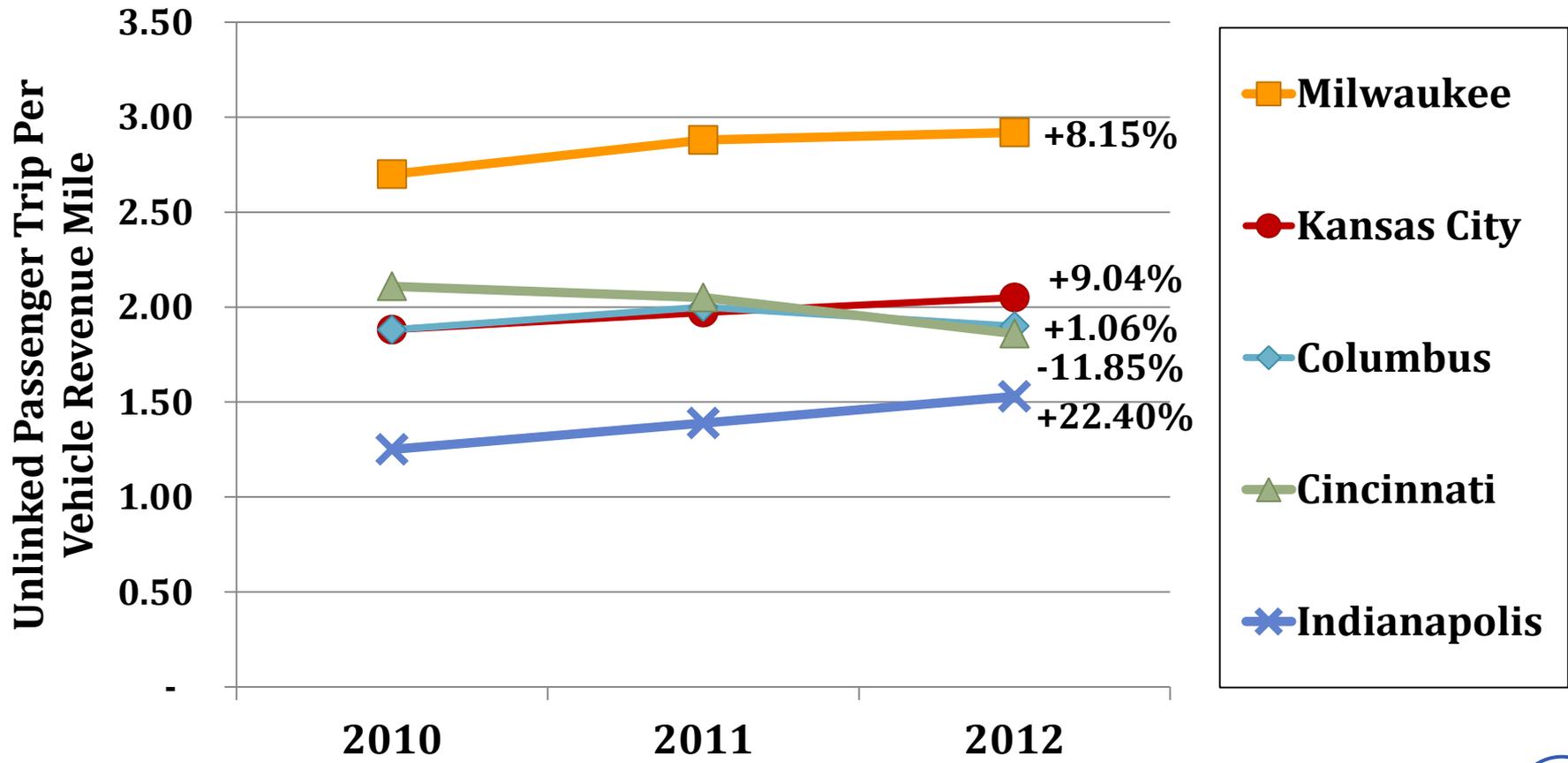


Source: National Transit Database, 2010-12

# BENCHMARKING EFFICIENCY: UNLINKED PASSENGER TRIP PER VEHICLE REVENUE MILE FOR BUS SYSTEMS

**Positive Trend:** 

**This measure compares the number of bus passenger trips (before transfers) with the number of miles driven by buses while they are in-service. It is a standard measure of efficiency for transit systems that compares outputs to inputs.**

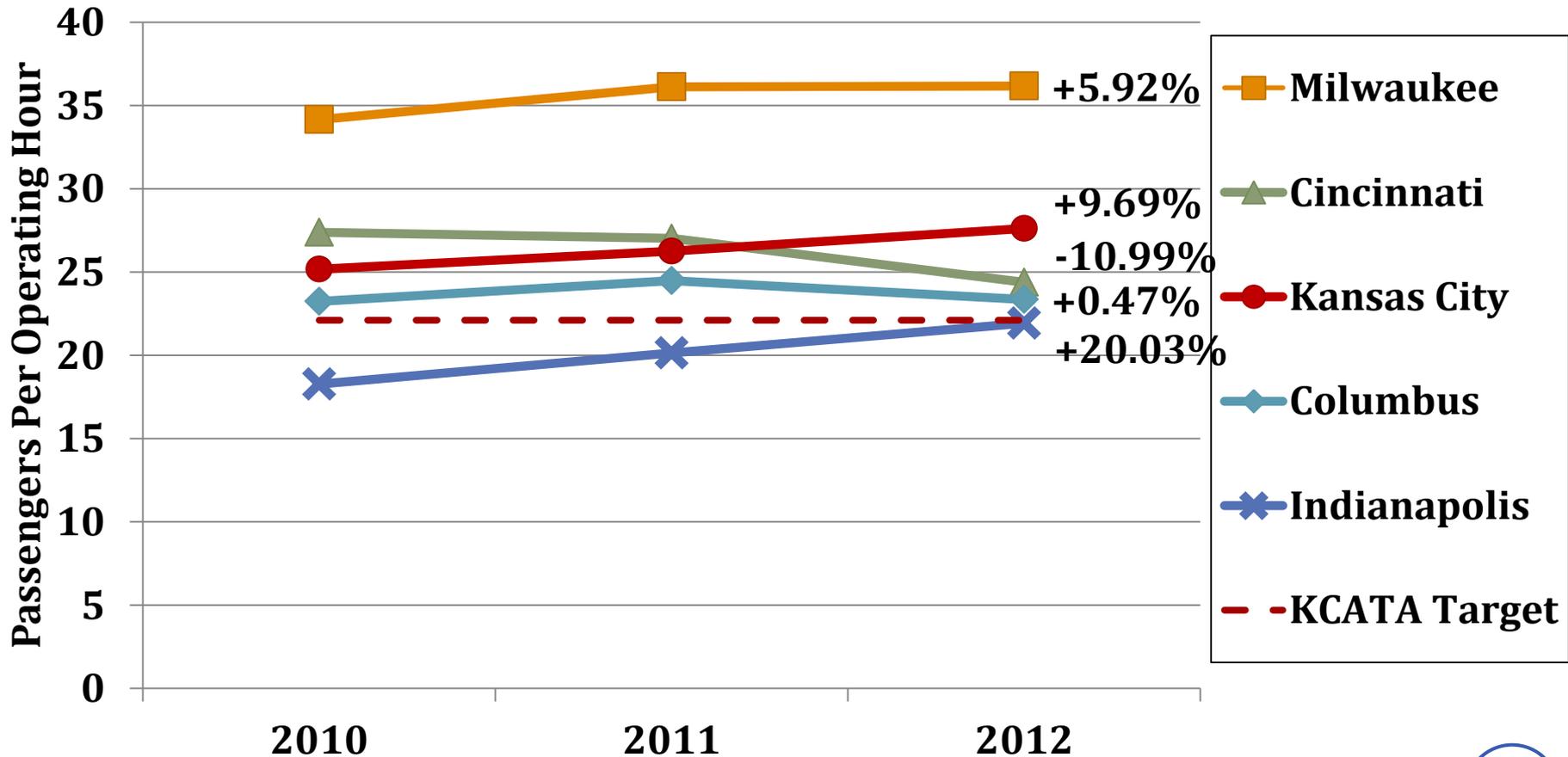


Source: National Transit Database, 2010-12

# BENCHMARKING EFFICIENCY: PASSENGERS PER OPERATING HOUR FOR BUS SYSTEMS



This measure compares the number of bus passengers with the number of hours that the bus system operates. It is also a standard measure of efficiency for transit systems that compares outputs to inputs.



# KCATA: NEXT PRIORITIES

## ❖ Prospect MAX Planning

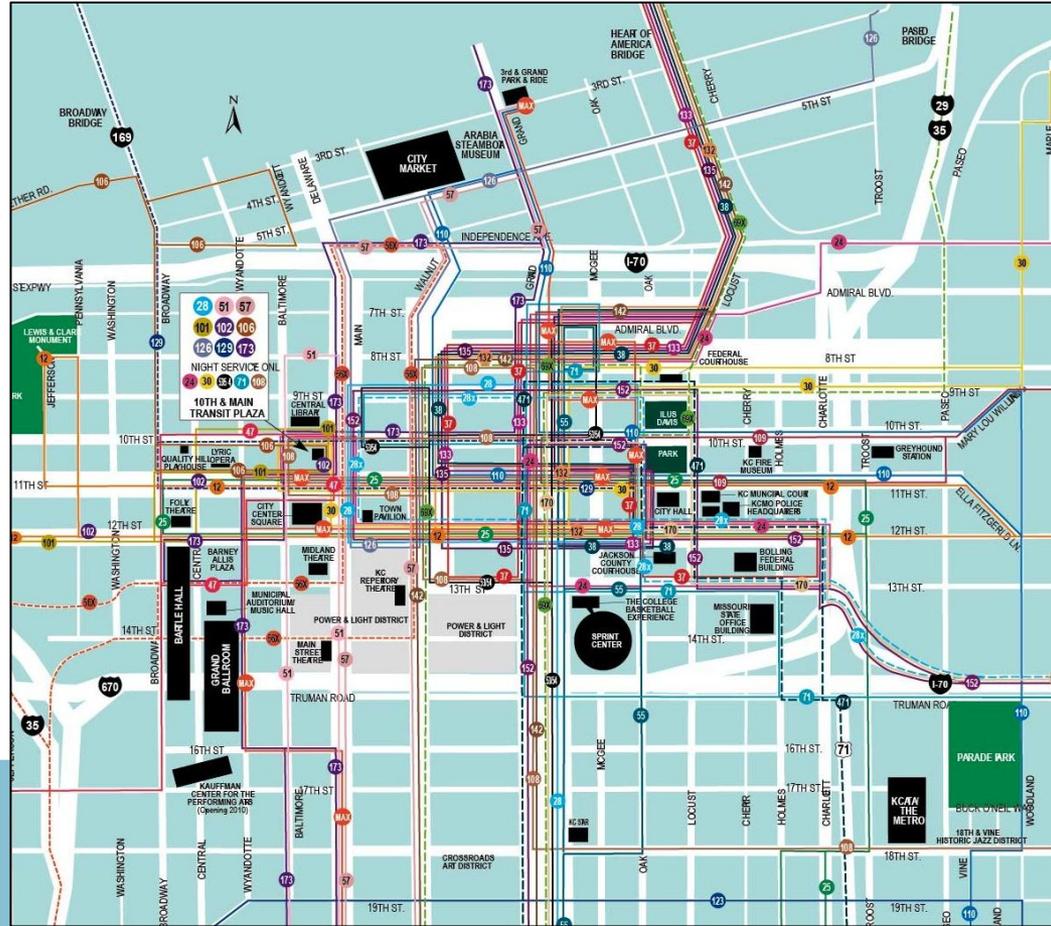
## ❖ NextRail Coordination

## ❖ Downtown CSA Plan

- New route structure for downtown
- New transit centers and stations
- Maximize multi-modal connections
  - Bus
  - Streetcar
  - Bike/Pedestrian

# EXISTING DOWNTOWN ROUTE CIRCULATION

- ❖ **Uses many different patterns**
- ❖ **Is confusing:**
  - Which routes leave from where?
  - Where are connections made?
- ❖ **Reduces attractiveness of service**
- ❖ **Precludes schedule coordination**

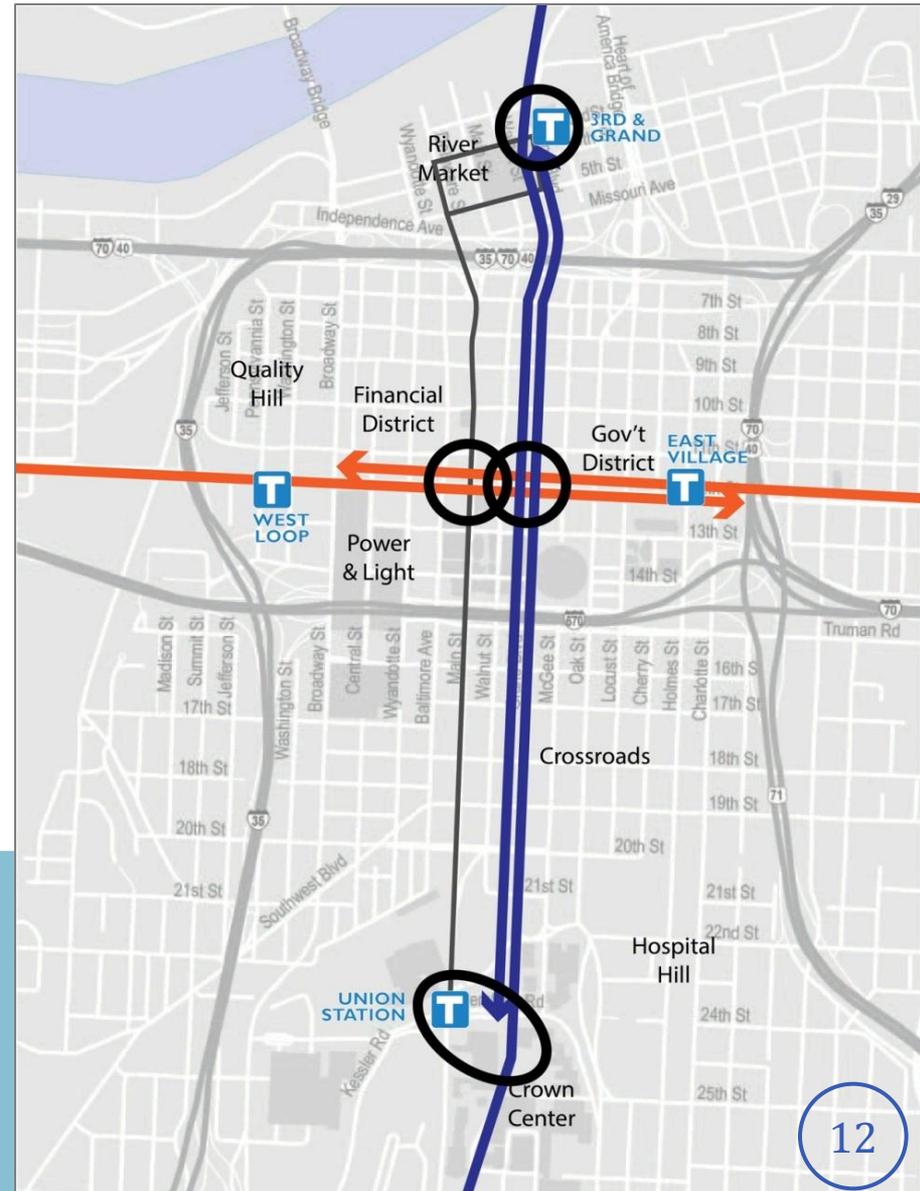


# DOWNTOWN CSA PREFERRED SERVICE STRUCTURE

## ❖ Streamlined and consistent route patterns to...

- Improve convenience
- Attract new riders
- Simplify service
- Connect with streetcar service
- Allow convenient transfers
- Support economic development

## ❖ Focus on key east-west and north-south corridors



# DOWNTOWN SERVICE PLAN

## ❖ Intersecting trunk routes

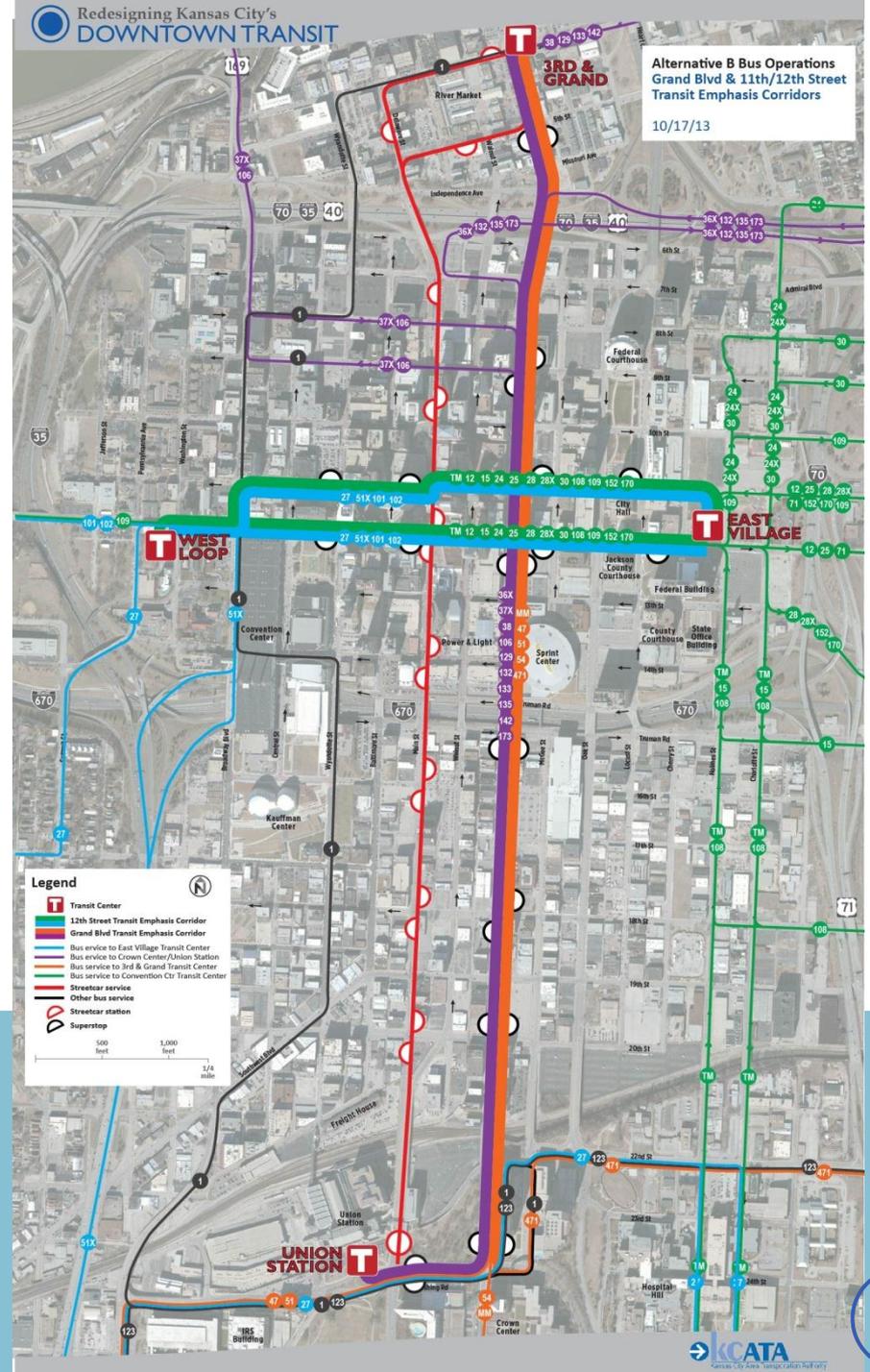
- North-South: Grand Blvd
- East-West: 11<sup>th</sup>/12<sup>th</sup>

## ❖ Transit centers

- West CBD
- East Village
- 3<sup>rd</sup>/Grand

## ❖ Fewer, but better stops

## ❖ Bus lanes



# STREETCAR PROJECT UPDATE

Start of  
Construction

Track work  
begins

Water/ Sewer  
work complete

Cars  
arrive

Construction  
completed

Testing  
of system

Spring 2014

Summer 2014

Fall 2014

Summer 2015

Fall/Winter 2015



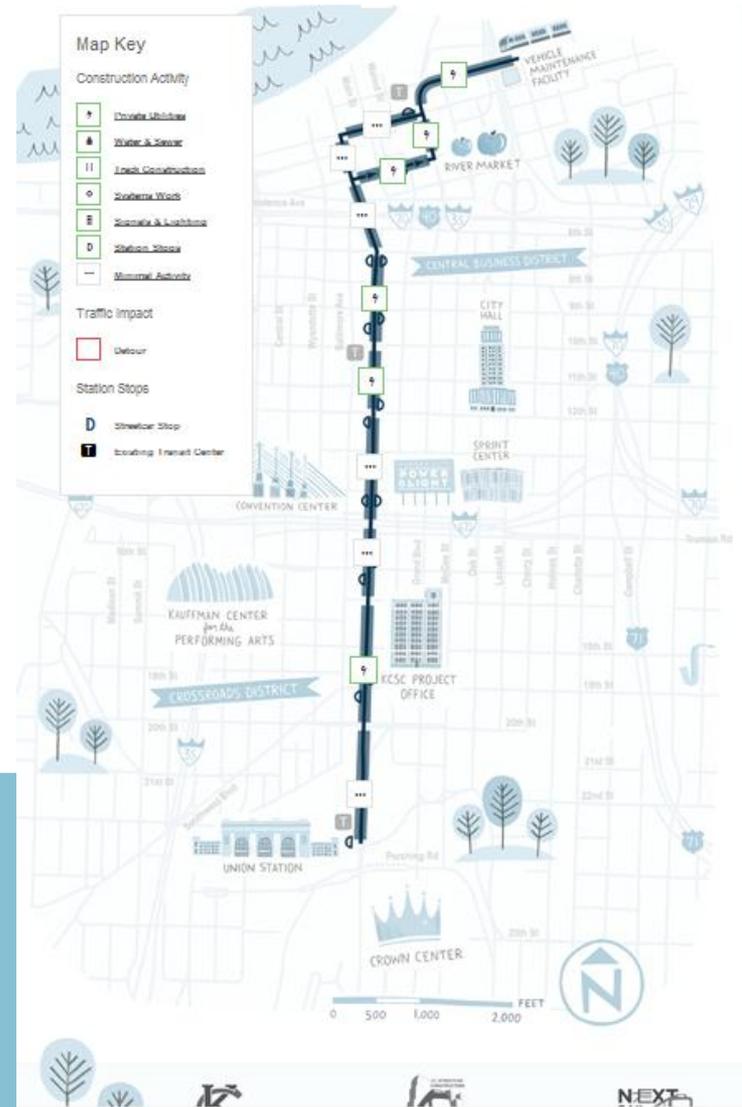
# STREETCAR UTILITY RELOCATION ACTIVITY

**Work has focused on keeping streets open wherever possible.**

**Construction Segments affected by  
Utility Work week of 3/17/14  
(from [www.kcstreetcar.org](http://www.kcstreetcar.org)):**

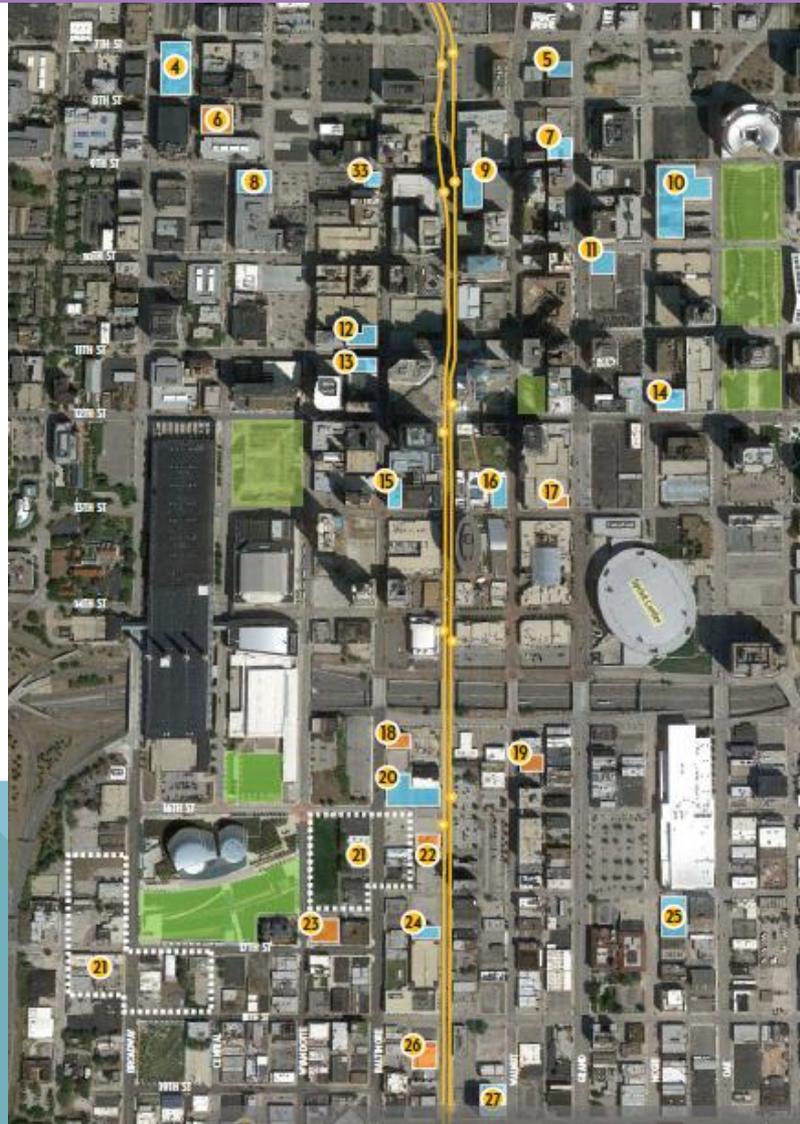
- 20<sup>th</sup> to 17<sup>th</sup> on Main
- 12<sup>th</sup> to 10<sup>th</sup> on Main
- 10<sup>th</sup> to 7<sup>th</sup> on Main
- 5<sup>th</sup> and Delaware to Grand
- Grand, 5<sup>th</sup> to 3rd

**For any concerns, contact the project  
hotline: (816) 804-8882**



# STREETCAR: DOWNTOWN ECONOMIC DEVELOPMENT

<http://www.downtownkc.org/2013/11/06/kcmo-streetcar-de/>

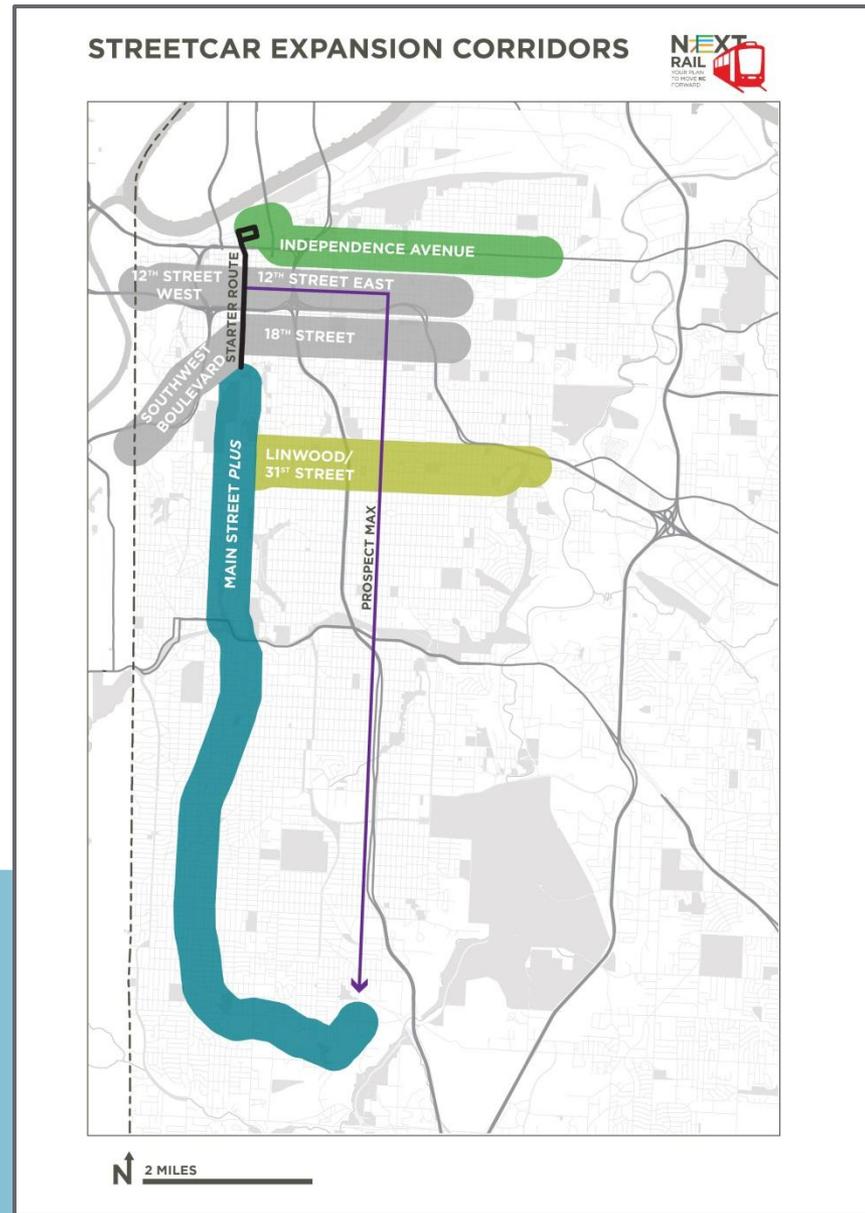


1. 2ND & DELAWARE HOUSING PROJECT
2. 3RD & GRAND TRANSIT CENTER
3. RIVER MARKET WEST APTS
4. FOLGERS COFFEE RENOVATION
5. 718 GRAND APTS
6. LUCAS PLACE APTS
7. SCARRITT BLDG RENOVATION
8. 21C HOTEL
9. COMMERCE TOWER CONVERSION
10. PICKWICK BUS TERMINAL RENOVATION
11. DOWNTOWN YMCA
12. MARK TWAIN BLDG RENOVATION
13. BROOKFIELD BLDG RENOVATION
14. ARGYLE BLDG RENOVATION
15. MIDLAND OFFICE BLDG APTS
16. ONE LIGHT RESIDENTIAL TOWER
17. ARVEST BANK
18. SPORTING INNOVATIONS HQ
19. 1515 WALNUT APTS
20. COURTYARD MARRIOTT
21. UMKC MUSIC CONSERVATORY  
POTENTIAL SITES
22. ANTON'S STEAKHOUSE
23. WEBSTER HOUSE PARKING GARAGE
24. GLOBE BLDG RENOVATION
25. SCREENLAND CROSSROADS
26. CENTRIC PROJECTS HQ
27. CORRIGAN BUILDING APTS
28. SPRINT ACCELERATOR
29. 1914 MAIN APTS
30. 2101 BROADWAY BLDG RENOVATION
31. SWEENEY BUILDING RENOVATION
32. HALLS DEPARTMENT STORE
33. COSBY HOTEL RENOVATION

Source:  
Downtown Council

# STREETCAR: FUTURE STEPS

**Community input is currently being gathered with regard to potential streetcar expansion**



# PRIORITY

**Maximize the effect of 2012 Half-cent Sales Tax for Parks/Streets revenues for the designated improvement areas and communicate expectations and outcomes to the public; determine short-term and long-term infrastructure priorities**

# INDICATORS

- 1. Percent of citizens satisfied with street maintenance**
- 2. Street condition index**
- 3. Miles of streets repaved**
- 4. Pothole service request volume and timeliness**

## **Additional Indicators to inform discussion:**

- 1. Emphasis from citizen survey**
- 2. Street condition index**
- 3. Street repaving and maintenance indicators**

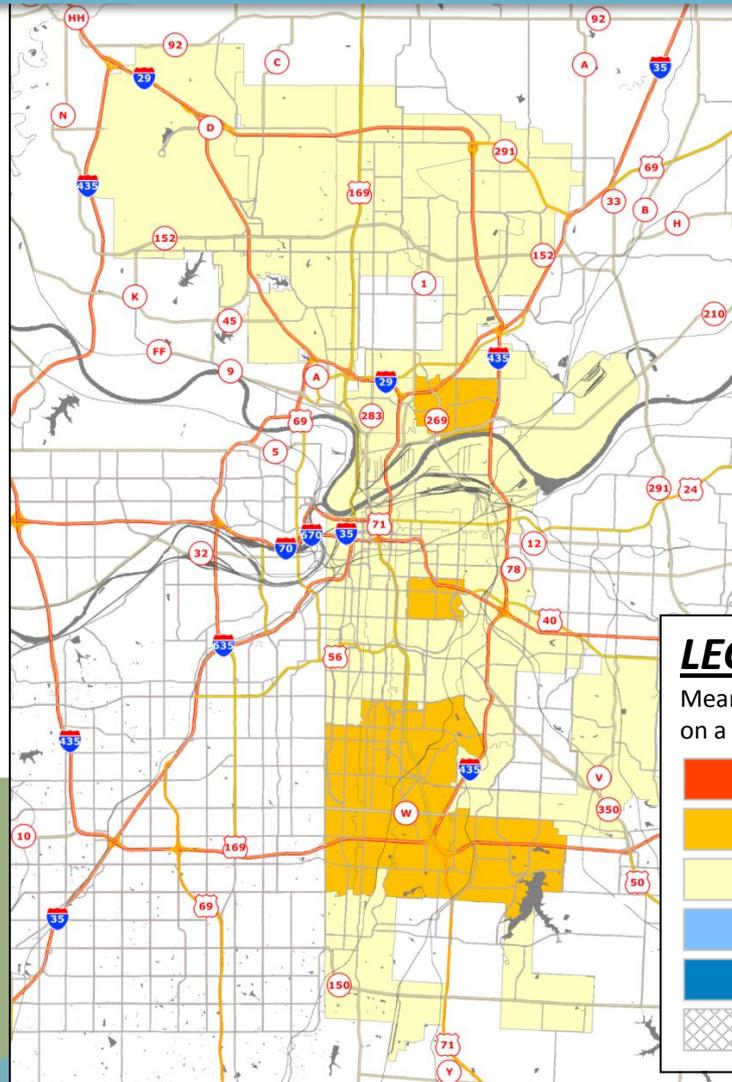
# KCSTAT DASHBOARD

## Prevailing Metric – Citizen Satisfaction with Maintenance of Streets:

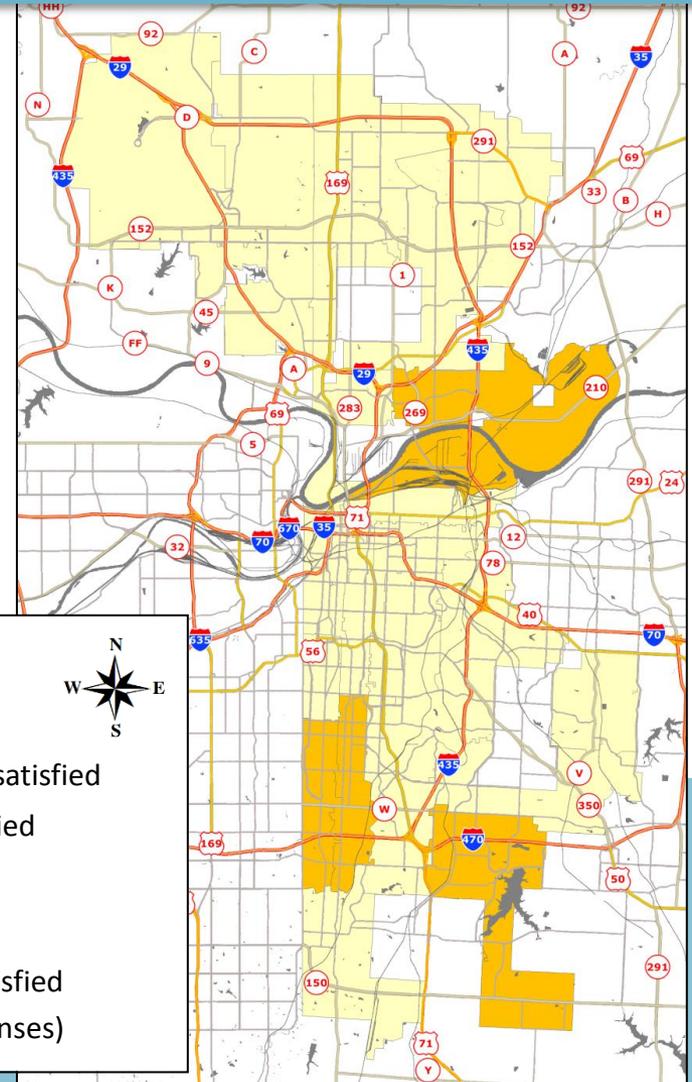


# CITIZEN SATISFACTION WITH MAINTENANCE OF STREETS

## FY2013 Citizen Satisfaction with Street Maintenance



## FY2014 Mid-Year Citizen Satisfaction with Street Maintenance



### **LEGEND**

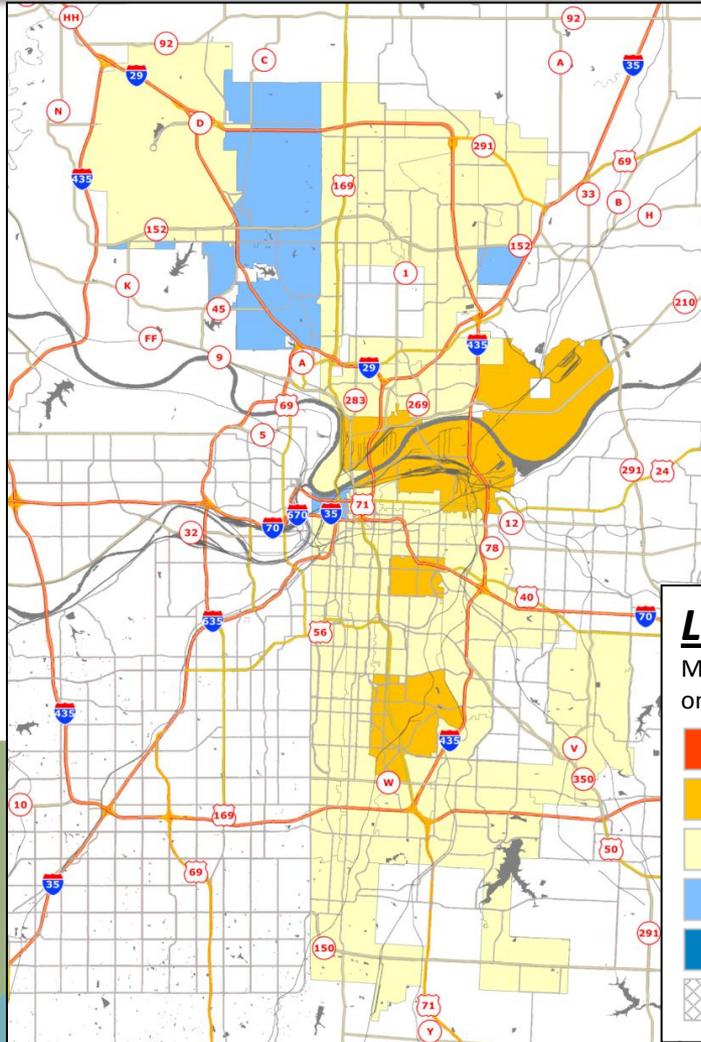
Mean rating  
on a 5-point scale, where:

-  1.0-1.8 Very Dissatisfied
-  1.8-2.6 Dissatisfied
-  2.6-3.4 Neutral
-  3.4-4.2 Satisfied
-  4.2-5.0 Very Satisfied
-  Other (no responses)

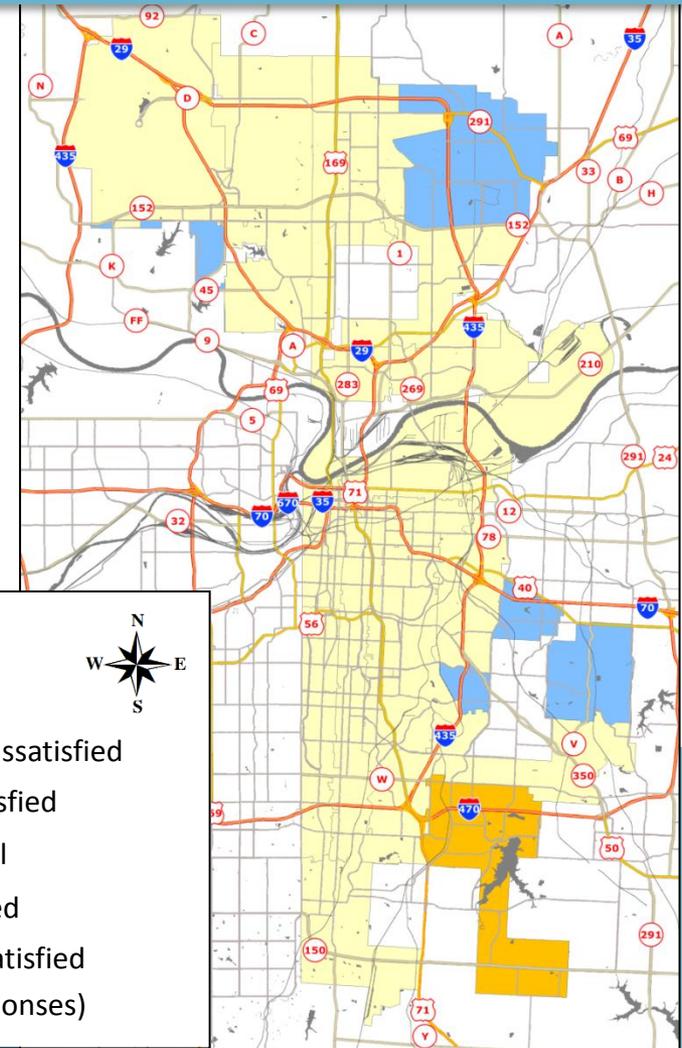


# CITIZEN SATISFACTION WITH STREETS IN YOUR NEIGHBORHOOD

## FY2013 Citizen Satisfaction with Streets in your neighborhood



## FY2014 Mid-Year Citizen Satisfaction with Streets in your neighborhood



# STREET CONDITION RATING SYSTEM RECONFIGURATION

- **Reconfigured pavement condition rating system will match APWA standard**
- **The previous system overestimated the number of streets in less than fair condition**
- **Multiple step process:**

## Drive by Assessment

- All street segments to be assessed
- 30% complete
- Delayed due to staffing shortages

## Full Inspections

- PW reviewing options for in-house or contracted inspections

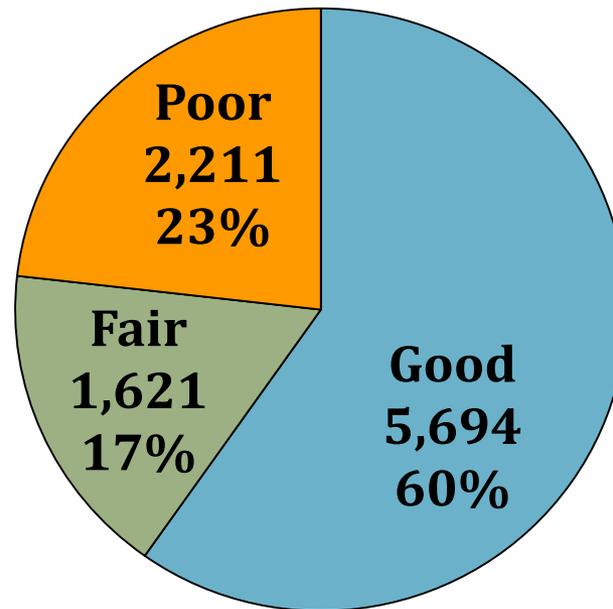
## Asset mgmt system

- Track condition of street infrastructure
- Direct capital investment decisions

# STREET CONDITION RECONFIGURATION – DRIVE BY ASSESSMENTS AS OF 2/19/2014

**9,526 complete out of 31,268 segments = 30%**

## Totals from Drive-by Assessment of Street Segments



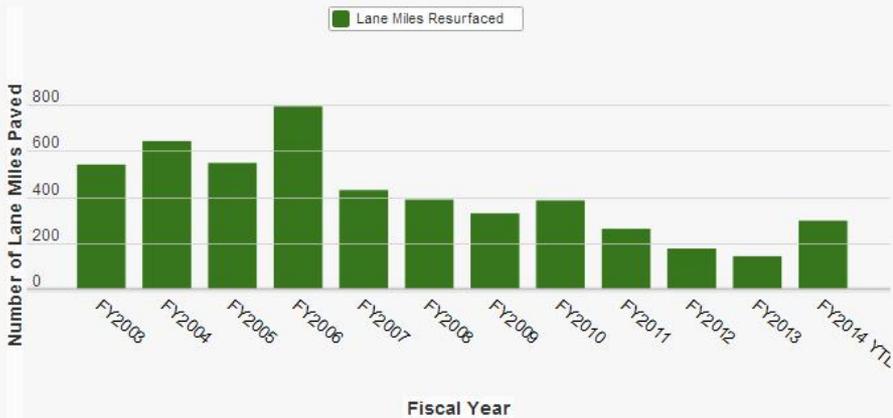
**FY2013 totals from CAFR: 33% Good; 19% Fair; 48% Poor**

# KCSTAT DASHBOARD

## Lane Miles Paved

### Annual Lane Miles Paved

With the addition of the new earmarked revenue for streets, the city is taking steps to increase the annual number of lane miles resurfaced compared to the previous two years. *(updated quarterly)*



### Benefits of a Newly Resurfaced Street

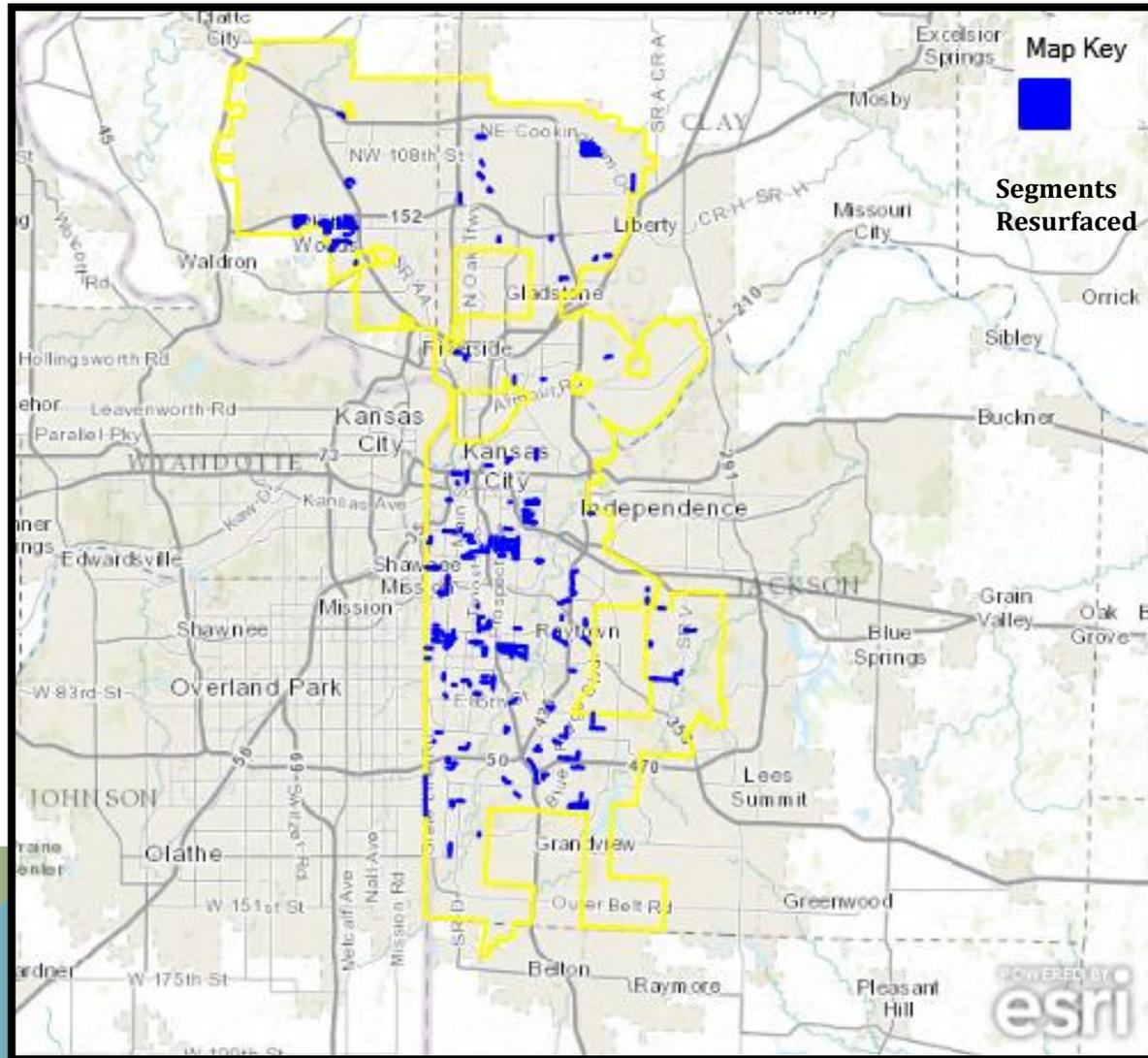
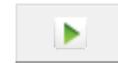
A resurfaced street has a smoother driving surface and newly painted lines. The resurfacing program also involves replacement of corner curb ramps to make them compliant with the Americans with Disabilities Act. This street also includes dedicated bicycle lanes.



# STREET PRESERVATION PERFORMANCE INDICATORS

INDICATOR	FY2013	FY2014	FY2014 Mid-Year		FY2015
	ACTUAL	TARGET	TARGET	ACTUAL	TARGET
Lane miles paved	140	240	196	303	195
Percent of arterials overlaid	6.6%	6.0%	4.9%	6.0%	3.0%
Percent of residential streets overlaid	0.7%	6.0%	4.9%	6.0%	3.0%
Percent of arterials crack sealed	0%	3.0%	1.5%	0%	5.0%
Percent of residential streets crack sealed	0%	0%	n/d	0%	5.0%
Percent of arterials slurry sealed	0%	0%	0%	0%	0%
Percent of residential streets slurry sealed	0%	1.0%	0.5%	1.0%	1.0%
Percent of streets rated Good or better on PCI	33%	80%	n/d	n/d	80%
Curb ramps brought into ADA compliance (sidewalks + resurfacing)	--	500	409	251	350

# RESURFACING LOCATIONS FOR 2014

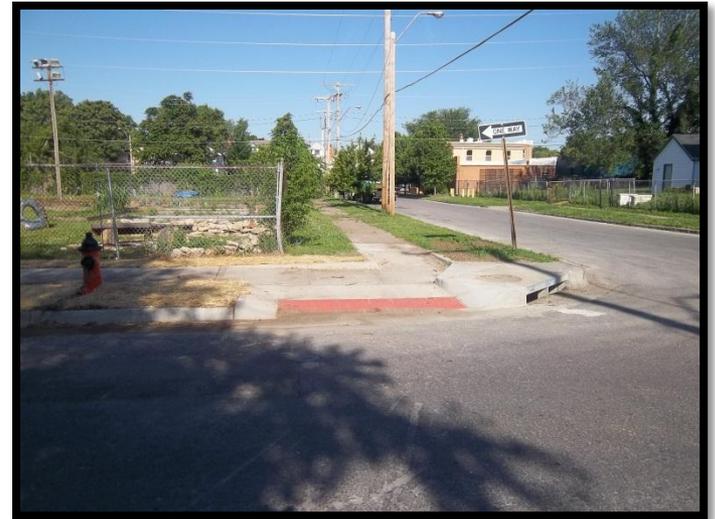


<http://bit.ly/1fOZHkf>

# ADA CURB RAMPS

Month	Sidewalk Projects	Street Resurfacing	Total
May	15	0	15
June	45	0	45
July	17	11	28
August	17	33	50
September	15	33	48
October	26	39	65
November	11	51	62
<b>TOTAL</b>	<b>146</b>	<b>167</b>	<b>313</b>

Fiscal Year 2013-14 Target = 500

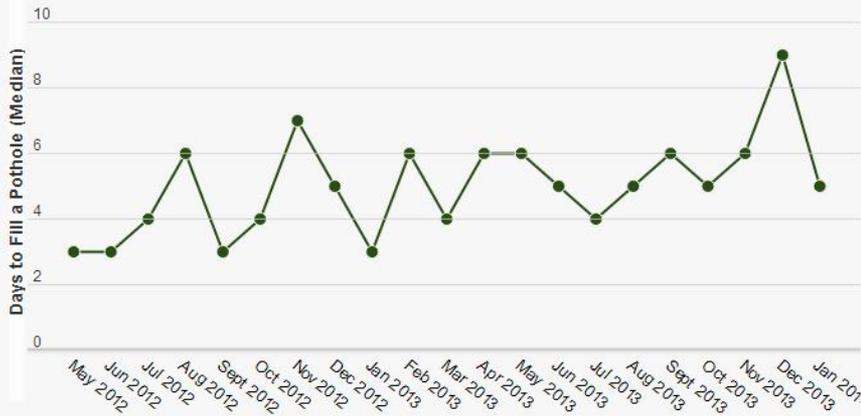


# KCSTAT DASHBOARD

## Pothole Service Requests

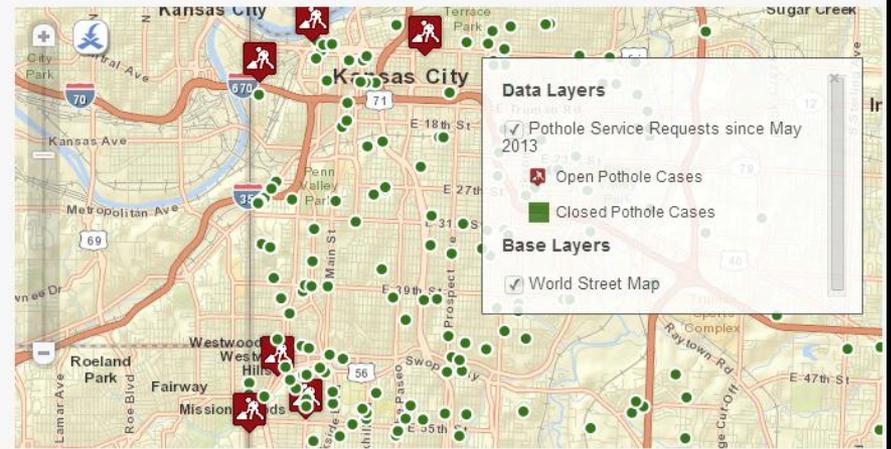
### Timeliness for Pothole Service Requests

The city monitors how long it takes to repair potholes that are reported by customers via 311, since timely pothole repair improves the driving surface for everyone. *(updated monthly)*

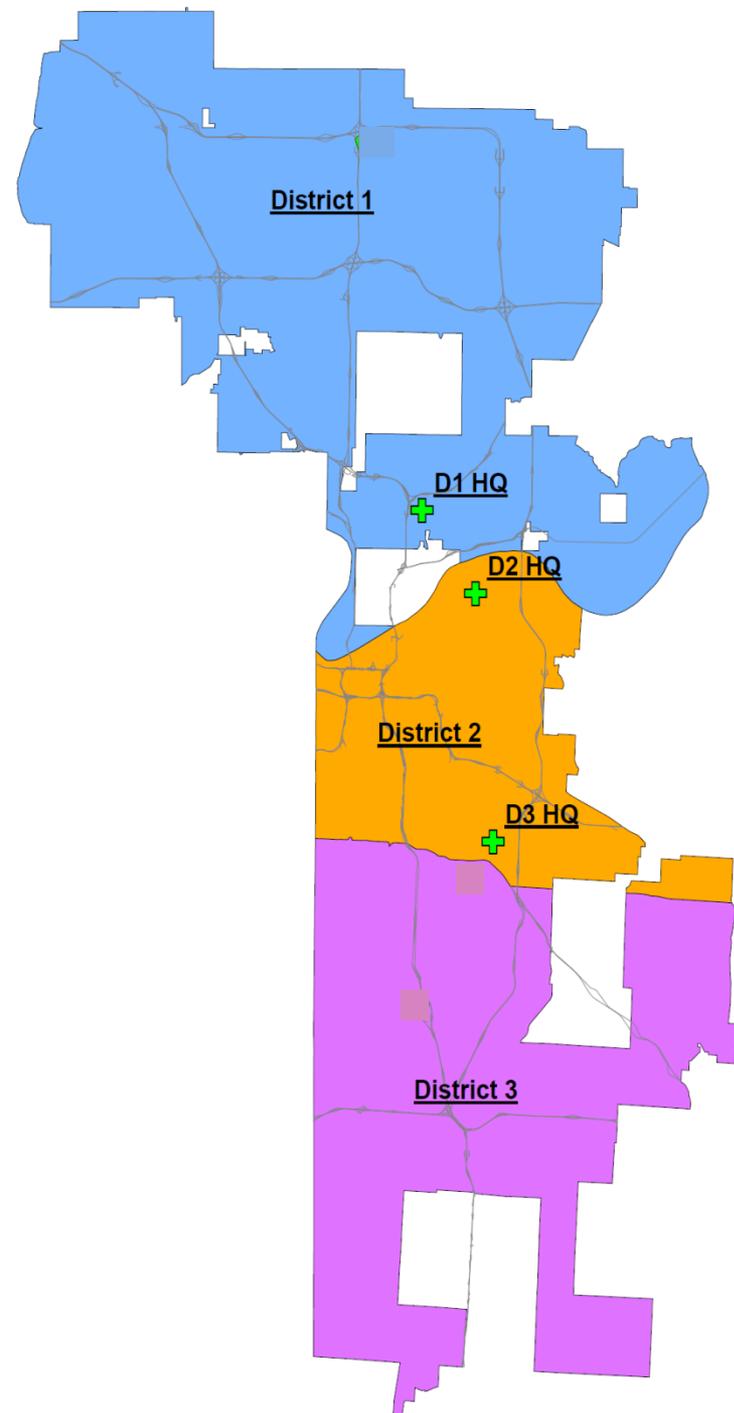


### Map of Pothole Service Requests

Mapping service requests can assist in identifying patterns. All potholes service requests opened since May 2013, both currently open and resolved, are shown below. *(updated daily)*

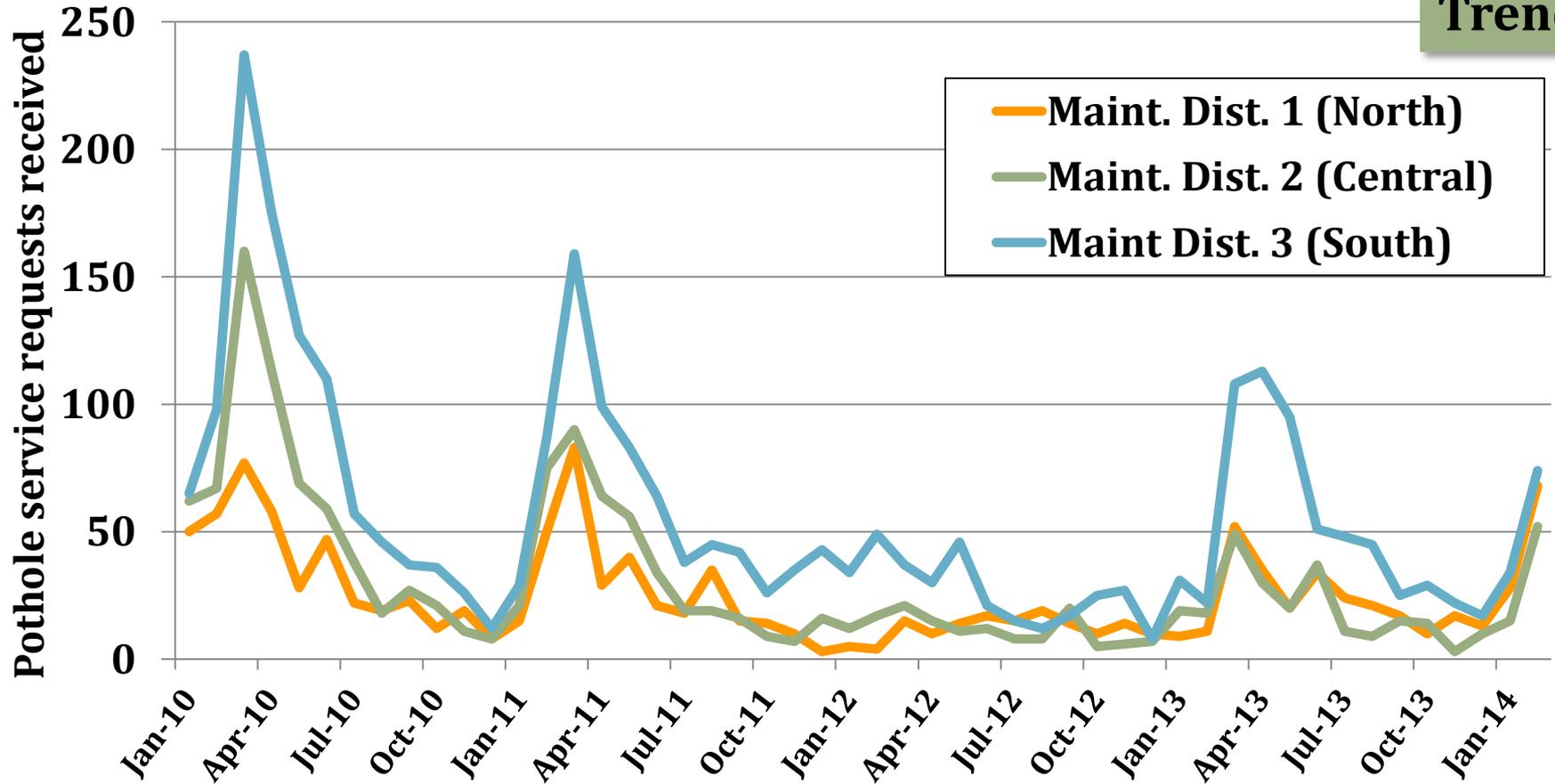


# PUBLIC WORKS MAINTENANCE DISTRICTS



# POTHOLE SERVICE REQUEST VOLUME 2010-2013

**Watch  
Trend**



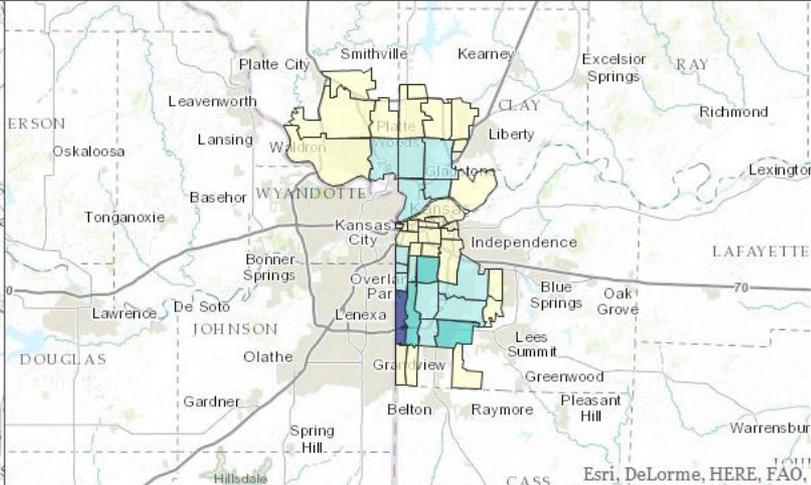
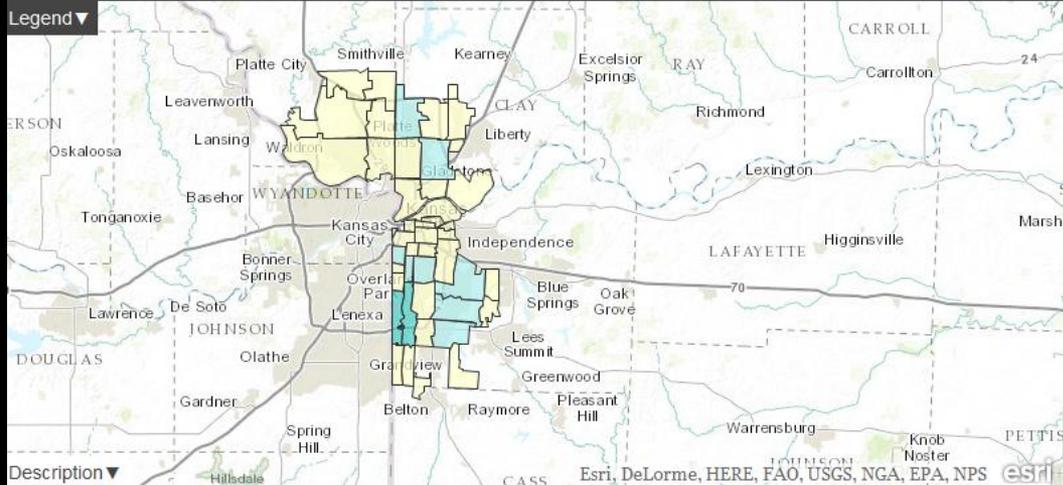
	2012	2013	% Change
Maint. Dist 1	147	263	79%
Maint. Dist 2	142	235	65%
Maint. Dist 3	321	606	89%

# GEOGRAPHIC DISTRIBUTION OF POTHOLE REQUESTS – 2012 AND 2013

2012 Pothole Requests

2013 Pothole Requests

Legend ▼

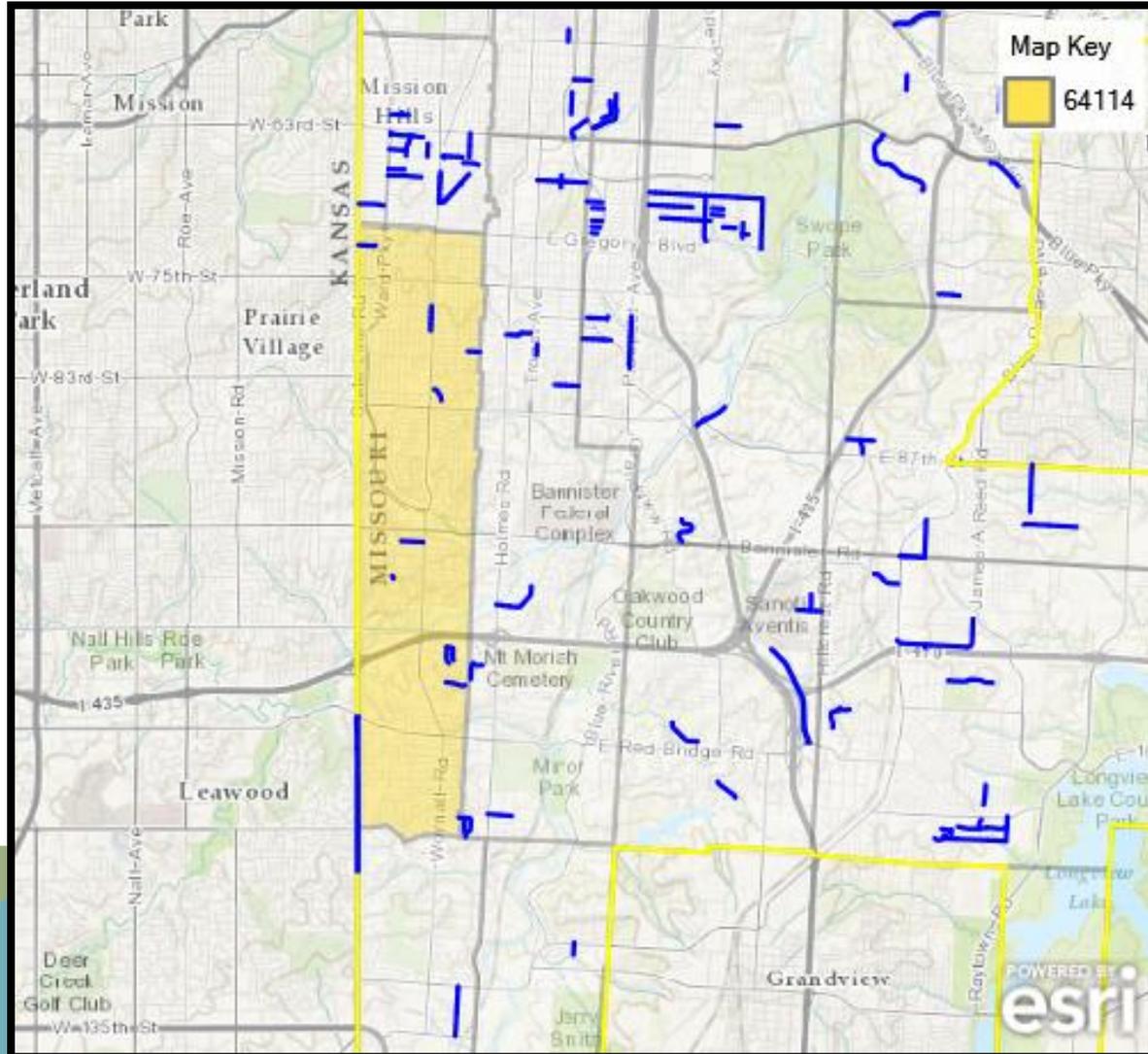


Pothole Requests via 311 Call Center received in calendar year 2012

Pothole Requests via 311 Call Center received in calendar year 2013

[http://kcmo.maps.arcgis.com/apps/Compare/storytelling\\_compare/index.html?appid=3a714bb5e78b43b5a4ffc4ce42f2dc75](http://kcmo.maps.arcgis.com/apps/Compare/storytelling_compare/index.html?appid=3a714bb5e78b43b5a4ffc4ce42f2dc75)

# 2014 STREET RESURFACING IN 64114



<http://bit.ly/1hpQteI>

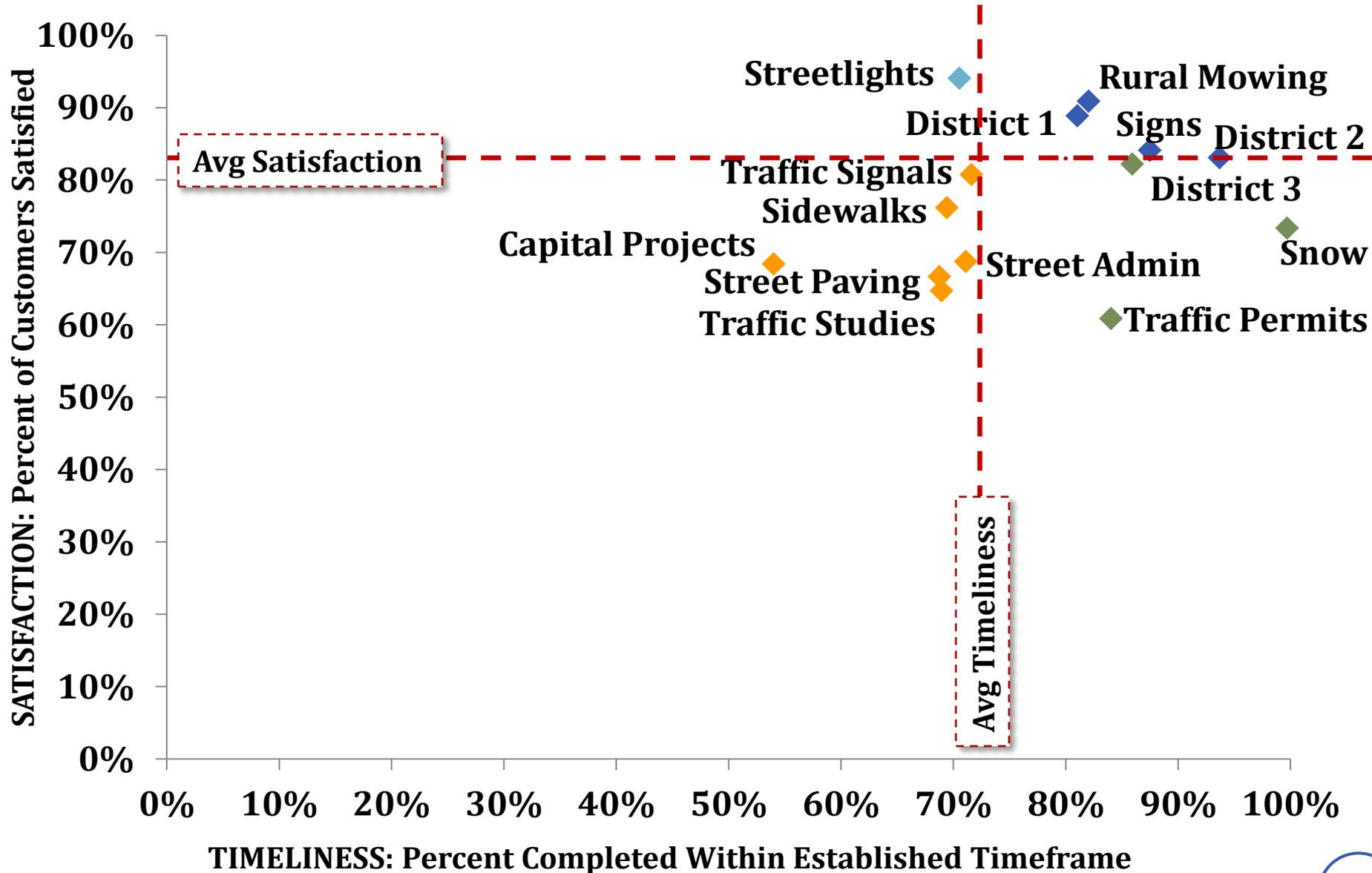
# PRIORITY

**Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.**

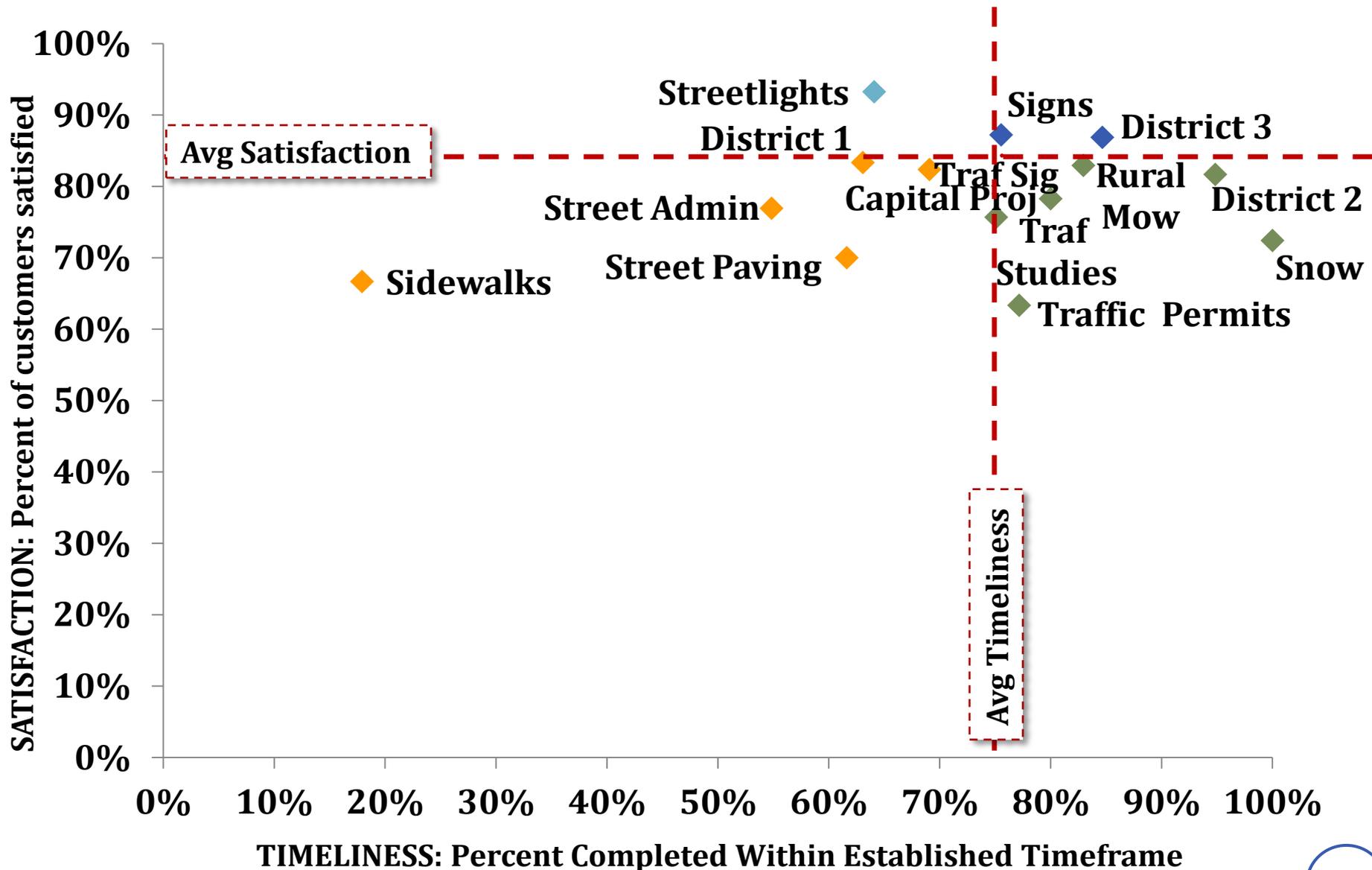
# INDICATORS

- 1. % of citizens satisfied with customer service**
- 2. % of citizens satisfied with communication**
- 3. % of businesses satisfied with City services**
- 4. % of customers satisfied with 311 service request outcomes**

# PUBLIC WORKS: CUSTOMER SATISFACTION AND TIMELINESS MATRIX FY 2013: MAY 2012 THROUGH APRIL 2013



# PUBLIC WORKS: CUSTOMER SATISFACTION AND TIMELINESS MATRIX FY 2014 TO DATE: MAY 2013 THROUGH JANUARY 2014

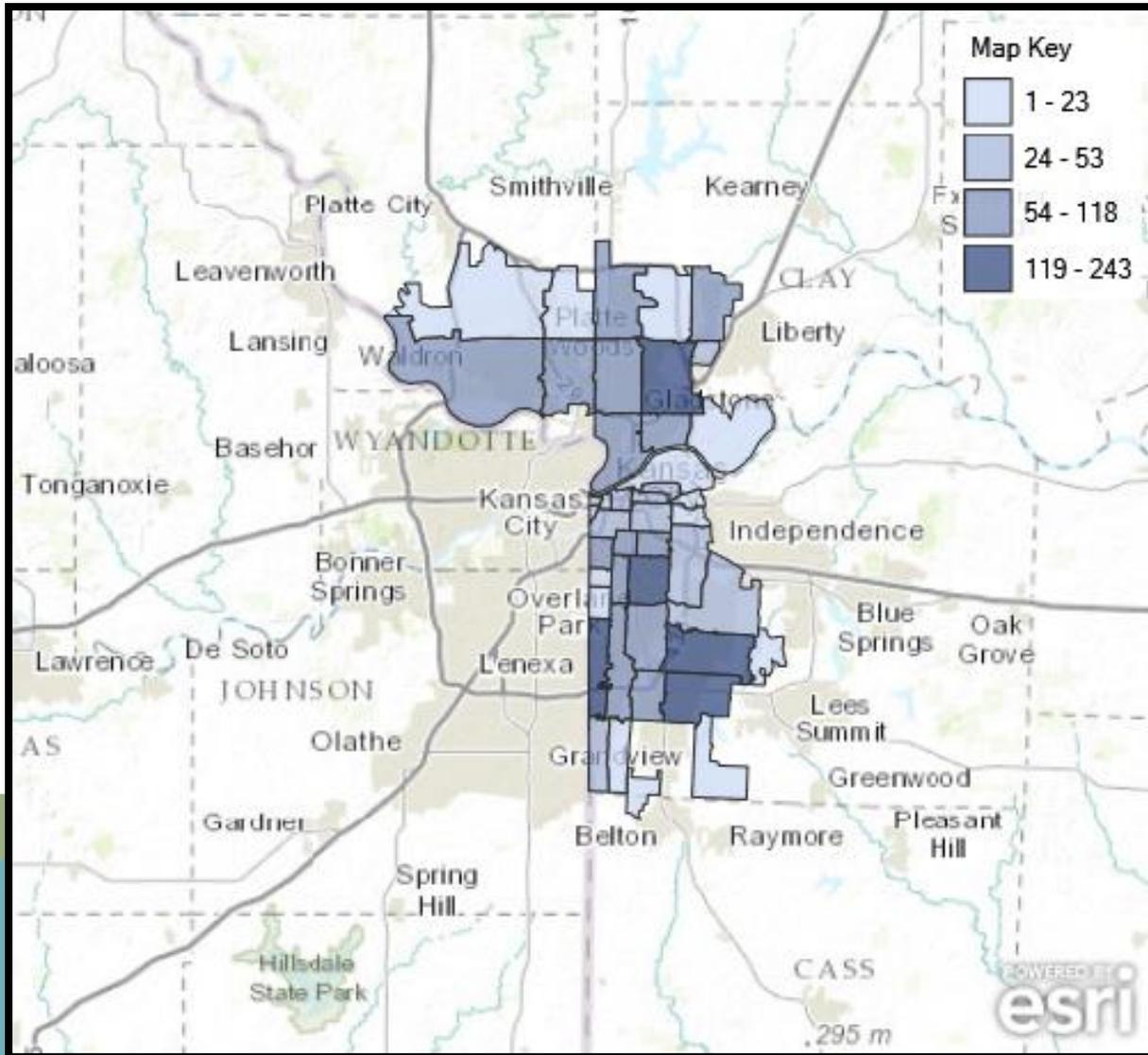


# SNOW REMOVAL IN WINTER 2013-2014 (AS OF 3.18.14)

<b>Number of snow events in FY2013-14 YTD:</b>	
<b>Tons of salt applied to roadways:</b>	<b>20,000</b>
<b>Tons of salt sold to other cities/counties:</b>	<b>2,993</b>
<b>Miles driven by snow plows:</b>	<b>255,000</b>
<b>\$ spent on snow removal:</b>	<b>\$4,100,000+</b>



# 311 SERVICE REQUESTS FOR SNOW DURING FEBRUARY



# PRIORITY

**Build on the positive trend of repairing streets and water leaks and better communicate to the public about maintenance and repairs**

# INDICATORS

- 1. Timeliness of water line repairs and restorations**
- 2. Work order backlogs**
- 3. Customer satisfaction with response to 311 service requests for water line repairs**
- 4. Citizen satisfaction with timeliness of water repair**

# KCSTAT DASHBOARD

Goals > KCStat Dashboard > Water Line Repair and Restoration



**Public Infrastructure**

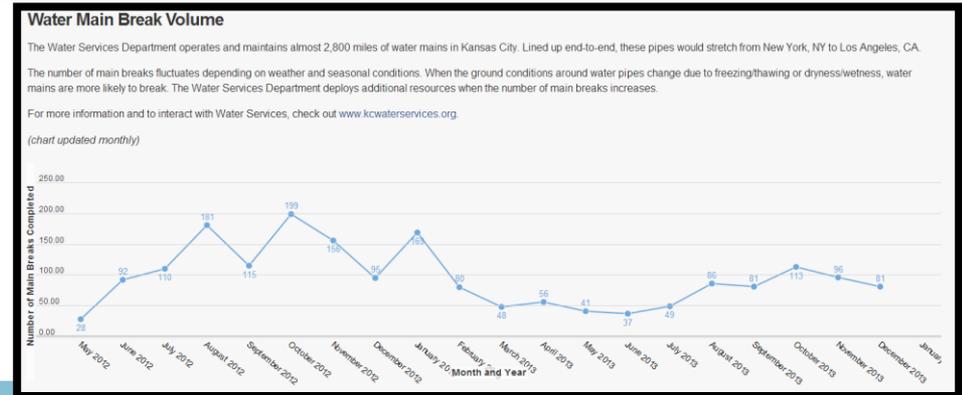
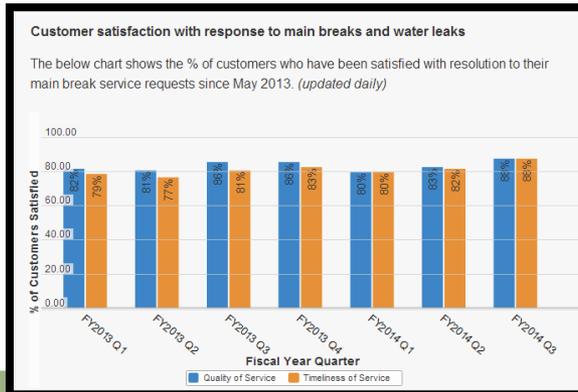
## Kansas City will build on a positive trend of timely repair of water leaks and restoration of the surrounding area.

This goal is measured by tracking the number of combined days it takes to repair a water main break and to restore the surrounding street and area. A timely response to water main breaks minimizes the impacts on customers, such as interrupted water service or closed streets. The target is to repair and restore 90% of all breaks in 35 days or less. [Explore the data >](#)

**100** Percent of all main breaks repaired and restored in 35 days or less  
Current as of Dec 2013

90 Percent of all main breaks repaired and restored in 35 days or less  
Apr 2014 Target

**On Track**  
[View chart](#)



**93 percent**

### Percent of Code 3 (Critical) Water Main Breaks Repaired within 24 hrs

93 percent

Repair is the first step of repair and restoration. The city has a goal of repairing 90% of Code 3 main breaks (those causing damaging leakage and/or disruption to service) within 24 hours.

**100 percent**

### Percent of Code 2 Water Main Breaks Repaired within 14 days

100 percent

Repair is the first step of repair and restoration. The city has a goal of repairing 90% of Code 2 main breaks (those causing significant leakage) within 14 days.

**93 percent**

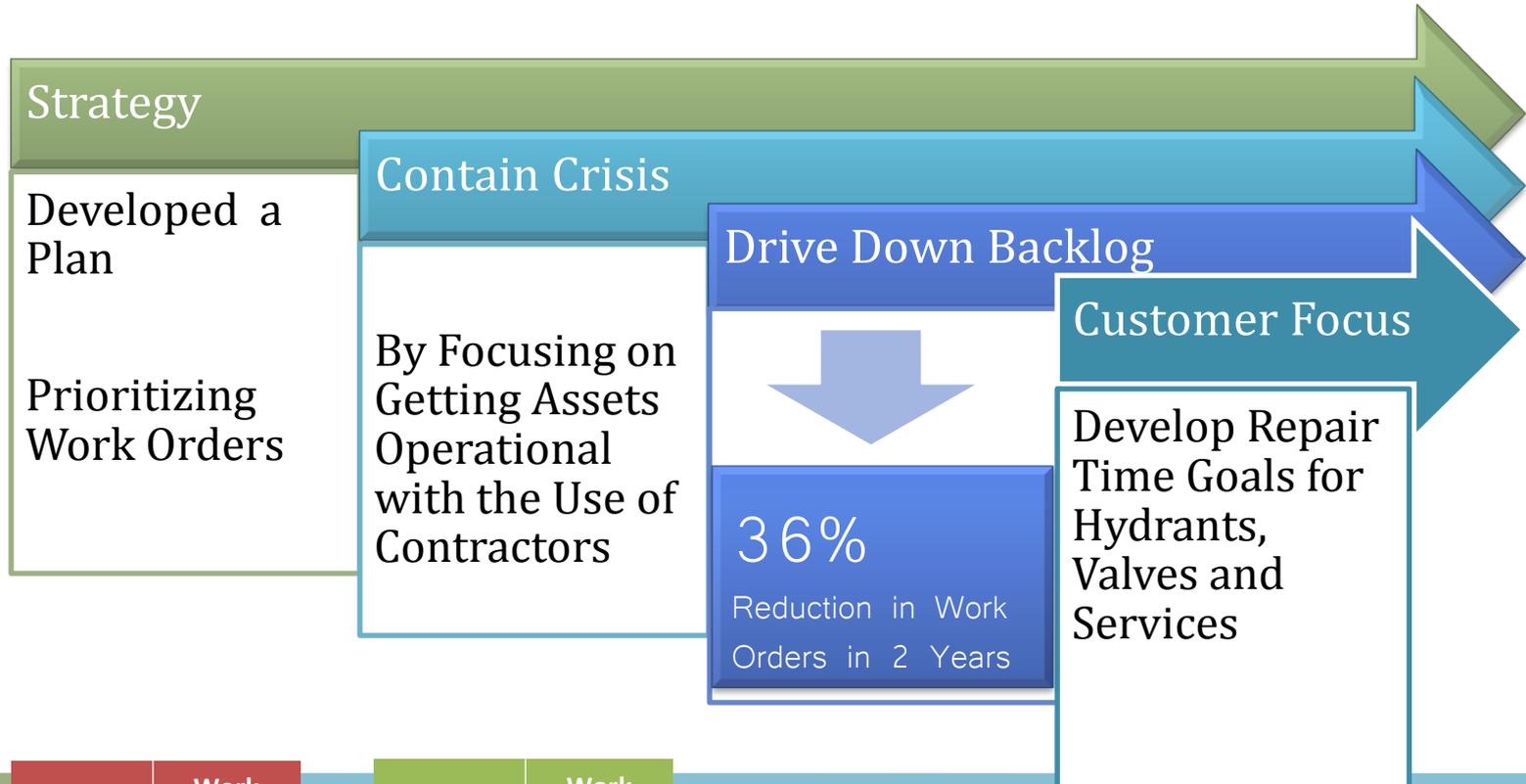
### Percent of Code 1 Water Main Breaks Repaired within 21 days

93 percent

Repair is the first step of repair and restoration. The city has a goal of repairing 90% of Code 1 main breaks (those causing minimal leakage) within 21 days.

# WORK ORDER BACKLOG STRATEGY – PIPELINE

## PROGRESS OVER PAST 2 YEARS- LOOKING FORWARD



Dec 2011	Work Orders
Code 3	714
Code 2	1,285
Code 1	6,482
Code 0	1,218
<b>Total</b>	<b>9,699</b>

Jan 2014	Work Orders
Code 3	6
Code 2	89
Code 1	1,963
Code 0	4,137
<b>Total</b>	<b>6,195</b>

	% of Change
Code 3	99%
Code 2	93%

# PIPELINE STRATEGY GOING FORWARD



## Service Repairs

- 2,574 - Code 0 Work Orders
- Contract in Process to Reduce Backlog



## Kills

- 675 - Code 1 Work Orders
- Contract in Process to Reduce Backlog



## Valves

- 1,205 - Code 0 Work Orders
- Contractors Working Backlog

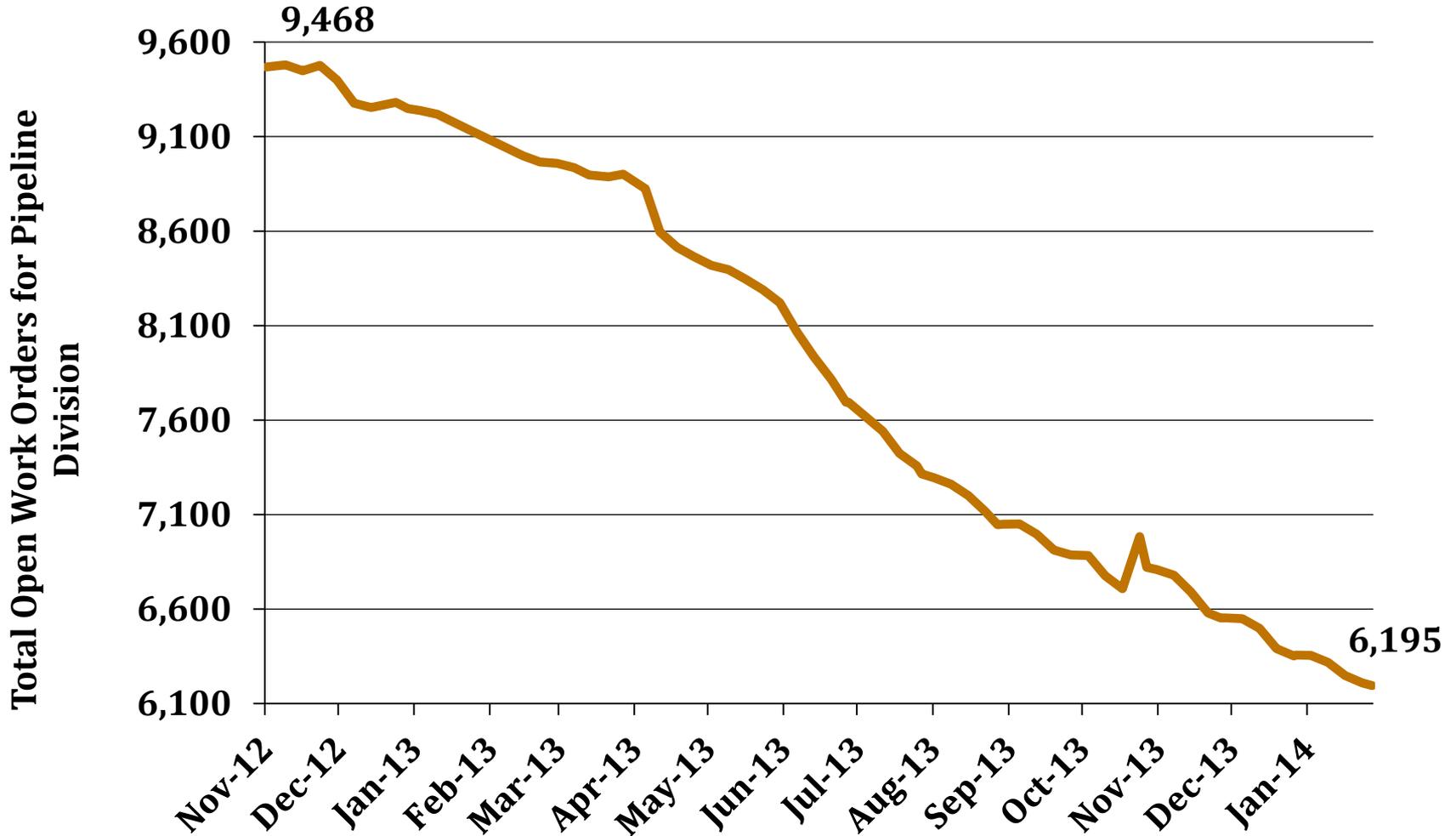


## Hydrants

- 348 - Code 0 Work Orders
- Contractor Working

# PIPELINE WORK ORDER BACKLOG REDUCTION: WORK ORDERS REMAINING OPEN EACH WEEK

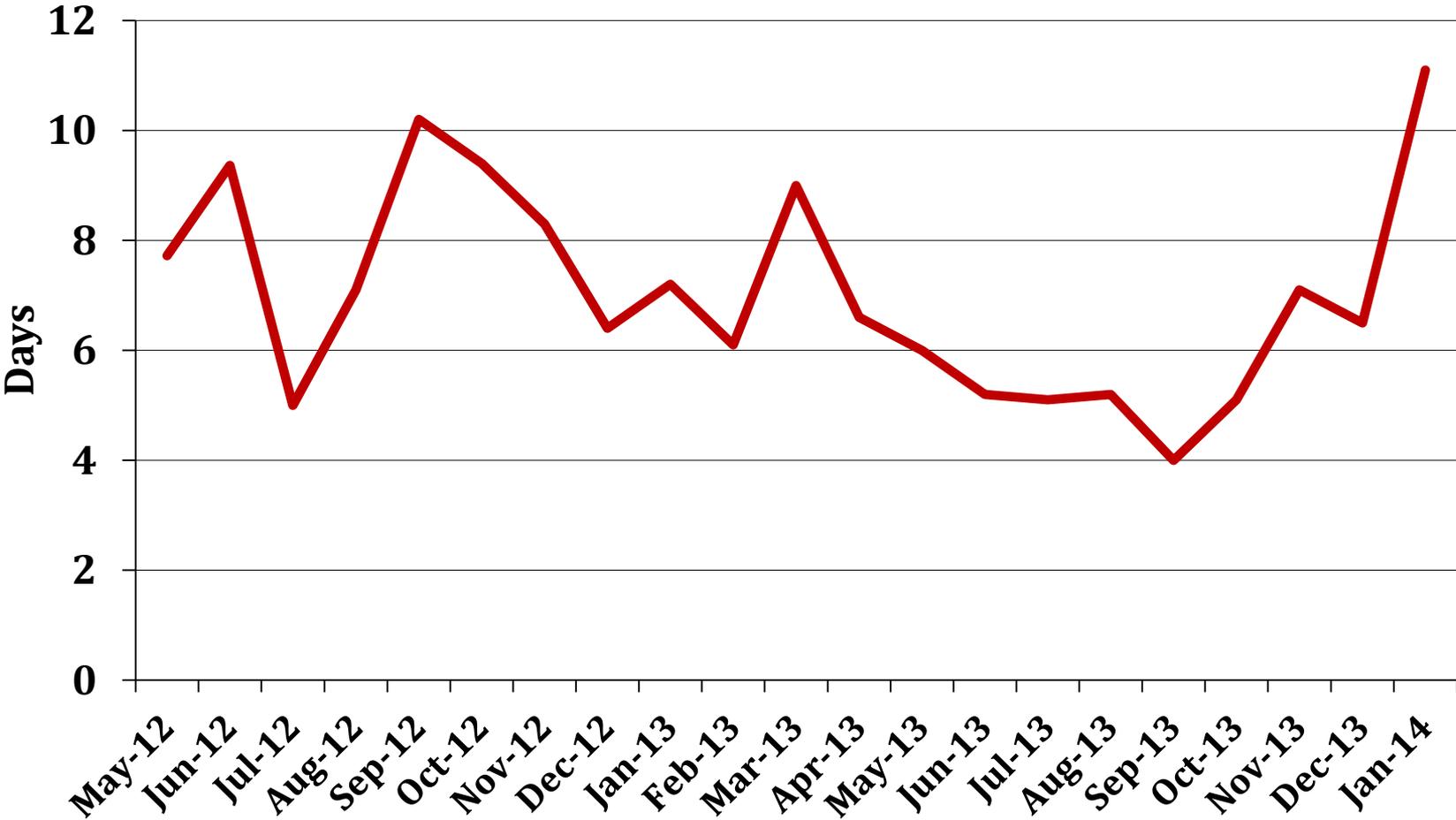
Positive  
Trend: 



Source: Hansen System, Water Services Department

**Watch  
Trend**

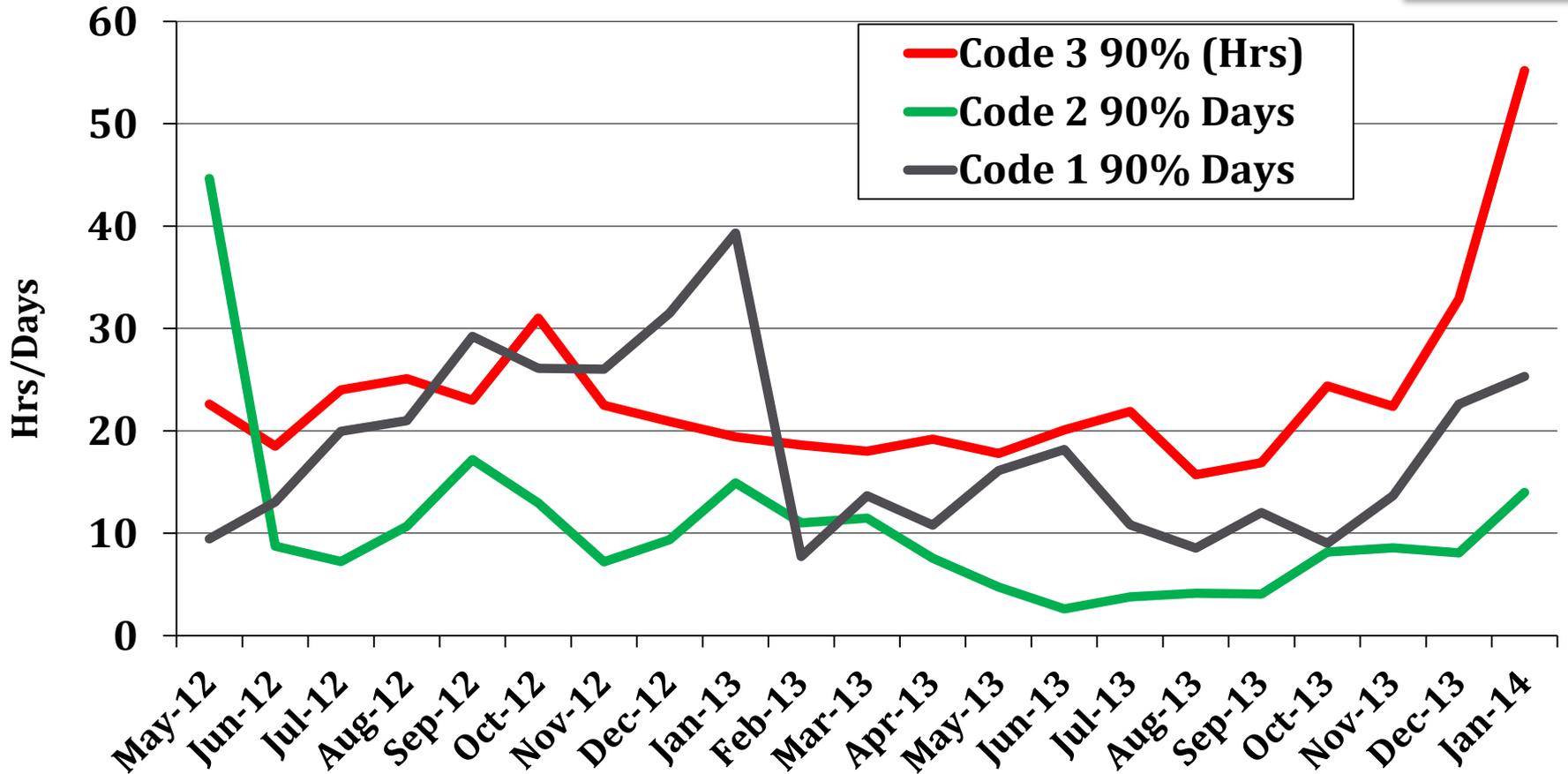
# TIME TO REPAIR WATER MAINS FOR CODES 1, 2, & 3: 90TH PERCENTILE



Source: Hansen System, Water Services Department

# TIMEFRAMES FOR WATER MAIN REPAIRS BY CODE

**Watch Trend**

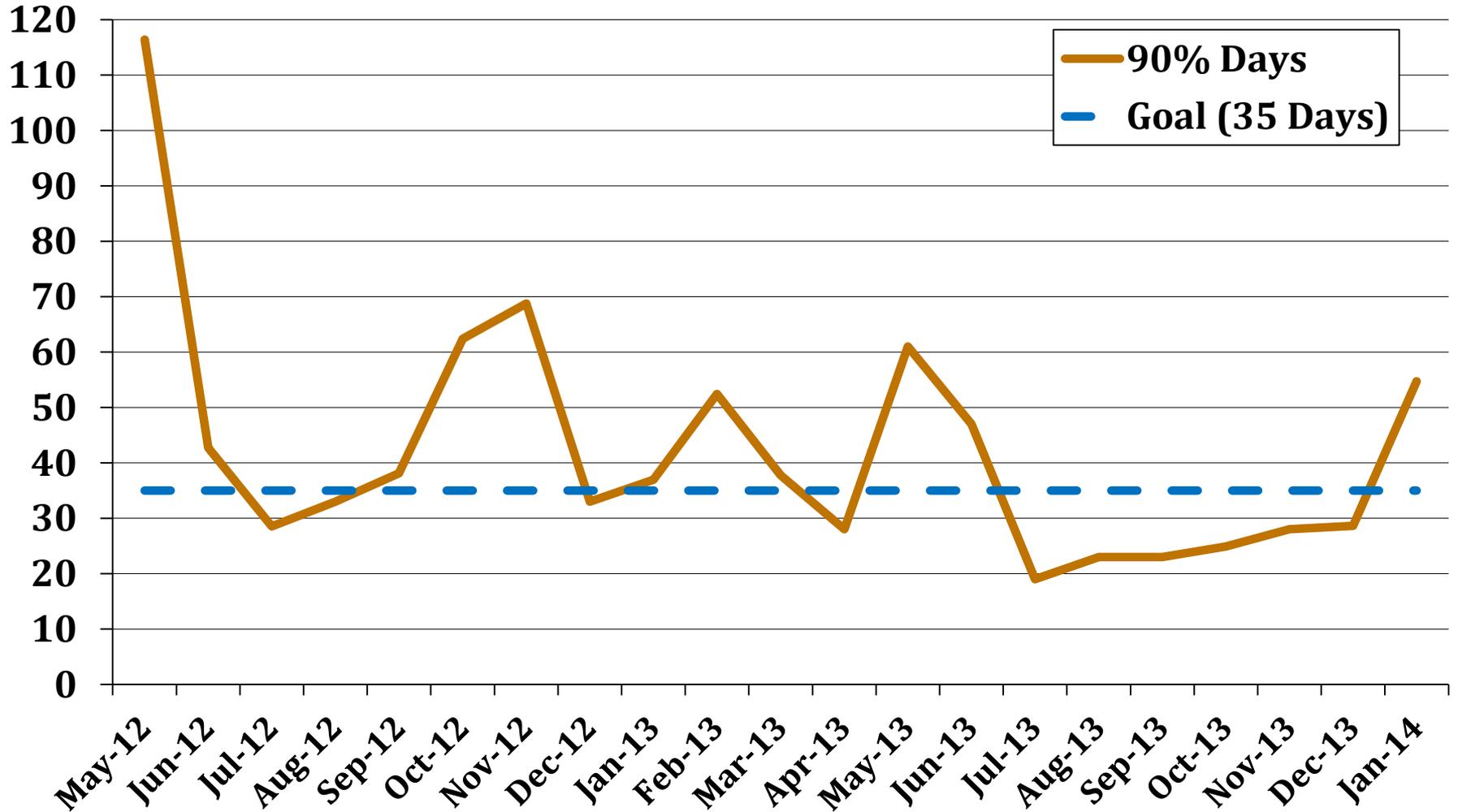


**Code 3 = Damaging leakage; customers out of water**  
**Code 2 = Moderate leakage**  
**Code 1 = Minimal leakage**

Source: Hansen System, Water Services Department

# TIMEFRAMES FOR WATER MAIN REPAIR + RESTORATION

Watch  
Trend



Source: Hansen System, Water Services Department

# MAIN REPAIR & RESTORATION – OVERALL DAYS TO COMPLETE

FY 2013-14: Goal of completing 90% in 35 days

May – 61.0 days

June – 47.0 days

July – 19.0 days

August – 23.0 days

September – 23.0 days

October – 24.9

November – 28.0

December – 28.6

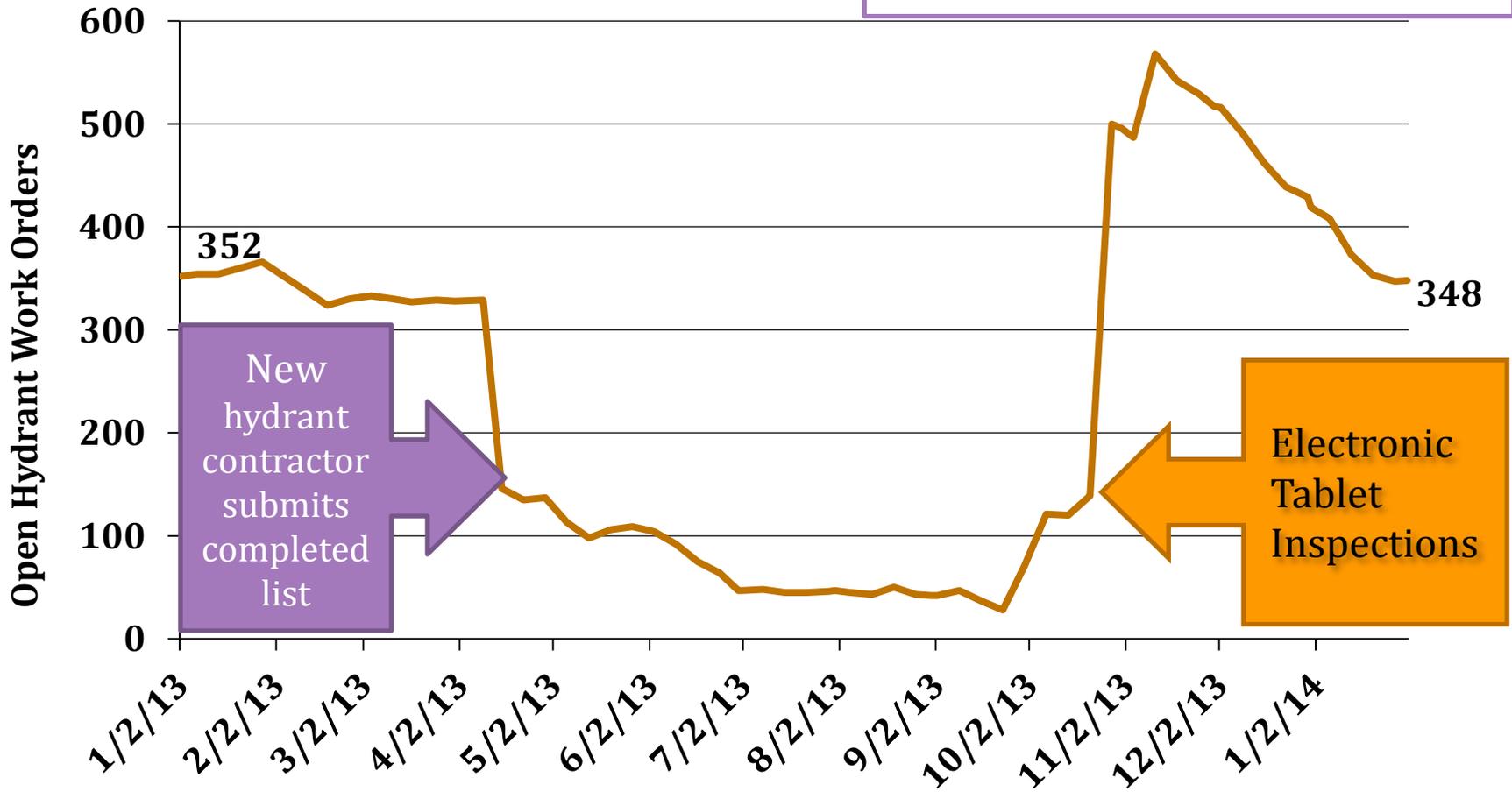
January – 54.7

FY14 YTD – 35.5 days

# INOPERABLE HYDRANTS (CODE 0 WORK ORDERS REMAINING OPEN EACH WEEK)

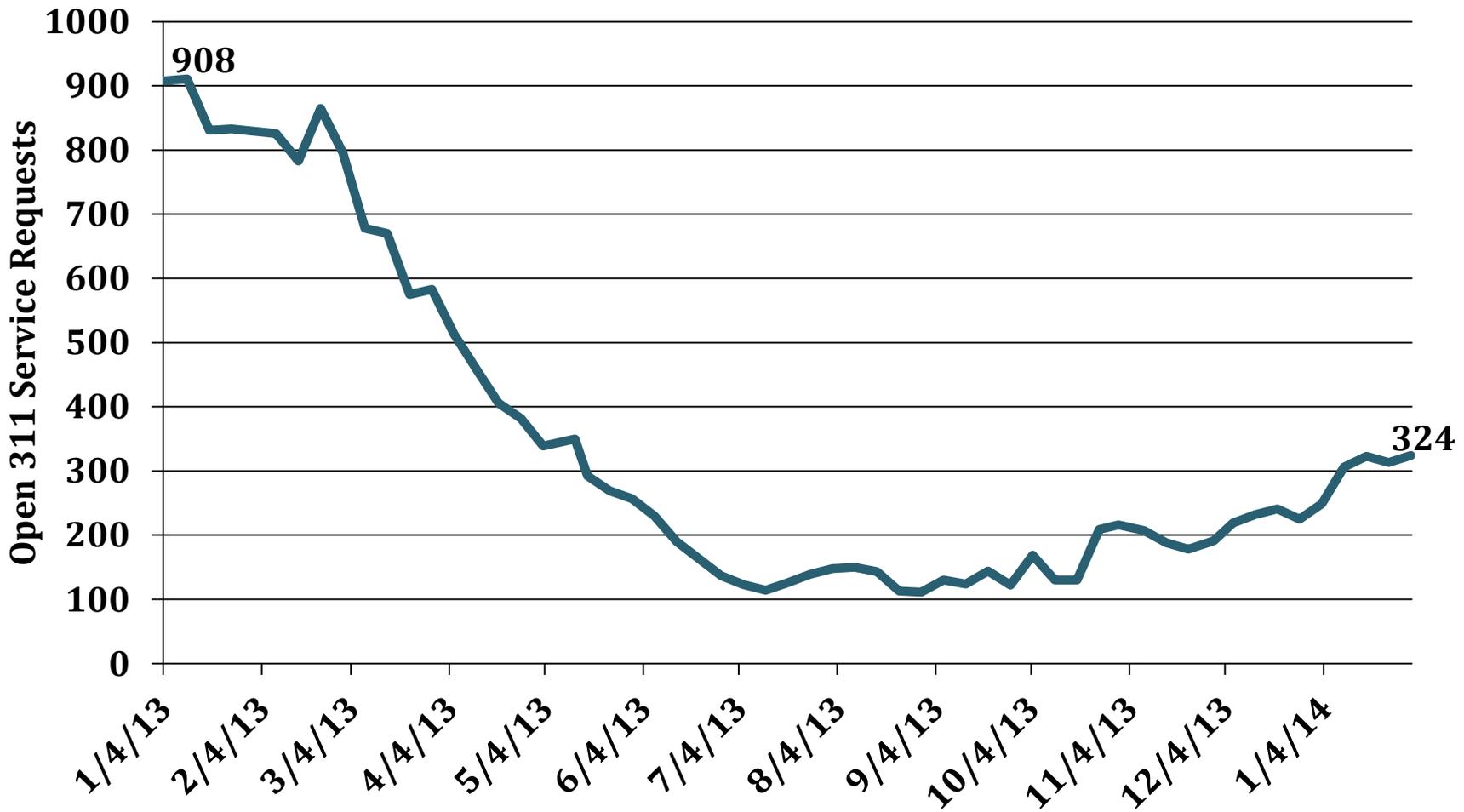
Positive Trend: 

23,362 Total Hydrants  
1.5% Out of Service



Source: Hansen System, Water Services Department

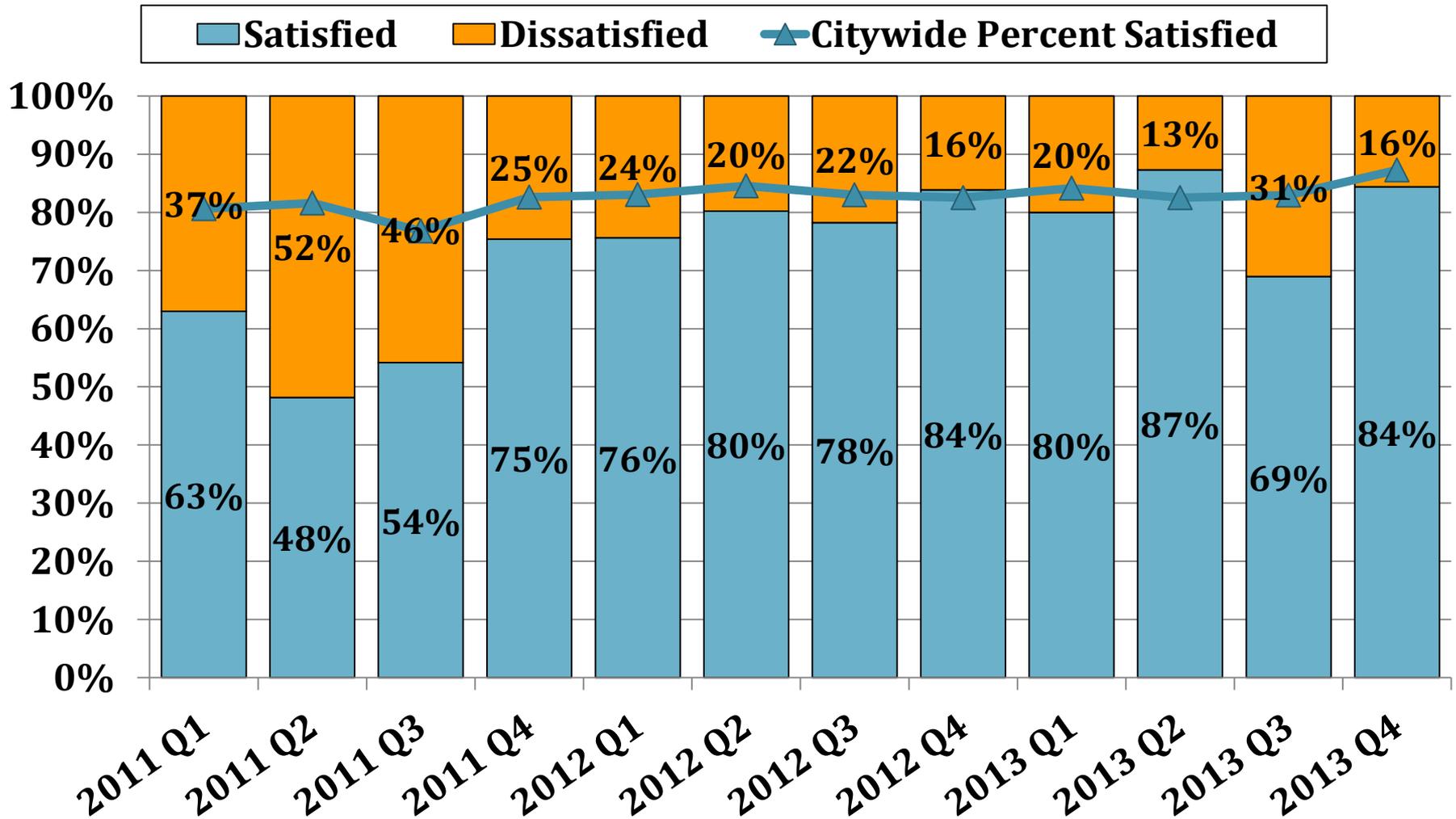
# CUSTOMER SERVICE REQUESTS FOR PIPELINE REMAINING OPEN EACH WEEK



Source: Peoplesoft Customer Relationship Management System, Water Services Department

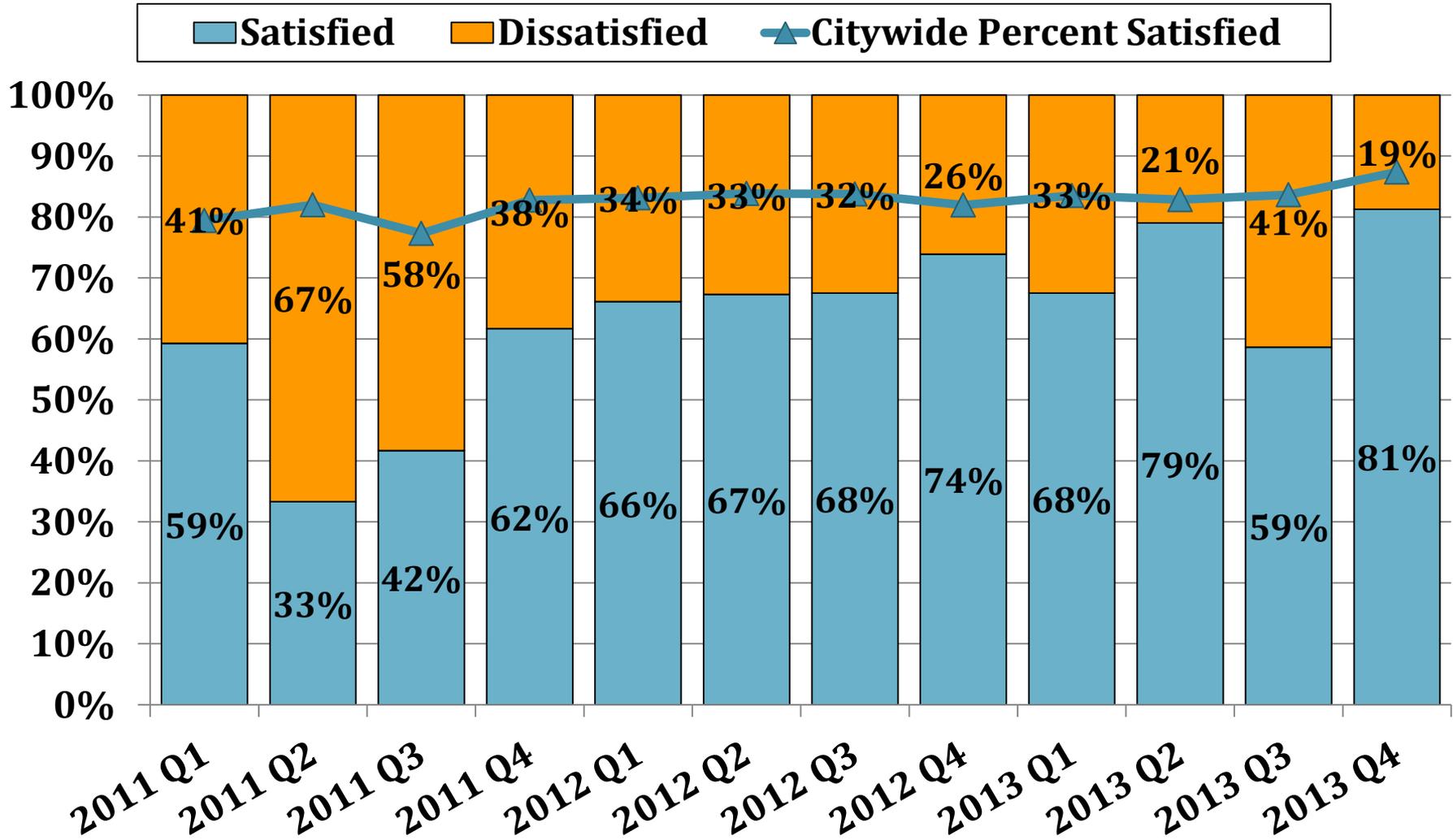
# CUSTOMER SATISFACTION WITH QUALITY OF WATER REPAIR SERVICE REQUESTS VIA 311

**Positive Trend:** 



# CUSTOMER SATISFACTION WITH TIMELINESS OF WATER REPAIR SERVICE REQUESTS VIA 311

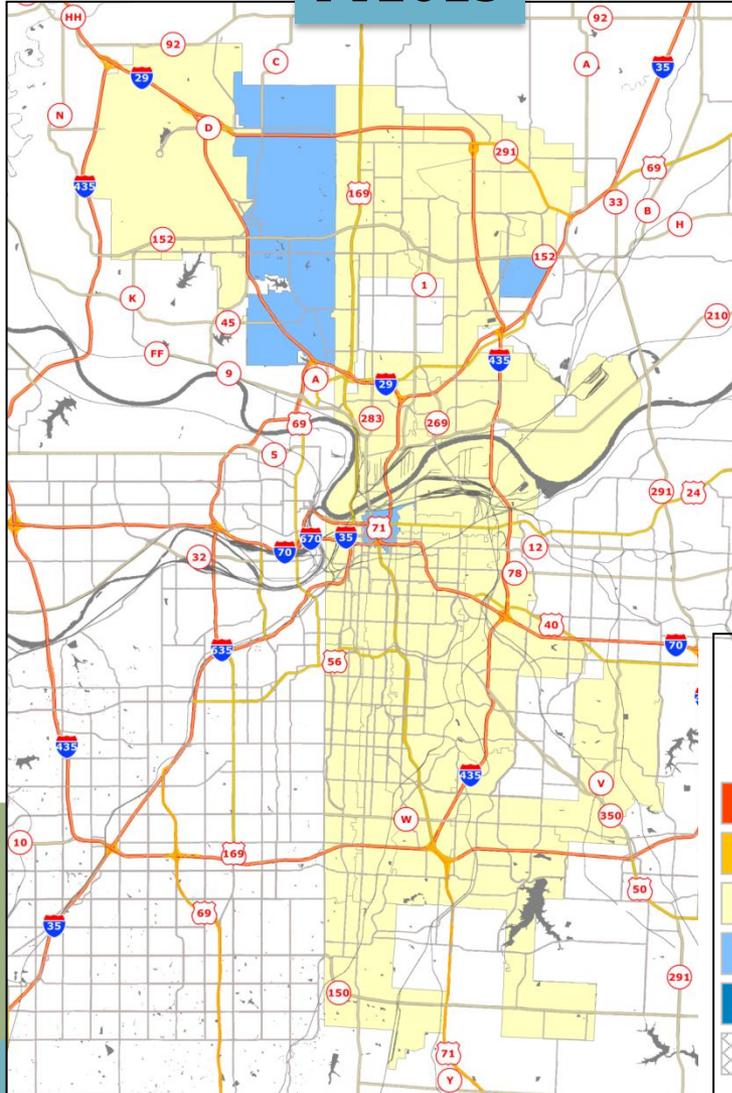
**Positive Trend:** 



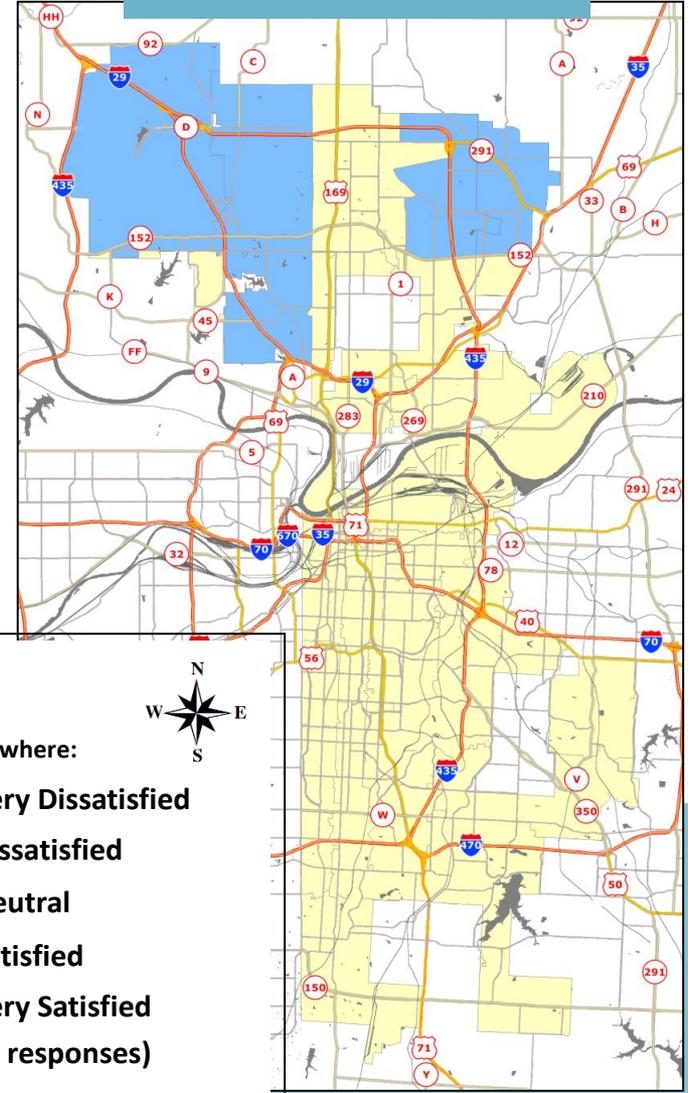
Source: 311 Customer Survey Data

# GEOGRAPHY OF CITIZEN SATISFACTION WITH TIMELINESS OF WATER/SEWER LINE REPAIR

**FY2013**



**FY2014 Mid-Year**



## **LEGEND**

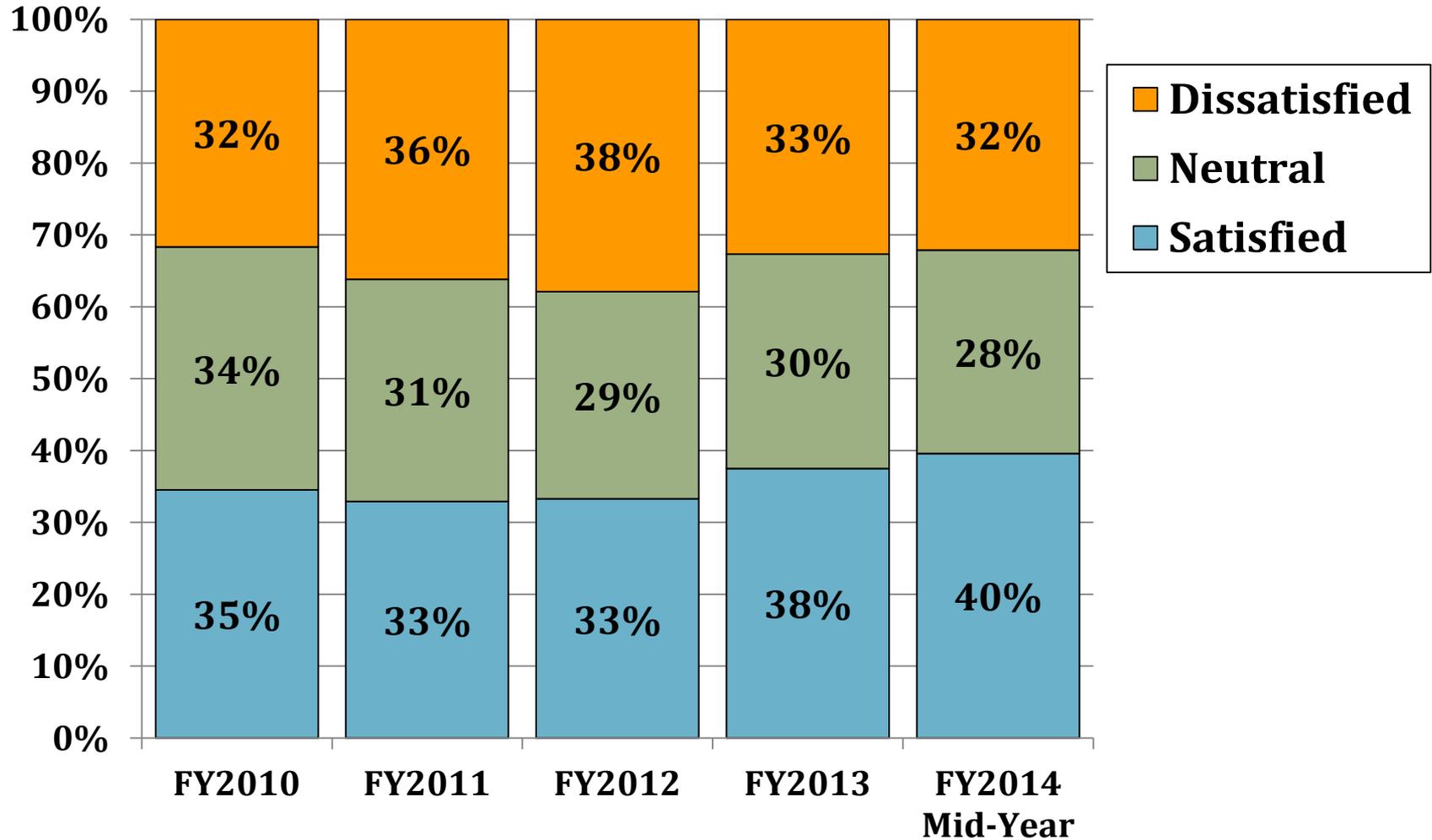
Mean rating  
on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)



# CITIZEN SATISFACTION WITH TIMELINESS OF WATER/SEWER LINE REPAIR

Positive Trend: 



Source: FY2010- FY2014 Mid-Year Citizen Surveys

# WATER SERVICES' CAPITAL IMPROVEMENTS PROGRAM

**Investment**

**Safeguard**

**PublicHealth**

**WaterQuality**

**Jobs**

**Reliability**

# WATER UTILITY: FY 14 CIP HIGHLIGHTS

**Reliability**



Water Main Replacement Program



Pump Station Improvements



Operation & Maintenance Support



Water Master Plan

# WASTEWATER UTILITY: FY 14 CIP HIGHLIGHTS

## Water Quality



Overflow  
Control  
Program



Sewer  
Rehabilitation  
Program



Operation &  
Maintenance  
Support



Wastewater  
Master Plan

# STORMWATER UTILITY: FY 14 CIP HIGHLIGHTS



Neighborhood Improvements



Missouri River Degradation



Flood Wall & Levee Improvements

# PRIORITY

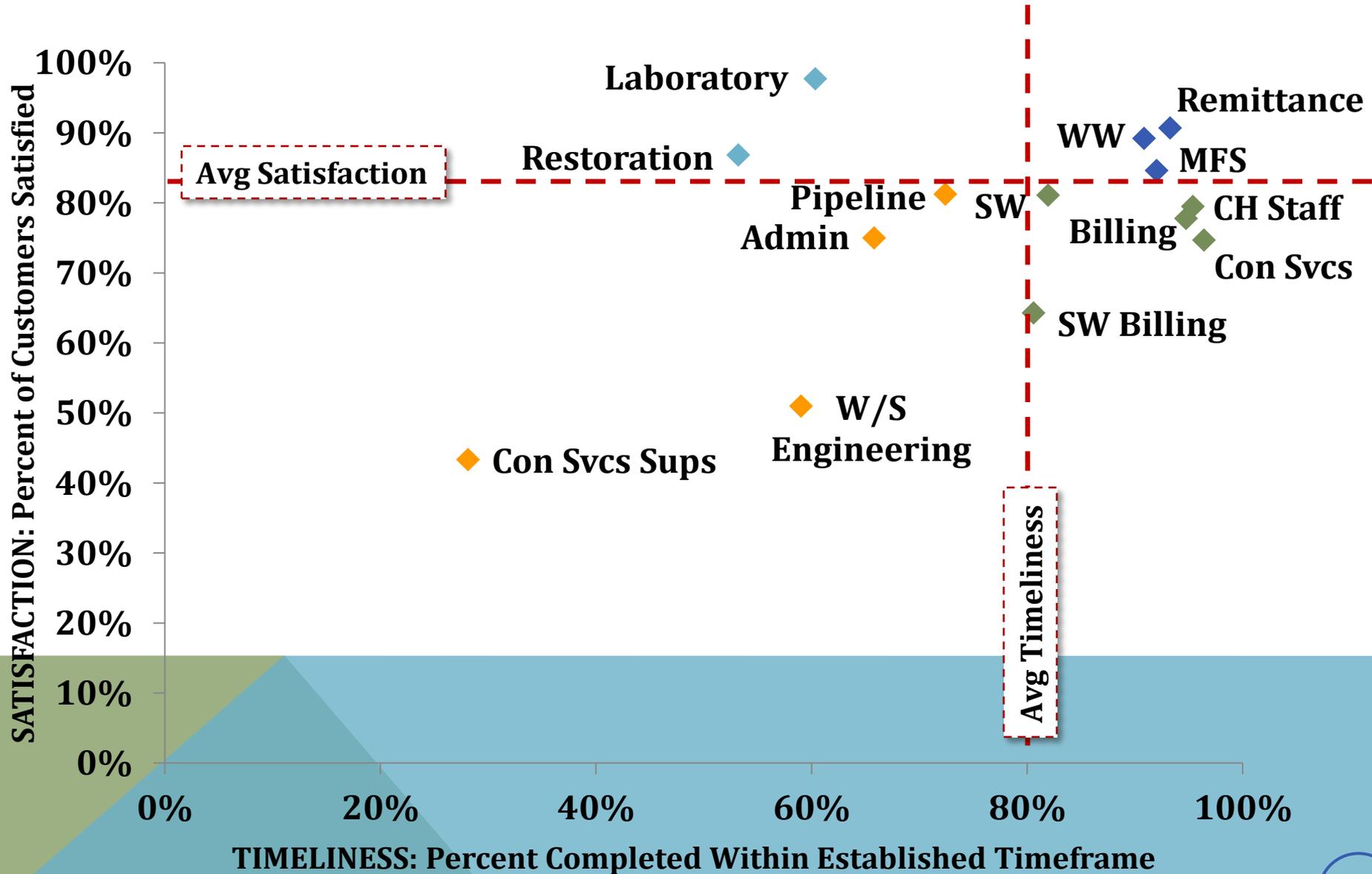
**Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.**

# INDICATORS

- 1. Communication interactions**
- 2. Call volume and abandonment rate**
- 3. 311 Customer Satisfaction with Quality of CSD Service**
- 4. Billing Exception Rate**

# WSD: CUSTOMER SATISFACTION AND TIMELINESS MATRIX

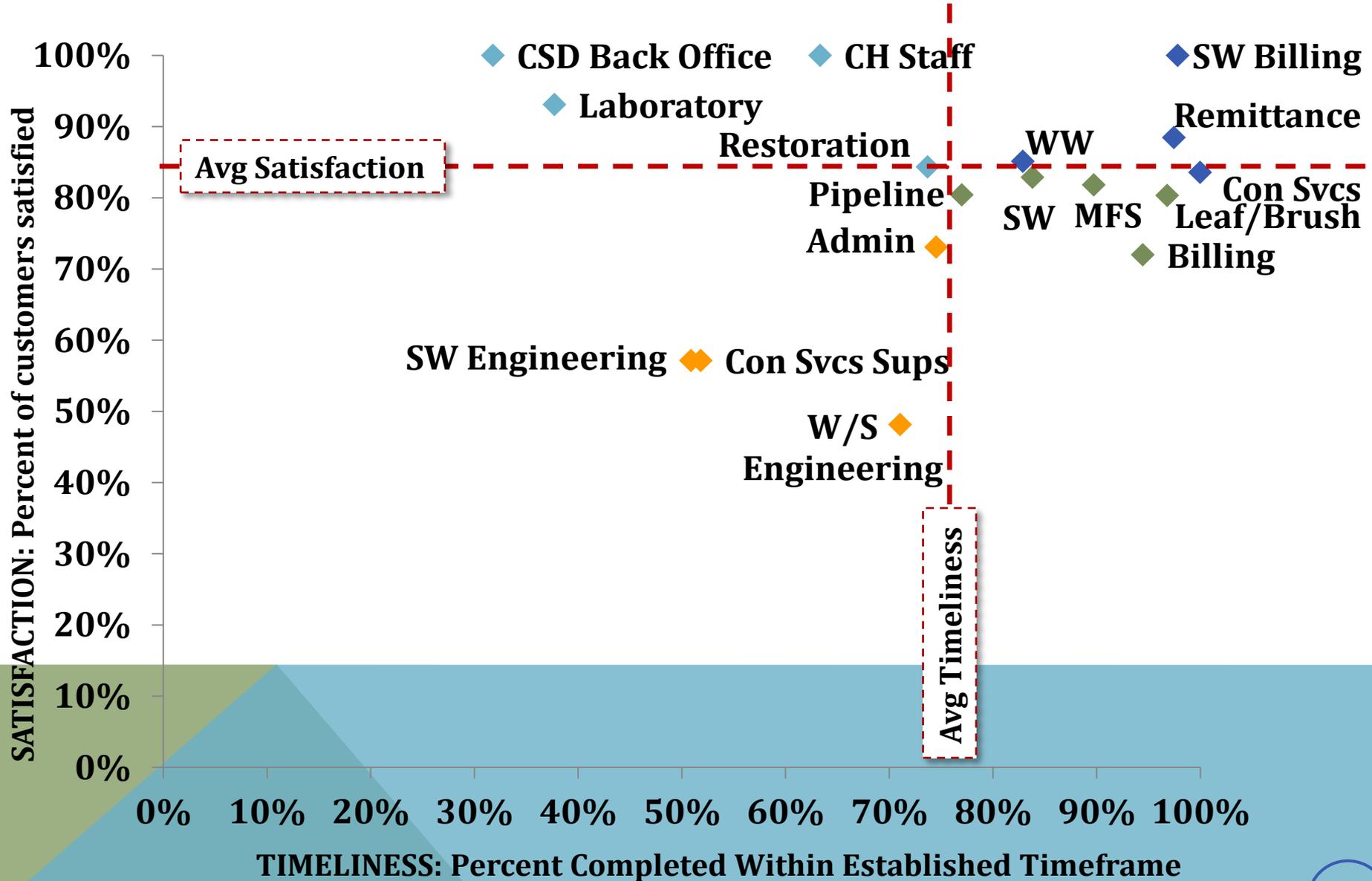
## FY 2013: MAY 2012 THROUGH APRIL 2013



Source: Peoplesoft Customer Relationship Management System

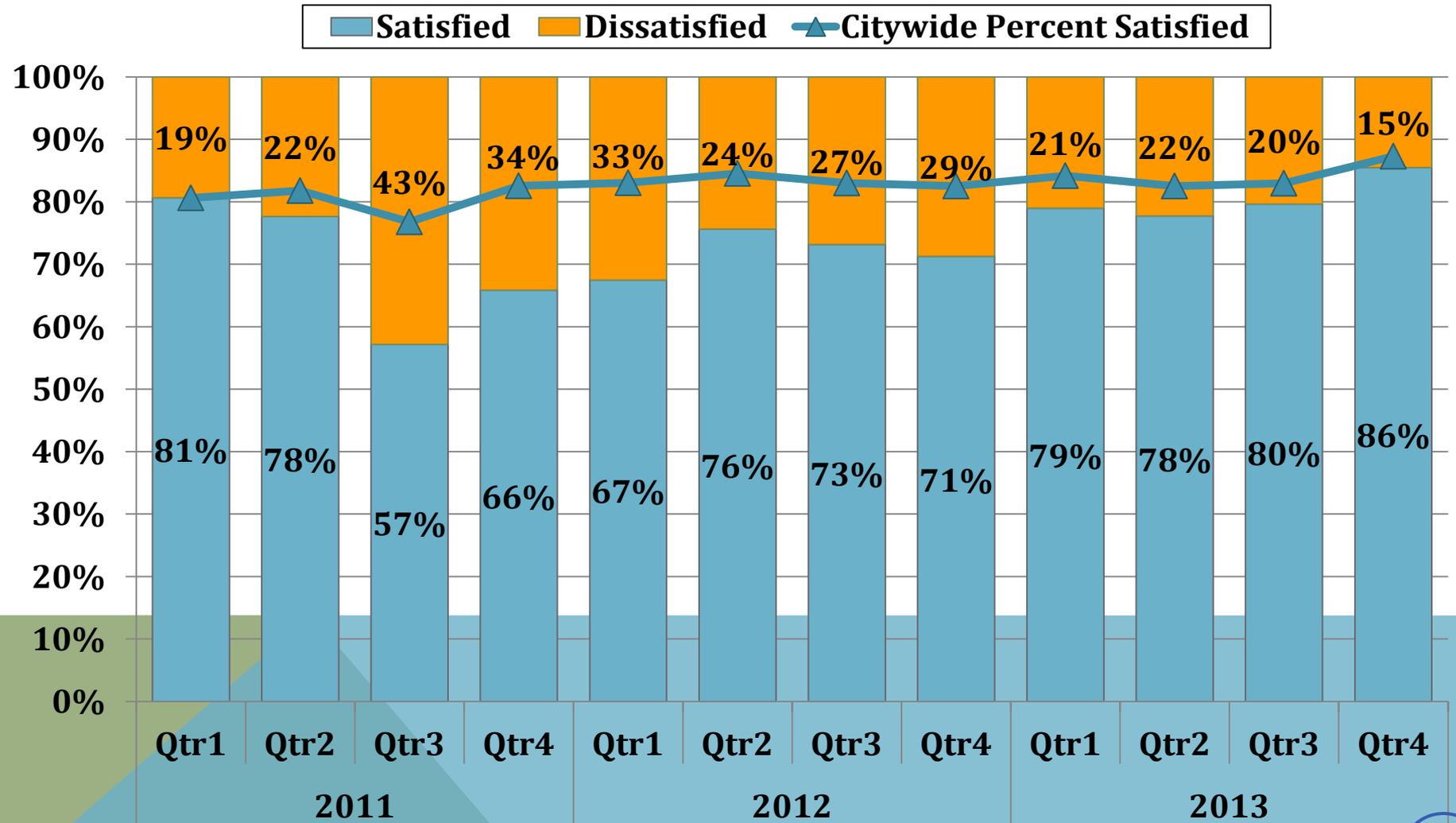
# WSD: CUSTOMER SATISFACTION AND TIMELINESS MATRIX

## FY 2014 TO DATE: MAY 2013 THROUGH JANUARY 2014



# CUSTOMER SATISFACTION WITH QUALITY OF SERVICE FROM WSD CONSUMER SERVICES VIA 311 REQUESTS

**Positive Trend:** 



Source: 311 Customer Survey Data

# COMMUNICATIONS: CUSTOMER INTERACTION

Contact Type	May '13	February '14	Percent Change
Nixle Users	8,230	10,194	+ 24%
Twitter Followers	720	1,245	+ 73%
Website visits (launched May '13)	12,196	26,835	+ 120%
Manage My Account – Registered Accounts	57,796	61,969 (32% of total)	+ 7%
Manage My Account – E-Bill	7,271	8,833 (5% of total)	+ 21%

**Public Meetings/Presentations in 2013:**  
28 Events  
732 Attendees

# COMMUNICATIONS: WEBSITE

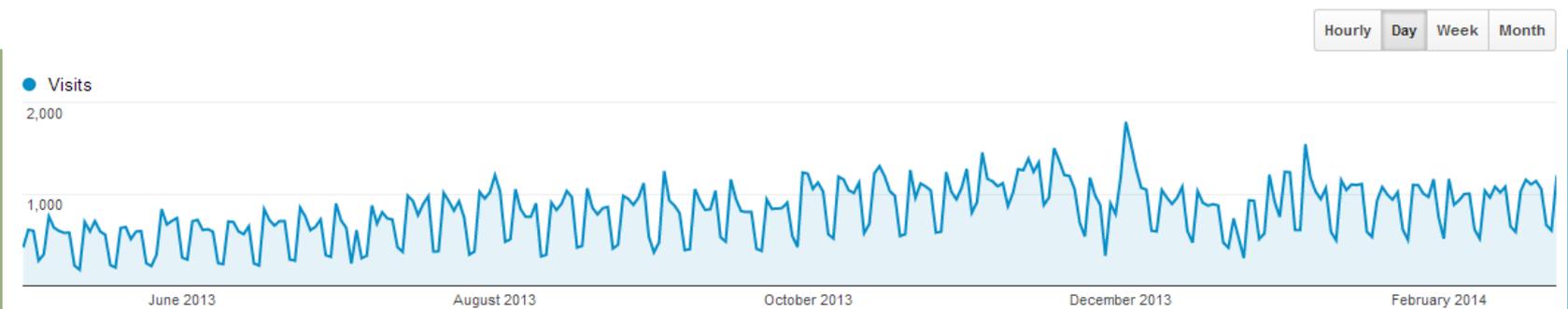


[www.kcwaterservices.org](http://www.kcwaterservices.org)

## Most Visited Pages:

- 1) Manage My Account
- 2) Homepage
- 3) Customer Service
- 4) Contact Us
- 5) Careers
- 6) About Us
- 7) Household Hazard. Waste
- 8) Overflow Control Program
- 9) Leaf & Brush
- 10) Report An Issue

**Visitors:**  
 May '13 = 12,196  
 Feb. '14 = 26,835



Source: Water Services Department

# COMMUNICATIONS: TWITTER



**Followers:**  
 Feb. '13 = 600  
 Feb. '14 = 1,245

**Megan Cross** @MNHXT4 · Feb 20  
 @KCMO @KCMOWater I am glad that you guys are taking care of our city. I am sad to lose another night's sleep #tradeoffs #goodthingitsfriday

**KC Water** @KCMOWater · Feb 20  
 @MNHXT4 Sorry! Trust us, we want to wrap up that work just as quickly as you do! Thanks for your patience! @KCMO

**KC Water** @KCMOWater · Feb 21  
 @MNHXT4 We're re-opening your intersection later today. The work we did increases service reliability in the future. Thanx for ur patience!

**Megan Cross** @MNHXT4 · Feb 21  
 @KCMOWater Thanks!! I appreciate all you do for our city!



#TBT We recently replaced this vintage 1874 water pipe which served @godowntownkc for 139 yrs! #KC #InvestingInKC  
[pic.twitter.com/5Qc8xhUUjO](http://pic.twitter.com/5Qc8xhUUjO)



**KC Water** @KCMOWater · Mar 4  
 Our \$1B investment in #KC over next 5yrs = improved #water quality, service reliability for customers: [bit.ly/1dmsEmo](http://bit.ly/1dmsEmo) #InvestingInKC



**Martin City Brewery** @martincitybrew · Feb 18  
 @KCMOWater please tell me someone is in route. The place is flooded



**KC Water** @KCMOWater · Feb 18  
 @MayorSlyJames @martincitybrew @MartinCityMO @KCMOManager We're here to help & to fix so it doesnt happen again. Thanx for ur understanding!

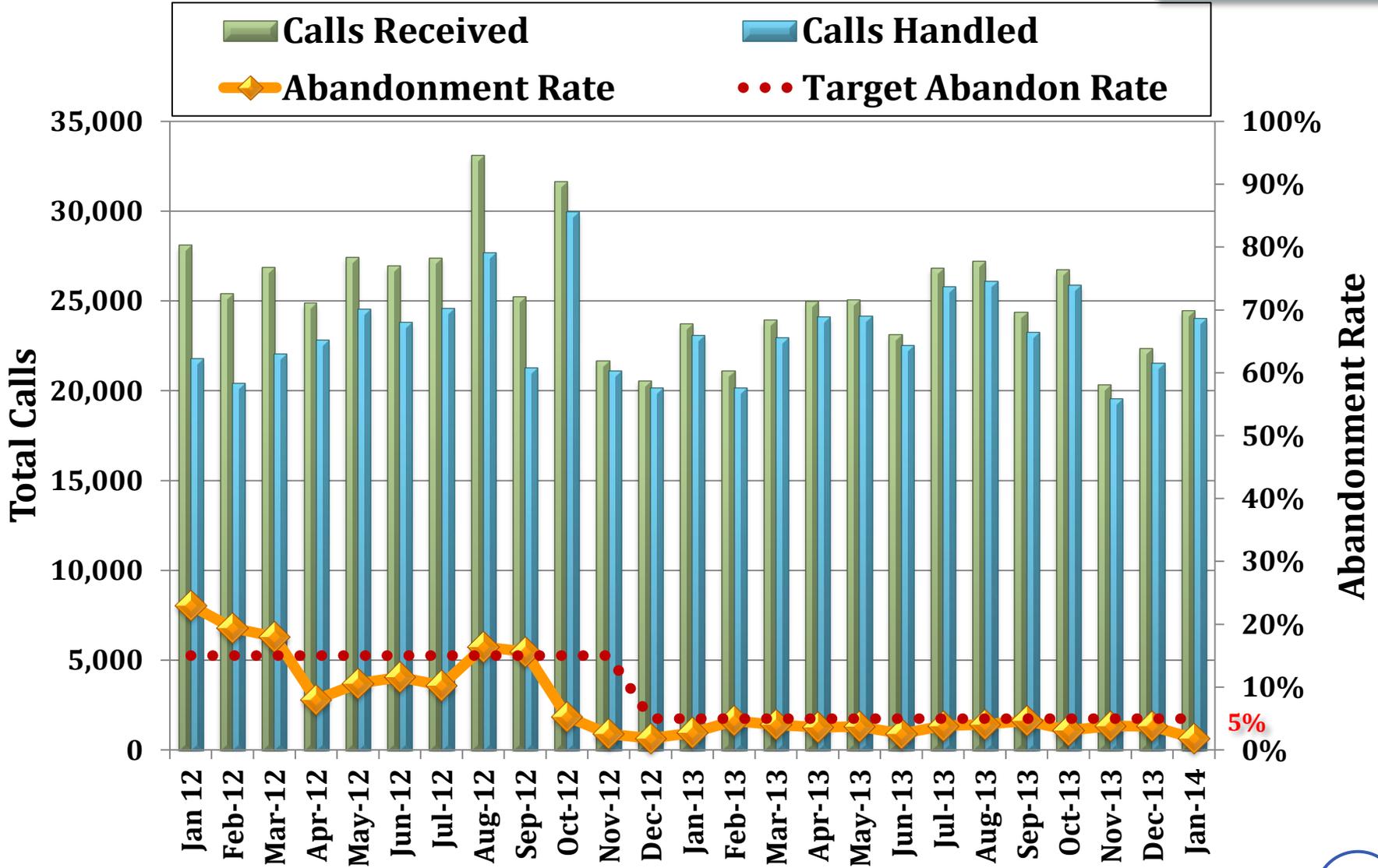


**Martin City Brewery** @martincitybrew · Feb 19  
 @KCMOWater @MayorSlyJames @MartinCityMO @KCMOManager Thanks for all your help yesterday! Open for business! Big bier de garde brewing toda

- Info & Education
- Assistance
- Tips & Alerts
- News & Outreach
- Engagement

# CALL VOLUME AND CALL HANDLING FOR WSD

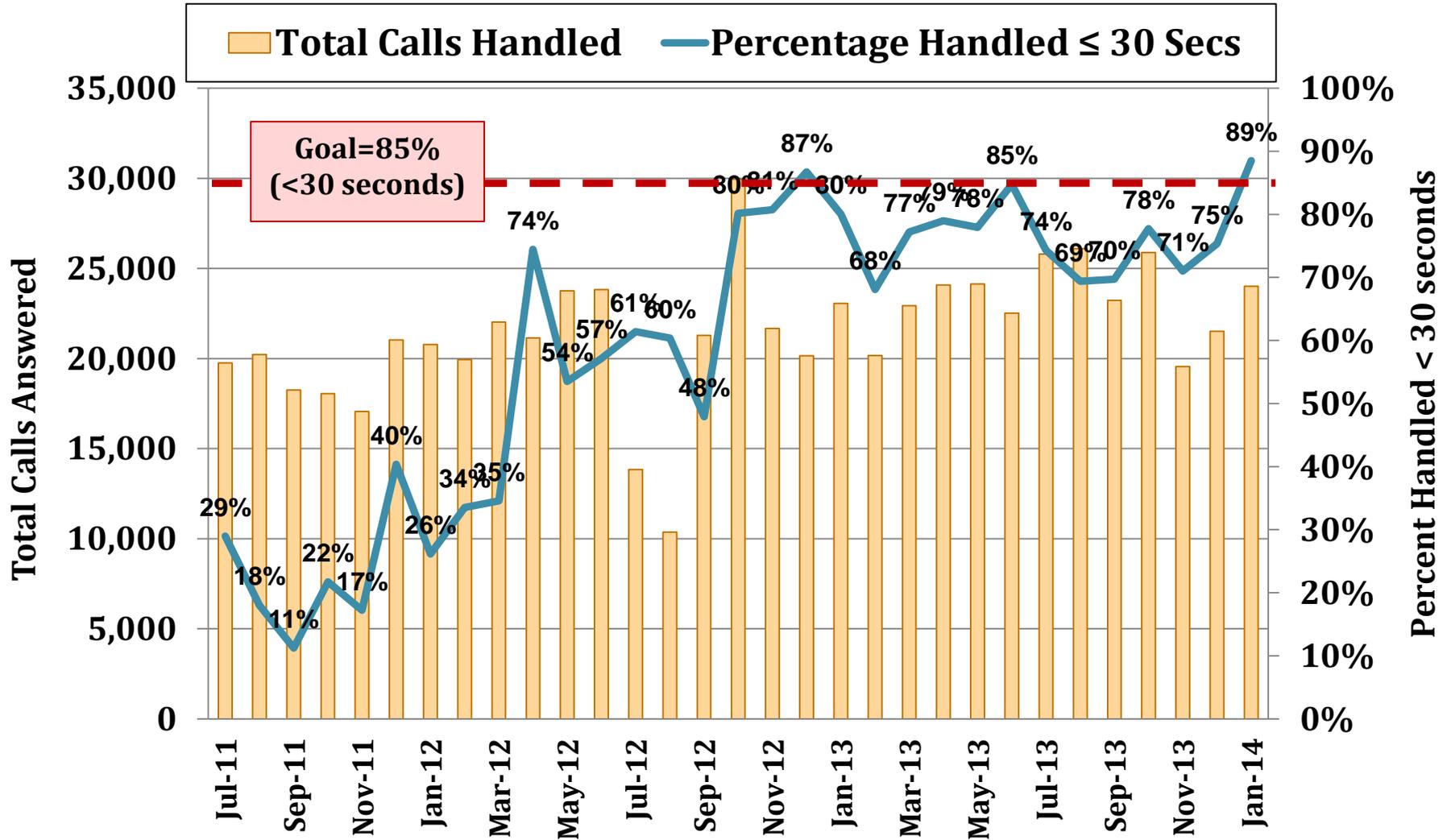
**Positive Trend:** 



Source: Water Services Department

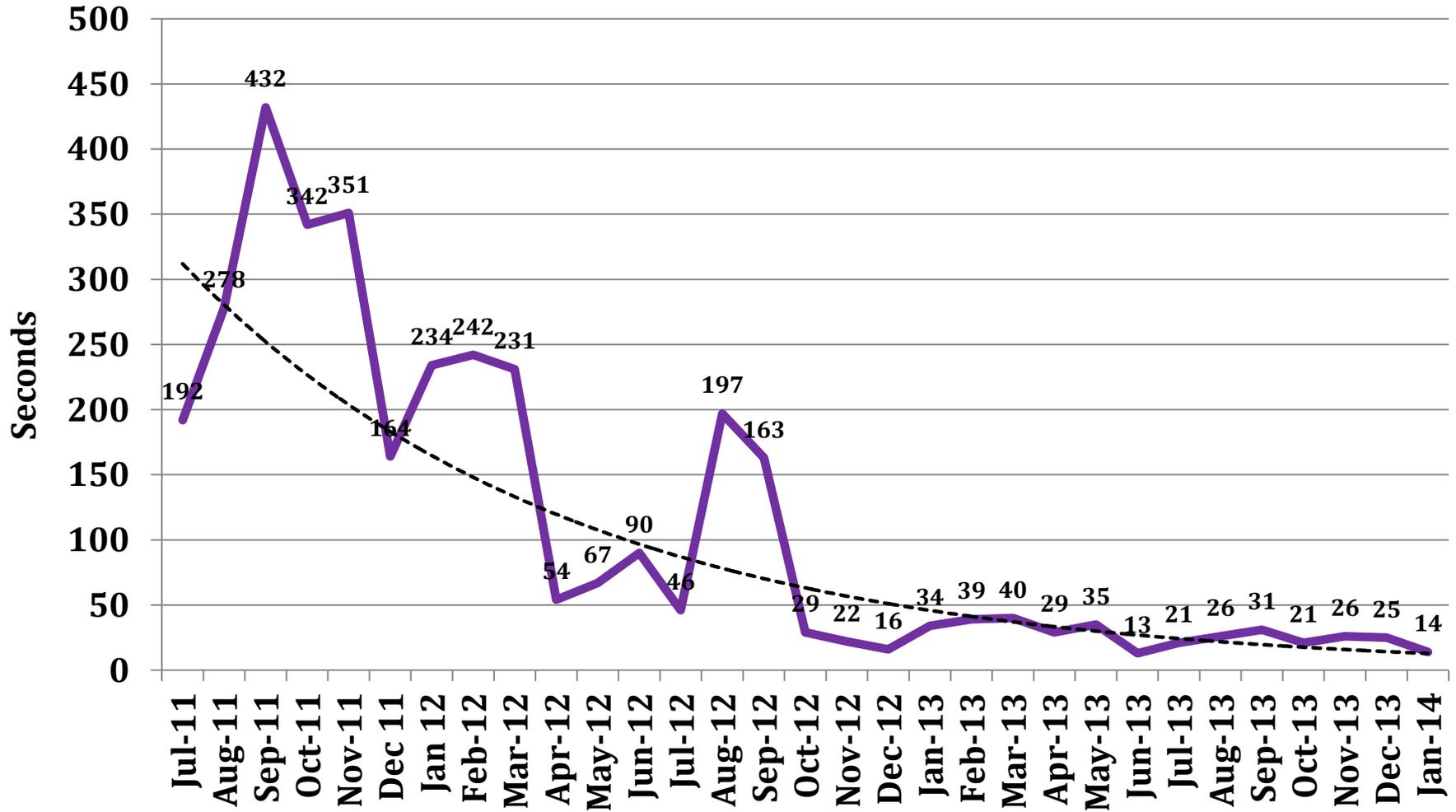
# CALL VOLUME AND SERVICE LEVEL FOR WSD

**Positive Trend:** 



Source: Water Services Department

# AVERAGE SPEED OF ANSWER FOR WSD CALLS



Source: Water Services Department

# Customer Service Improvement Status\*

## 1. Program Management Office

### Call Center

- 3. *Workforce Management Tool*
- 6. *Improve Contact Center Services*
- 9. Quality Monitoring/Management (QM)
- 10. Phase 1 Call Center Training
- 13. CSR/CSS Desktop & Workflow
- 14. Phase 2 Call Center Training
- 15. *Skills-Based Routing*
- 16. *Interactive Voice Response (IVR)*
- 17. Computer Telephony Integration (CTI)
- 18. Implement Zoom Screen Capture

### Field Services & Meter Management

- 4. *Improve Field Services*

### Billing Services

- 5. *Improve Billing Services*

### Key Performance Indicators & Metrics

- 7. *Project & Program KPIs*
- 8. *Operational KPIs & SLAs*
- 19. *Master Data Management (MDM)*
- 20. Reporting Analytics

### Technology Upgrades

- 11. *CIS Upgrade Services*
- 12. Integrate Business Systems

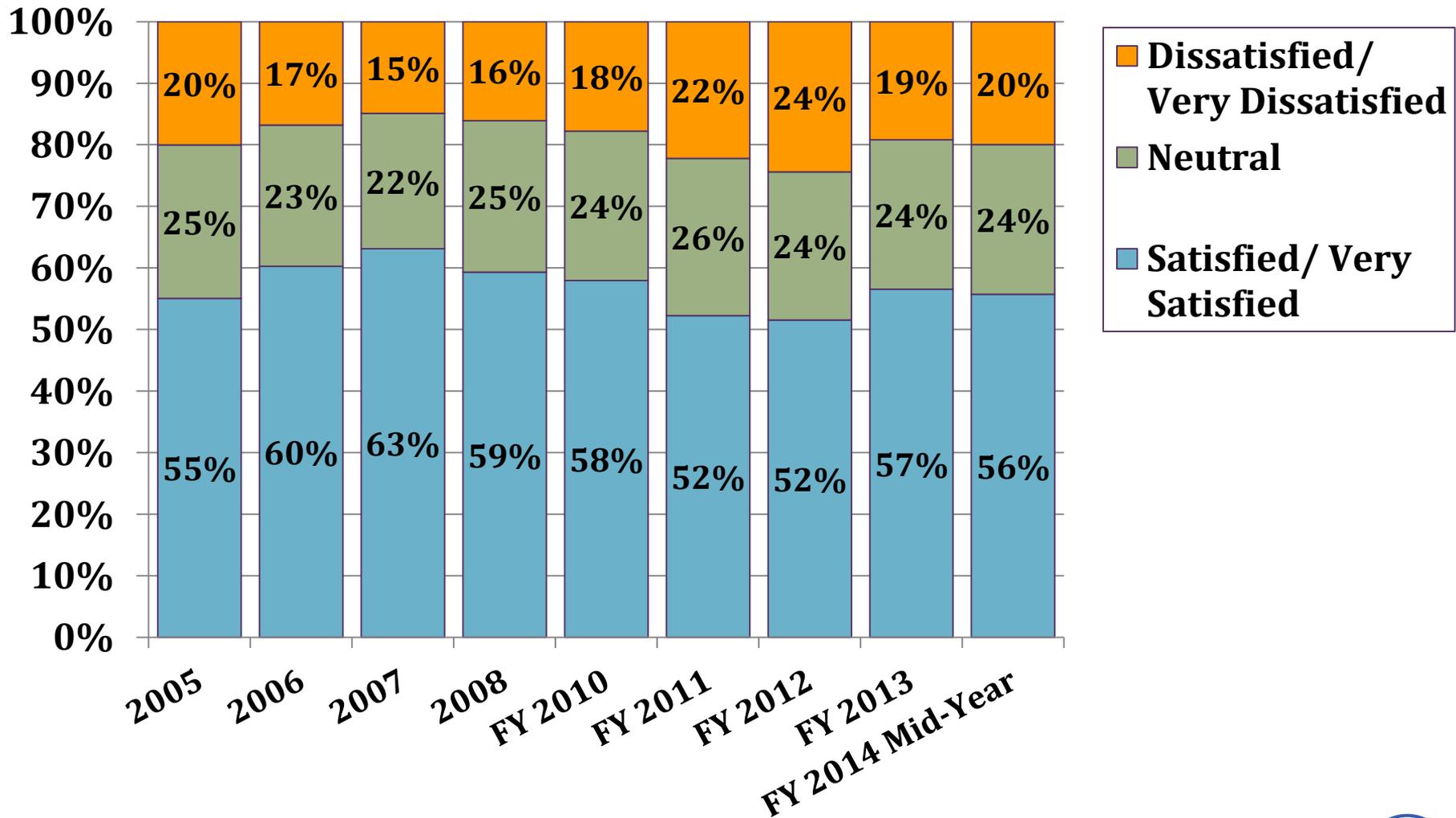
### Change Management

- 2. *Cross Functional Design*
- 21. *Refocus Informal Organization*

\*Began Sept. 9, 2013

# CITIZEN SATISFACTION WITH OVERALL QUALITY OF WATER UTILITY

**Watch Trend**

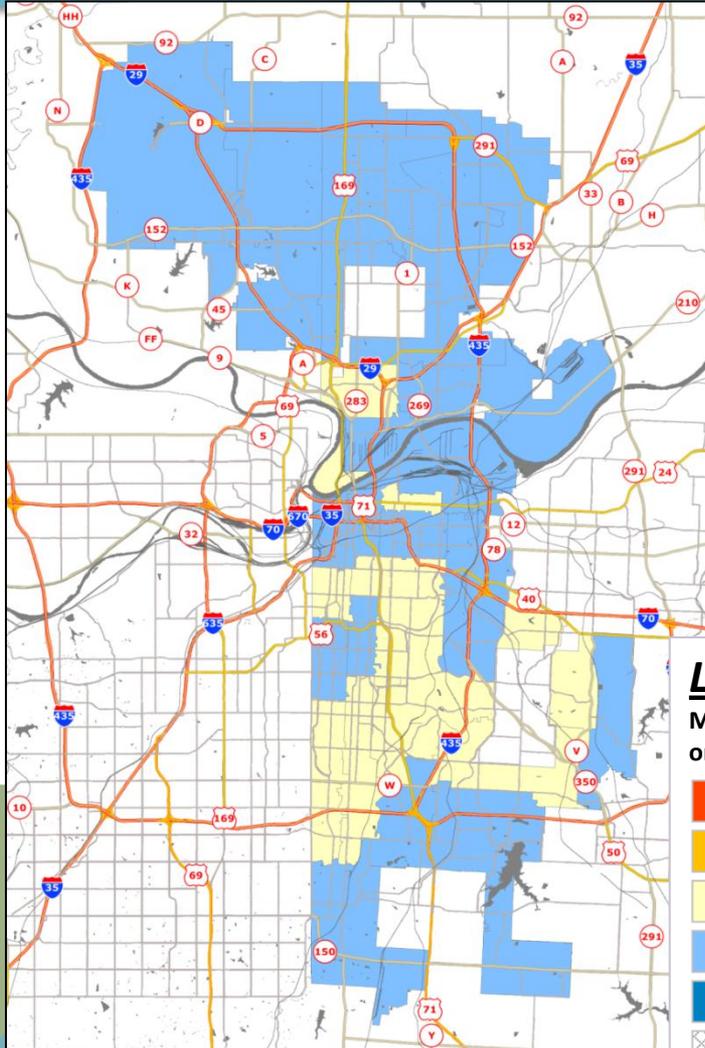


- Dissatisfied/Very Dissatisfied
- Neutral
- Satisfied/Very Satisfied

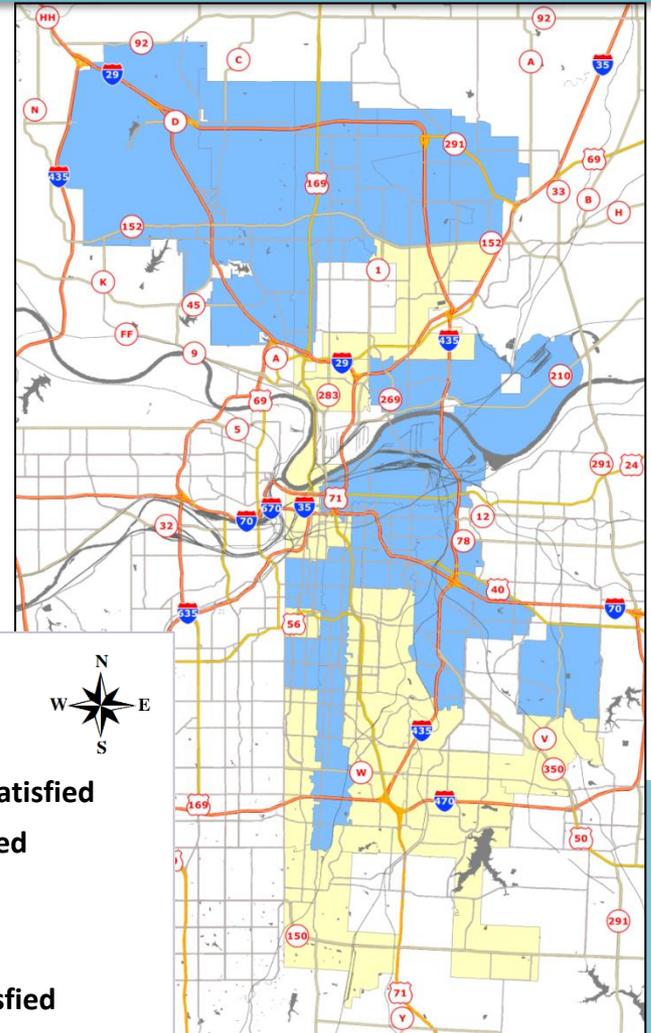
Source: 2005 - FY2014 Citizen Surveys

# GEOGRAPHY OF CITIZEN SATISFACTION WITH OVERALL QUALITY OF WATER UTILITY

## FY13 Citizen Satisfaction with Quality of Water Utility



## FY14 Mid-Year Citizen Satisfaction with Quality of Water Utility



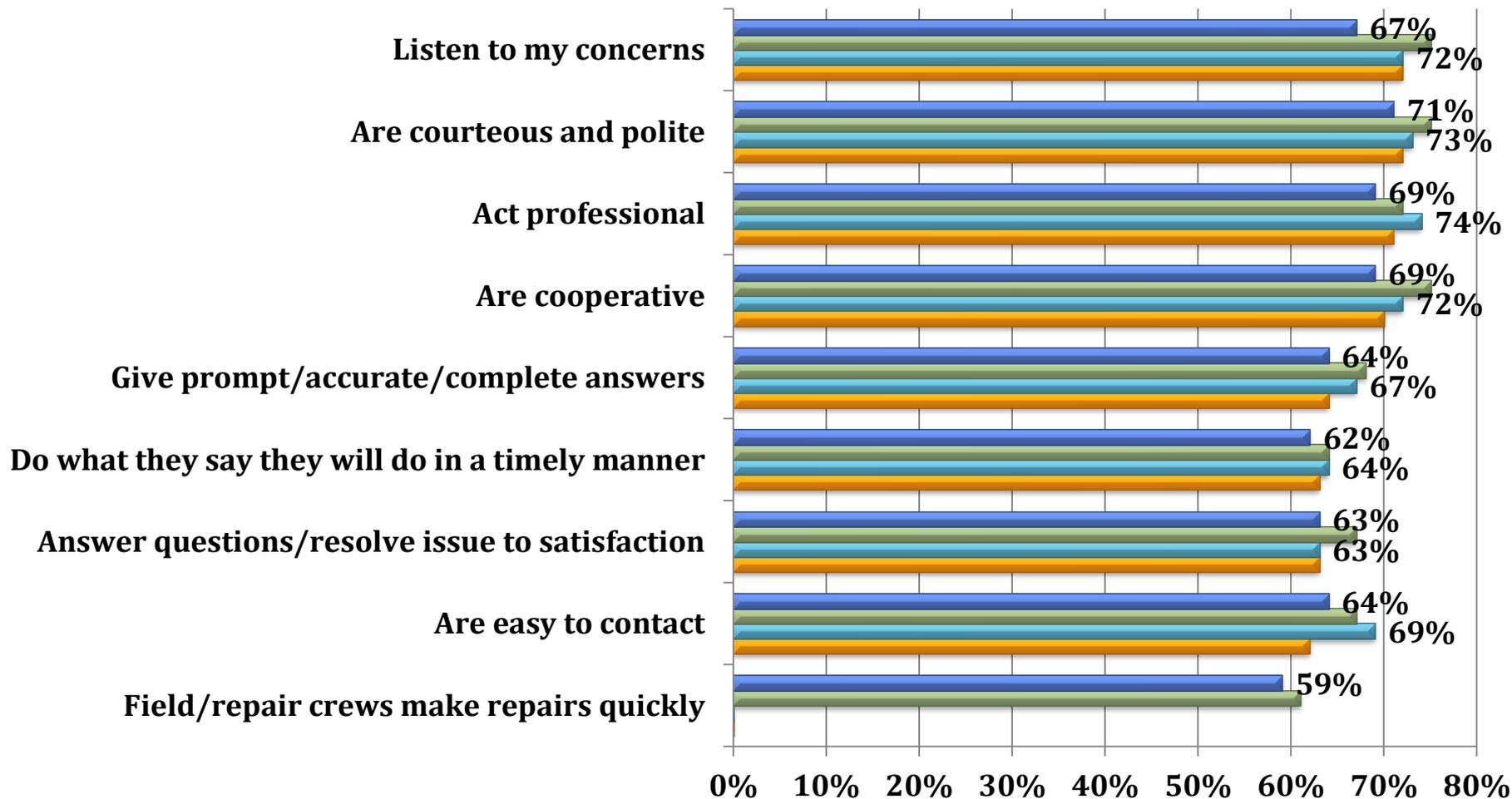
### **LEGEND**

Mean rating on a 5-point scale, where:

- 1.0-1.8 Very Dissatisfied
- 1.8-2.6 Dissatisfied
- 2.6-3.4 Neutral
- 3.4-4.2 Satisfied
- 4.2-5.0 Very Satisfied
- Other (no responses)

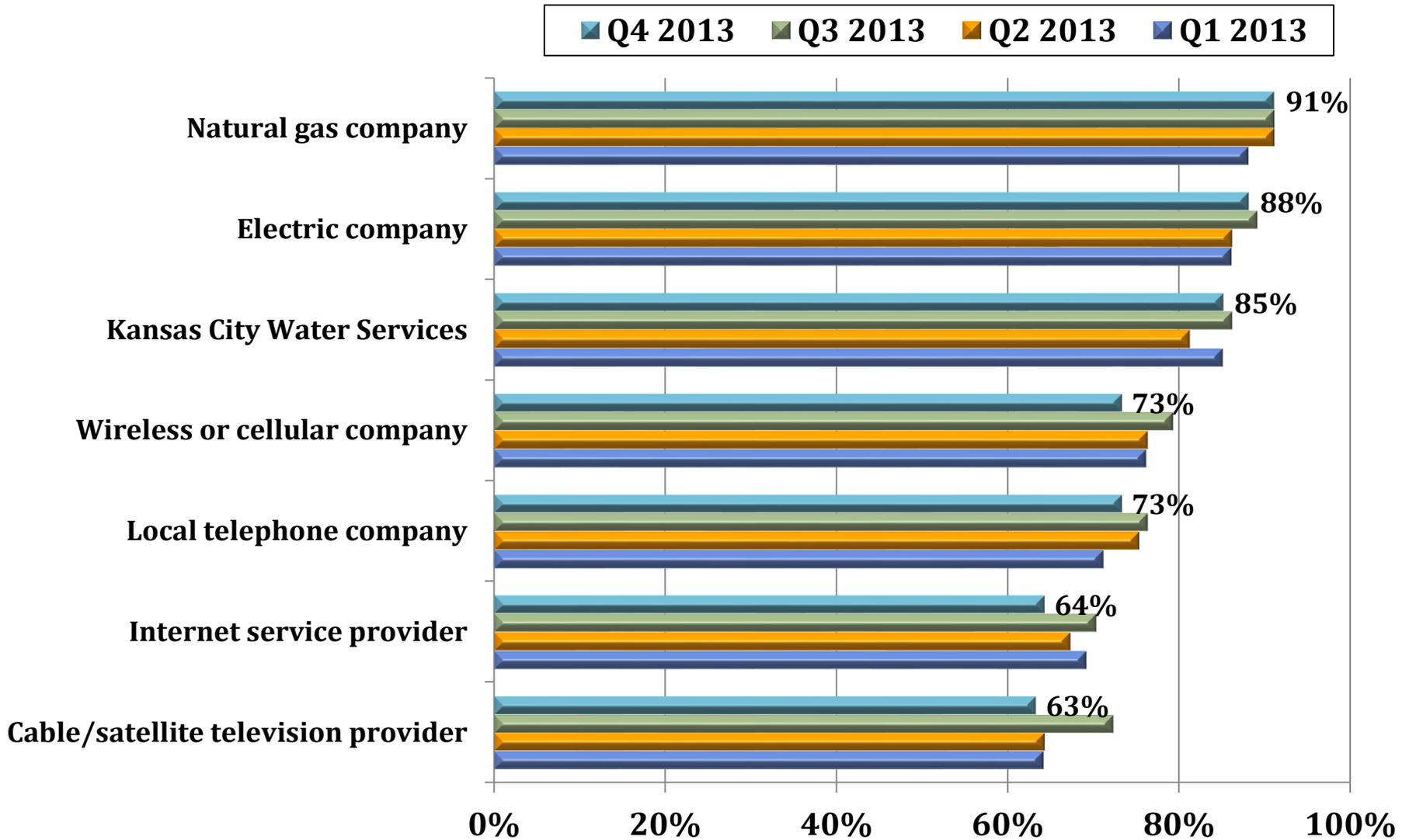


# CUSTOMER FEEDBACK - HOW OFTEN WSD STAFF:



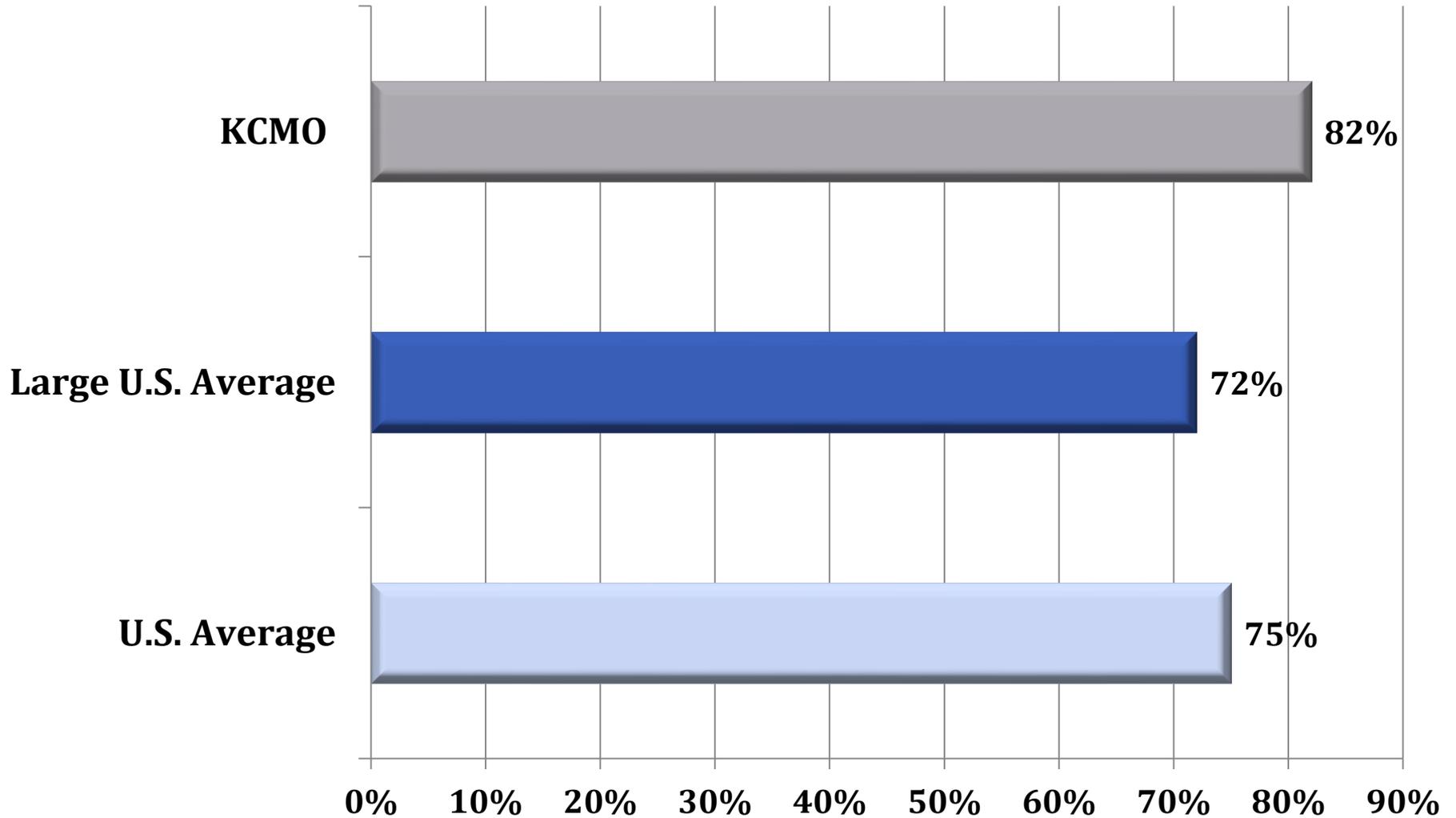
Source: WSD Customer Survey, 2012 and 2013

# UTILITY REPUTATION FOR RELIABILITY



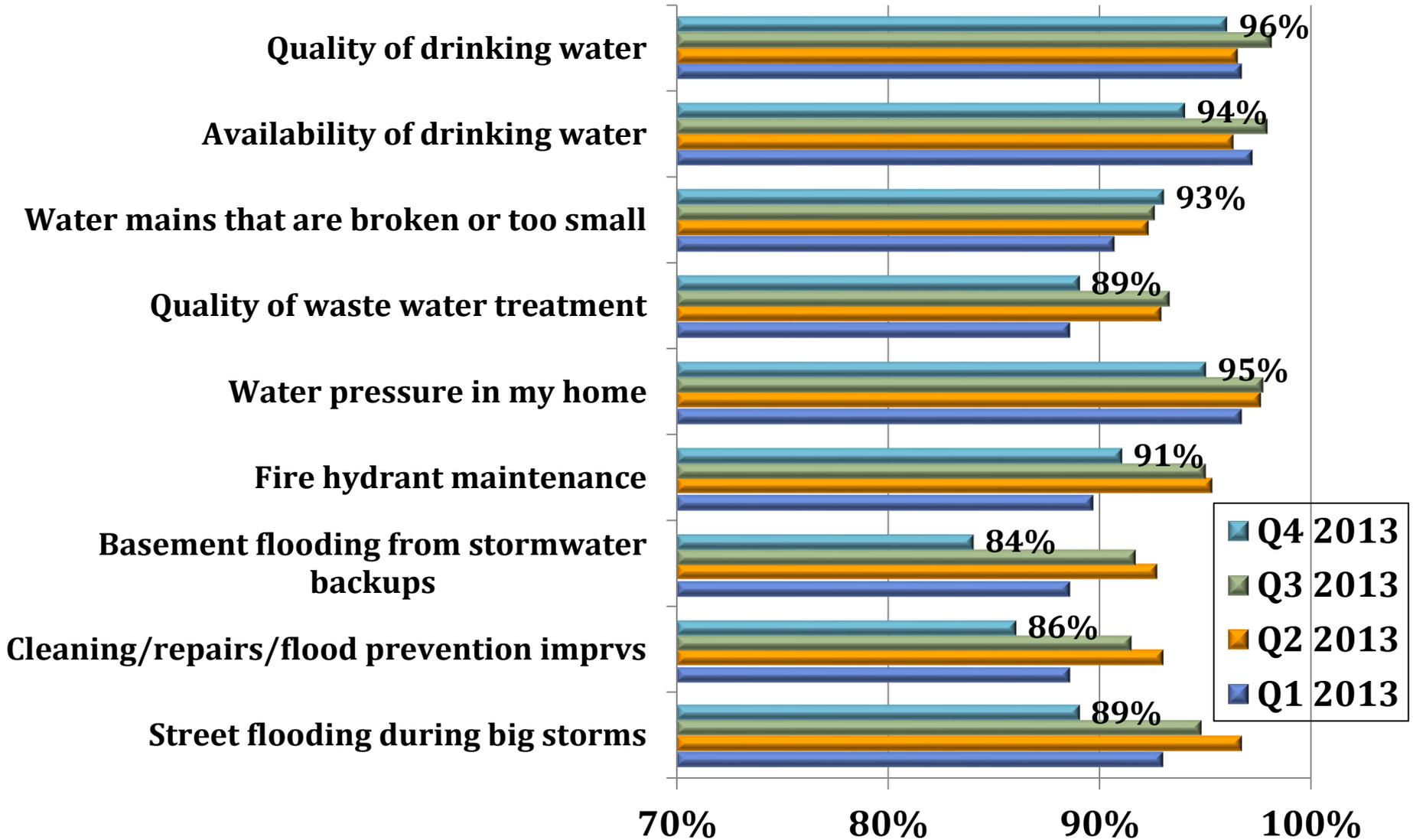
Source: WSD Customer Survey, 2012 and 2013

# BENCHMARKING THE OVERALL QUALITY OF WATER SERVICES



Source: ETC Institute

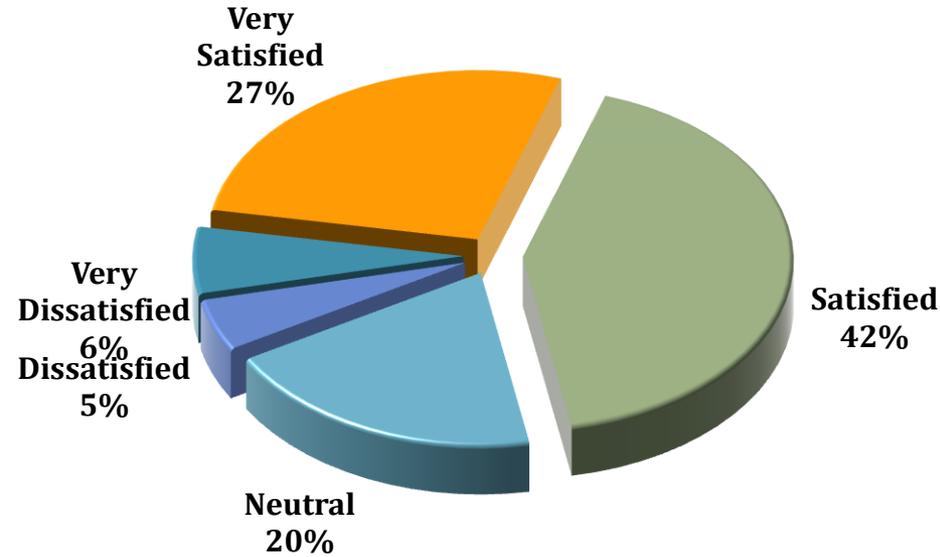
# HIGHEST CUSTOMER PRIORITIES



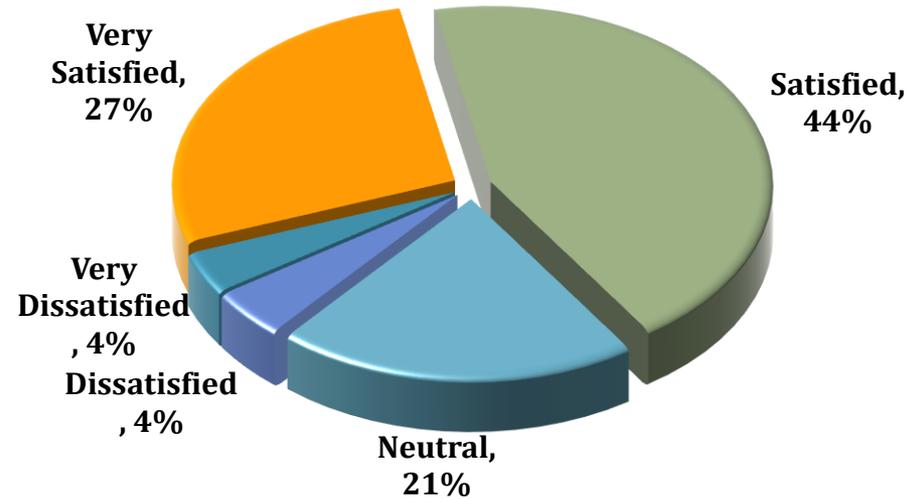
Source: WSD Customer Survey, 2012 and 2013

# OVERALL SATISFACTION WITH CUSTOMER SERVICE

## 3rd Quarter 2013

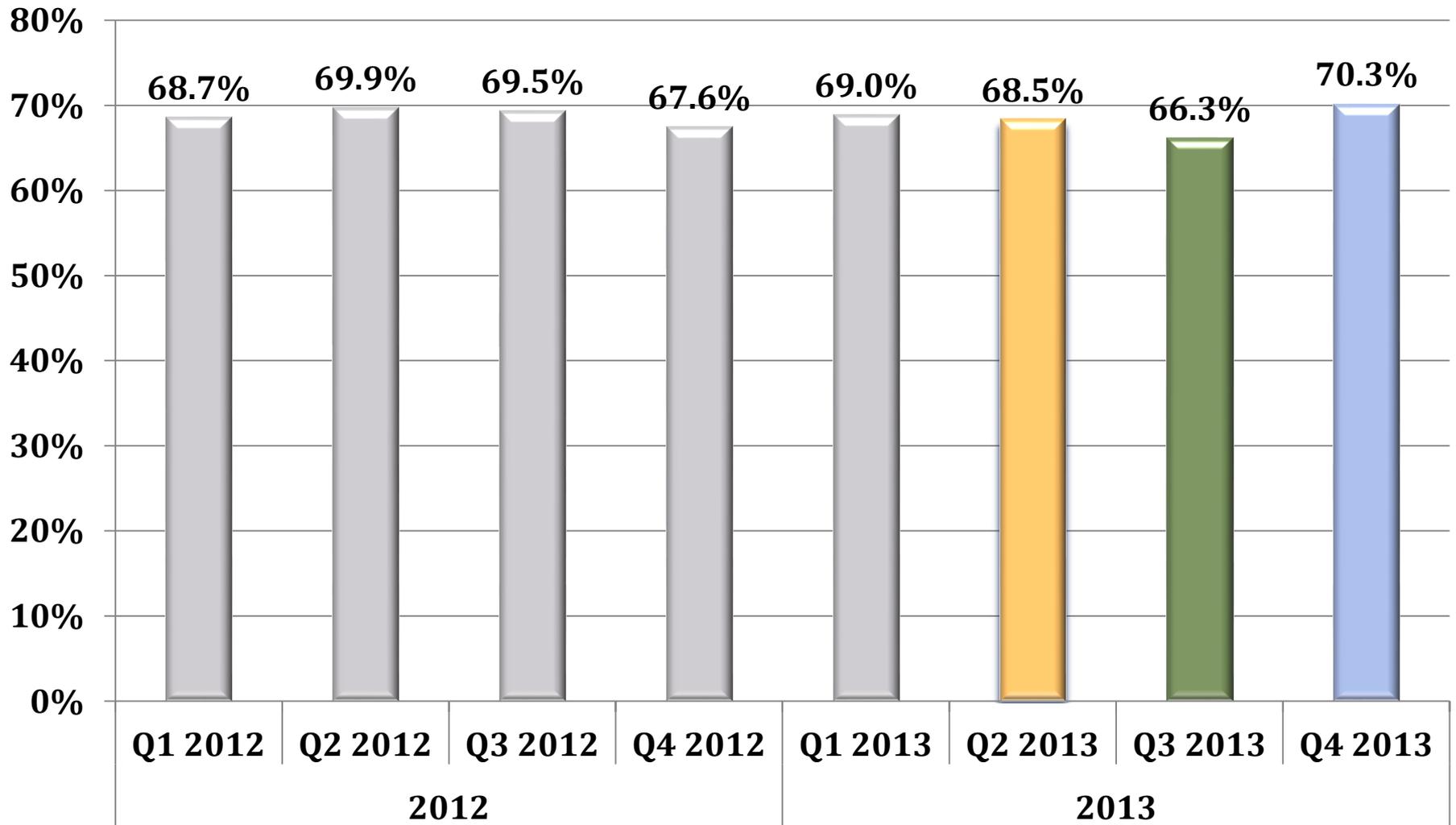


## 4th Quarter 2013



Don't Know has been excluded

# COMPOSITE CUSTOMER SATISFACTION PERFORMANCE INDEX FOR ALL THREE UTILITIES



Source: WSD Customer Survey, 2012 and 2013

# Final Thoughts or Questions?

