



**KANSAS CITY
MISSOURI**

Public Engagement Plan

Research and Recommendations

10/21/2025

City Council – Kansas City, Missouri



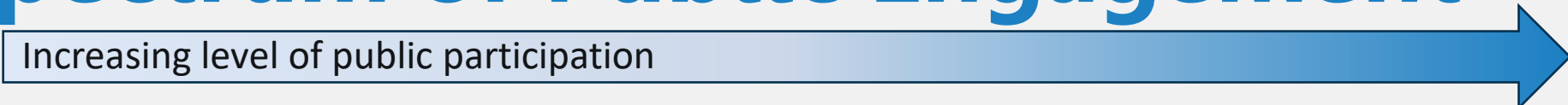
Framework

Framework inspiration: International Association of Public Participation (IAP2) Spectrum of Public Engagement.

- International Association for Public Participation (IAP2) was founded in 1990.
- IAP2 is currently used as a professional standard for public participation in many cities throughout the United States including but not limited to:
 - Salt Lake City, UT
 - Boulder, CO
 - Las Angeles, CA
- IAP2 emphasizes the importance of identifying clear goals and designing programs that support effective and meaningful public participation and views public participation as:
“Any process that involves the public in problem-solving or decision-making and uses public input to make decisions.”

IAP2 Spectrum of Public Engagement

Increasing level of public participation



	Inform	Consult	Involve	Collaborate	Empower
Public Participation Goal	To provide the public with balanced and objective information to assist them in understanding the problems, alternatives, opportunities, and/or solutions	To obtain public feedback on analysis, alternatives, and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
Promise to the Public	We will keep you informed	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide
Examples	Fact sheets, websites, open houses, mailings, social media	Public comment, focus groups, surveys, public hearings	Workshops, deliberative polling	Stakeholder advisory committees, participatory decision-making	Direct voting

Public Input Process for Recommendations

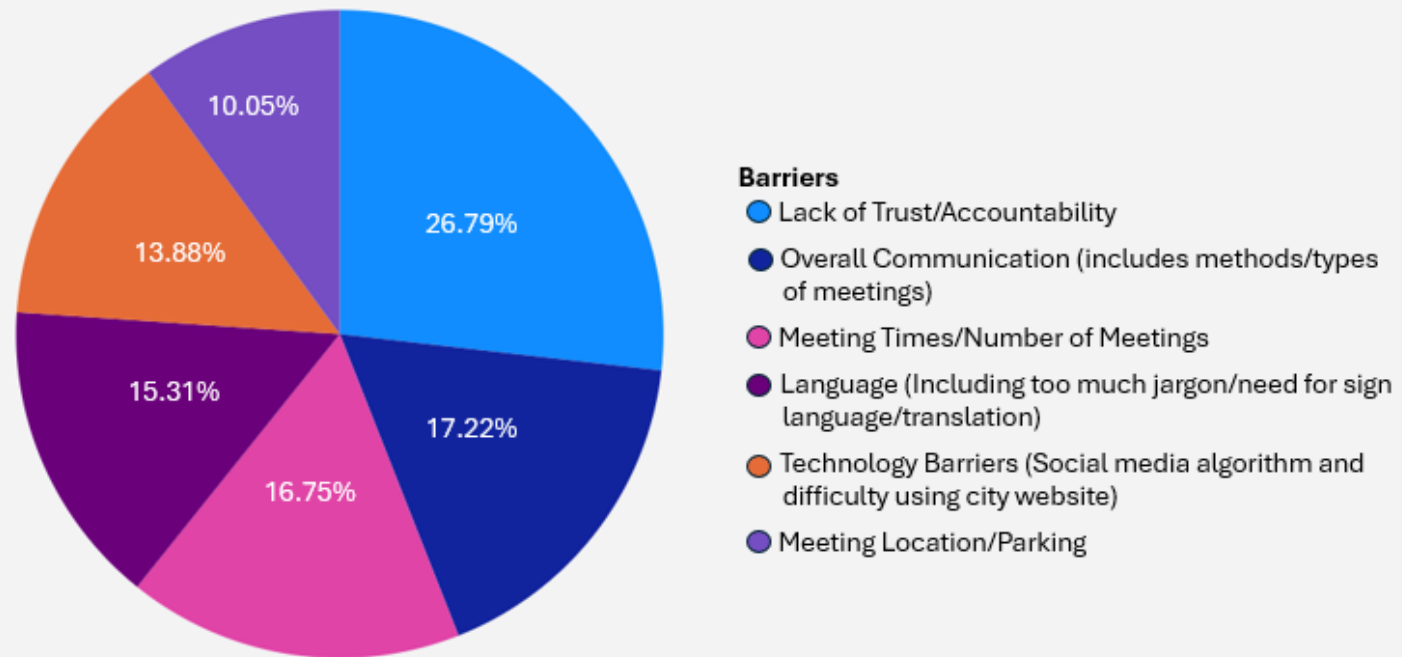
Public input was gathered over the course of three in-person input sessions and an online survey.

These input sessions were hosted in the evening or on a weekend to allow for more participation, translation services were available for all sessions, and these sessions were held in the North (NNI), Central (Rockhurst University), and South (Red Bridge Library) to ensure voices from across the City were heard. Representatives from 38 neighborhood and community organizations participated in these input sessions.

Barriers to Engagement

Top Barriers to Engagement

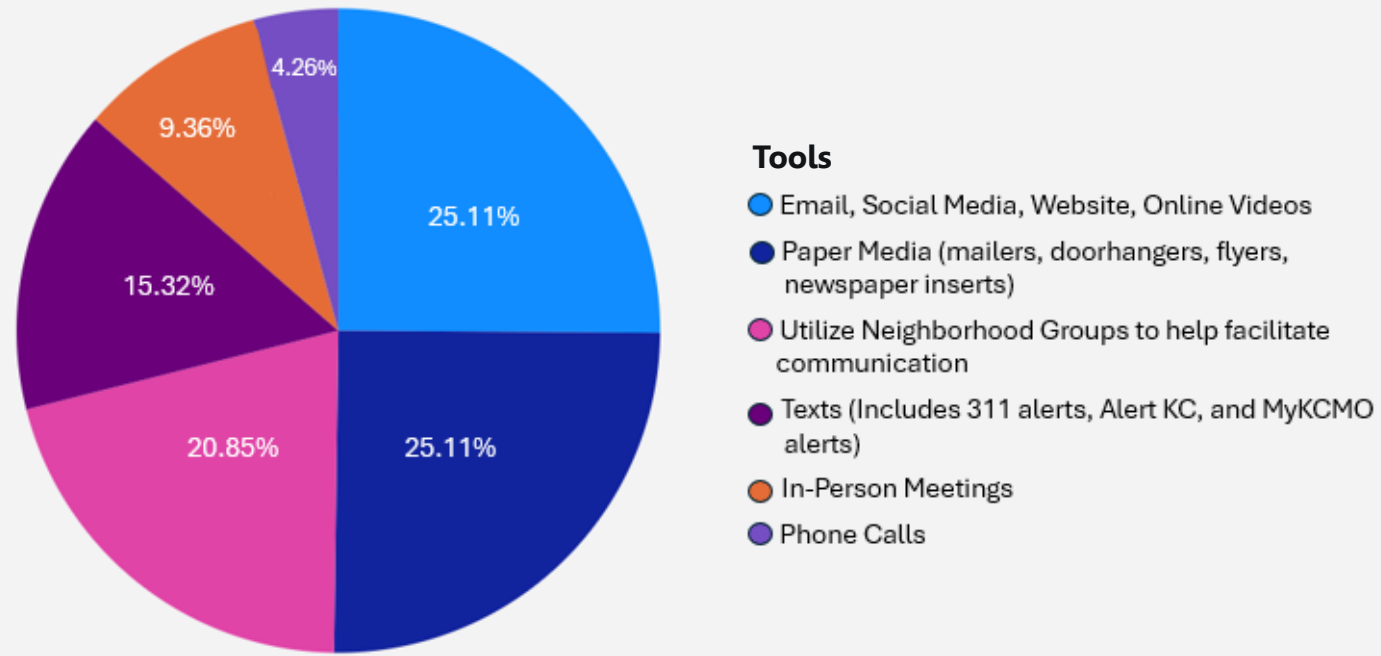
As indicated by survey and session participants



Preferred Tools for Engagement

Top Tools for Engagement

As indicated by survey and session participants



Public Engagement Principles and Values

- Inclusiveness and Equity
- Mutual Accountability
- Respect
- Early Involvement
- Sustained Collaboration
- Consistency
- Follow up and Evaluation

Recommendation 1

Kansas City should formally adopt the IAP2 approach to engagement as the standard for engagement with our city. This approach would:

- Center the aforementioned public engagement principles and values;
- Consider the “Inform” level of engagement as the basic requirement for all projects that may affect resident quality of life; and
- Encourage higher levels of engagement wherever possible through tools and accountability measures including a Developer Report Card where applicable.

Examples of projects that may affect resident quality of life include but are not limited to: The city budget, area plans, redistricting, utility construction, neighborhood development, and major changes to public infrastructure or pay structures.

Recommendation 2

The city should expand the radius of notification for development, teardown of dangerous buildings, and regulated industries to 500 ft. as the standard.

This is to create a consistent, expanded radius of notification for issues pertaining to Development (i.e. Notification of Application, Intent to Construct, etc.) and Regulated Industries and to offer more residents an opportunity to provide input into those decisions.

Note: Residents would prefer even more of a radius than 500 feet. Something closer to half a mile to a mile for large scale projects or traffic interruptions was the stated preference.

Recommendation 3

When notices such as but not limited to Notices of Application or public meeting notices are sent, they should be sent not only to the owner but to the resident(s) of properties - if different - in the affected area.

Council District	% Households that Rent
District 1	31.0%
District 2	40.6%
District 3	54.6%
District 4	72.1%
District 5	49.3%
District 6	38.7%
Citywide	43.6%

Source: 2023 American Community Survey

Recommendation 4

The City should increase efforts to support and inform neighborhood leaders and explore the possibility of recruiting residents of the city to act as neighborhood liaisons who would serve as additional points of contact for their neighborhood.

Recommendation 5

Notifications regarding public hearings relating to construction on utilities (i.e. water, sewer, etc.) should be mailed to registered neighborhood and civic organizations in the affected area in addition to the property owners. There should also be consideration on how to inform residents who are not homeowners but renters. Notices of Intent to Construct on such projects would also be entered into public record with information to indicate the content of the notice, date it was mailed, and list of Neighborhood Organizations it was mailed to.

Recommendation 6

The deadline to respond to a Notice of Application should expand from 10 days to 15 days to account for transit time in the mail and to provide neighborhood leaders enough time to organize their fellow residents to formulate an appropriate response.

Note: This would extend the overall timeline for development.

Recommendation 7

The City should develop educational materials available to the public on how to effectively provide input at public hearings and should create more easily accessible instructions on how to apply to have a seat on a committee or board. As boards and committees are generally voluntary where they are not appointed, these applications should be included in a citywide directory of volunteer opportunities. The city should also re-examine the two-minute time limit per person for public testimony and consider expanding that time to five minutes per person.

Recommendation 8

Project notifications should be more comprehensive including at a minimum the following information:

- Project Start Date
- Anticipated Project End Date (Or project timeline)
- Details on how to provide feedback including meeting dates and contact information
- Directions on how to get more information about the project and project progress
- Anticipated effect on traffic (if applicable)
- (If applicable) Whether the project will require actions to be taken on the part of the resident (i.e. moving vehicles, plants, etc.)

In the case of water and sewage construction, in addition to the content already included in notifications, they should include estimated impact on traffic and should be sent to each contact of record for the registered neighborhood and/or civic organization(s) whose boundaries include the subject sewer district or districts or streets or other points between which the project is to be constructed.

Recommendation 9

To address the boundary of language access, the Office of Language Access should be fully staffed and receive funding adequate to address the issue of language access throughout the city both in person and in printed materials produced by the City. This should include not only translation services, but also efforts to expand use of sign language, and reduction of jargon in public engagement materials.

Recommendation 10

The City should explore the use of alternative methods of communication and notification including but not limited to expansion of the use of the Alert KC text alert system and/or MyKCMO app as a possible method of notification regarding such things as large-scale city events that may affect traffic, storm recovery efforts, or traffic alerts regarding large-scale construction. The City should also explore expansion of the use of physical media (i.e. flyers and mail inserts) as a method of informing residents.

Recommendation 11

The City should add a disclaimer to the kcmo.gov/news page explaining how information is disseminated to local news outlets and conduct an audit of website and MyKCMO app accessibility and ease-of-use.

Recommendation 12

The City should create a more accessible database in which residents may check on the progress of approved PIAC projects, possibly as an extension of the Citizen Connect application tracker currently used by the City Planning and Development Department.

Toolkit and Recommended Engagement Process

In addition to the aforementioned recommendations, Neighborhood Services has created a recommended engagement process and toolkit to aid City Staff and developers in determining the appropriate level(s) of engagement for a given project and to identify stakeholders and strategies for engagement.

End

Removed Slides

Background

The development of a Public Engagement Plan stems from two resolutions passed by the City of Kansas City, MO City Council: Resolution No. 230126 and Resolution No. 230998.

Resolution 230126 was passed in February 2023 and directed the City Manager to develop and implement community engagement policies, processes, and procedures for significant infrastructure plans and projects in Kansas City.

Resolution 230998 was passed in December 2023 and provided more specific action items and expectations surrounding the development of a public engagement plan.

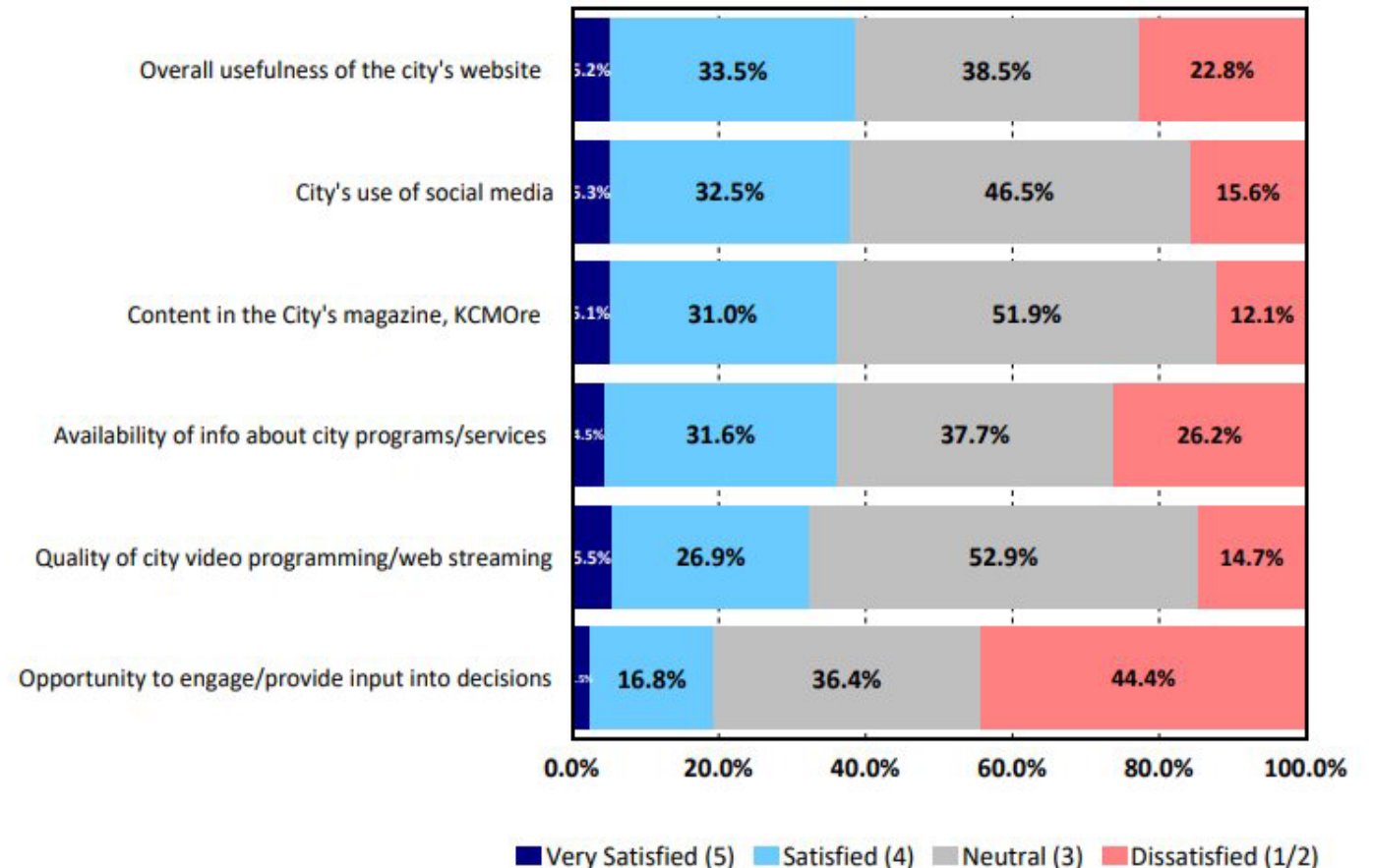
Background

Per the 2022-2023 Resident Satisfaction Survey:

- 44.4% of residents were not satisfied with the opportunities to engage/provide input into decisions.

Satisfaction with Communication

by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



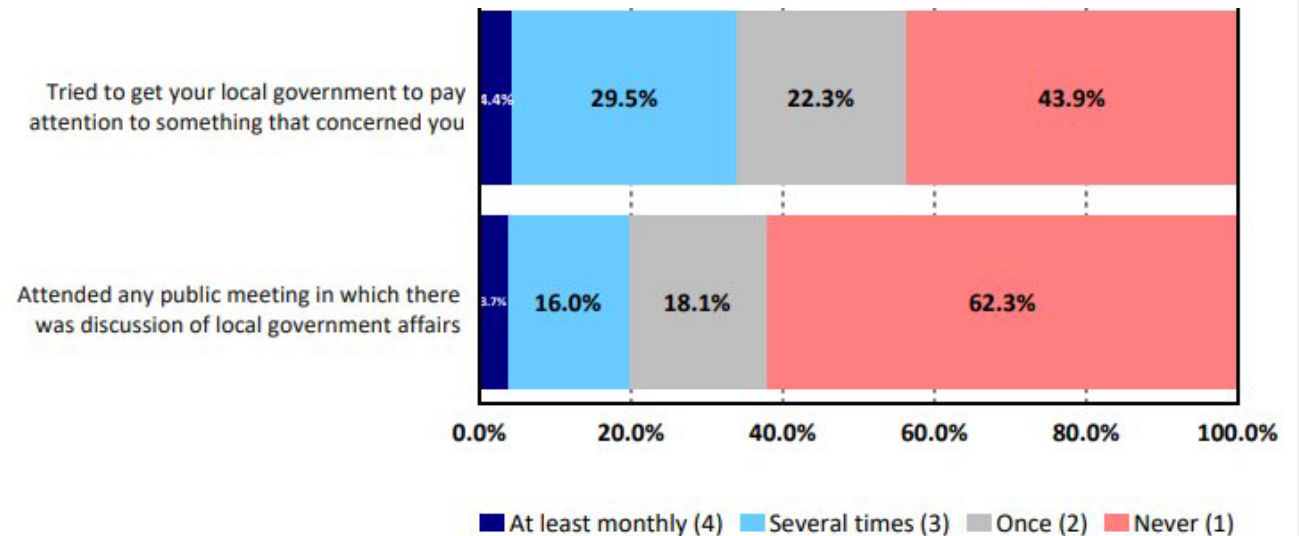
Background

Per the 2022-2023 Resident Satisfaction Survey:

- 43.9% had not tried to get local government to pay attention to something that concerned them.
- 62.3% of residents have never attended any public meeting in which there was discussion of local government affairs

How Often Respondents Have Done Each of the Following in the Past 12 Months

by percentage of respondents who rated the item as a 1 to 4 on a 4-point scale (excluding don't knows)



Public Input Process for Recommendations

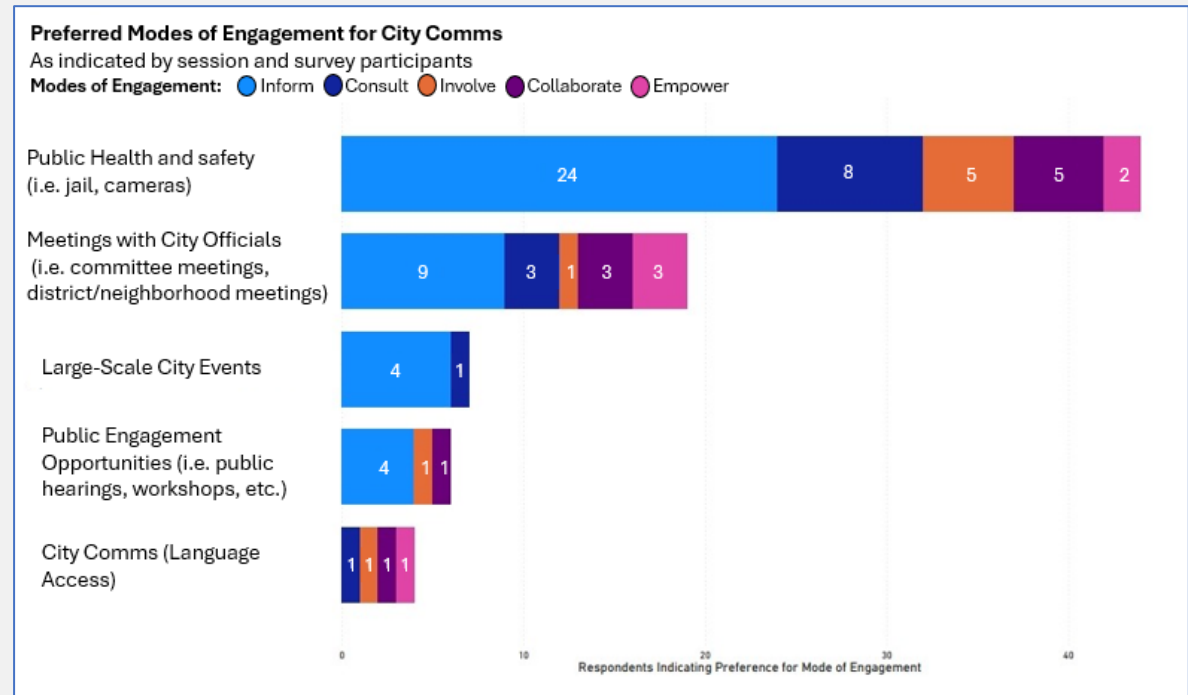
Residents worked in groups to identify scenarios they felt should have some form of engagement around them and, using the IAP2 spectrum, identified which level(s) of engagement they felt would be most appropriate.

Scenarios residents produced were then coded into five categories based on the most common responses:

- Communications
- Development/Dangerous Buildings
- Parks, Trees and Green Infrastructure
- Streets, Sidewalks, and Transit
- Miscellaneous

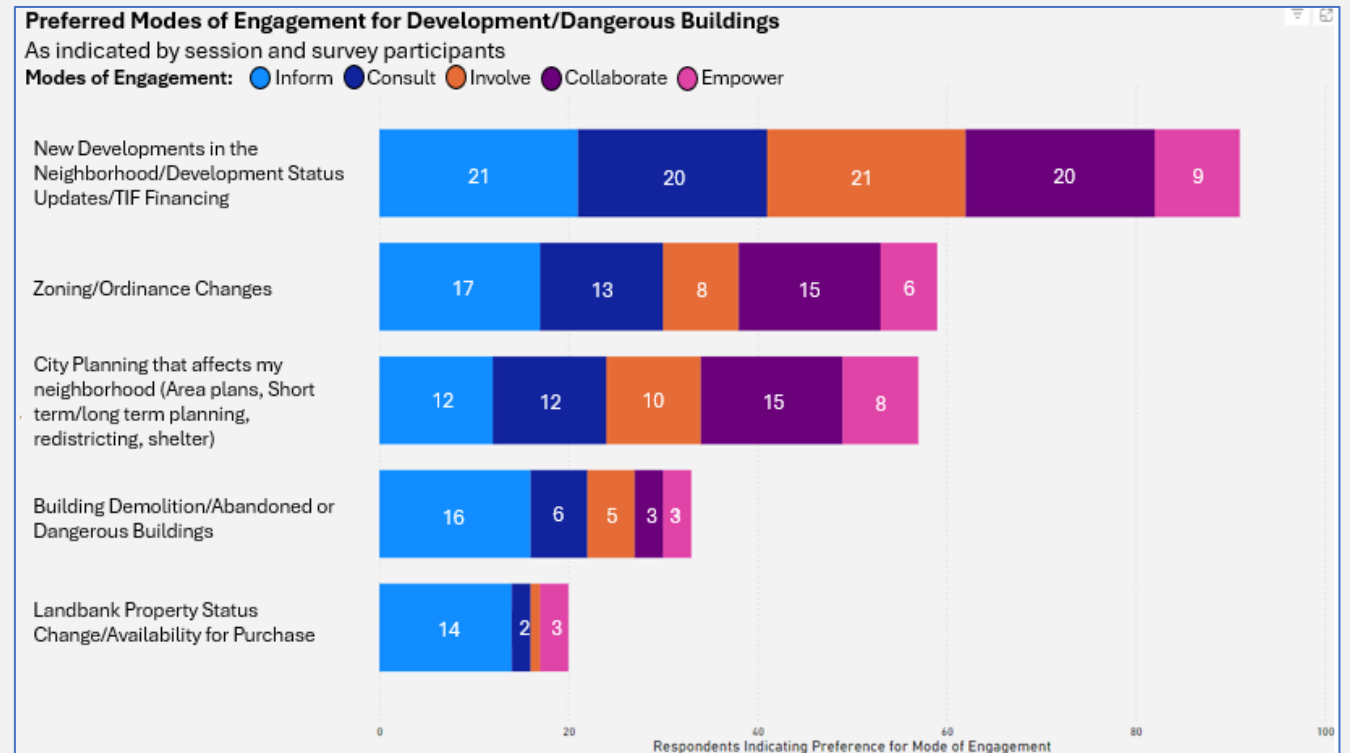
Communications

Residents prefer to be informed about all of these topics at a minimum but would like to see higher levels of engagement (Consultation, Involvement, and Collaboration) particularly when it comes to matters of public health and safety such as camera installation for illegal dumping or general safety.



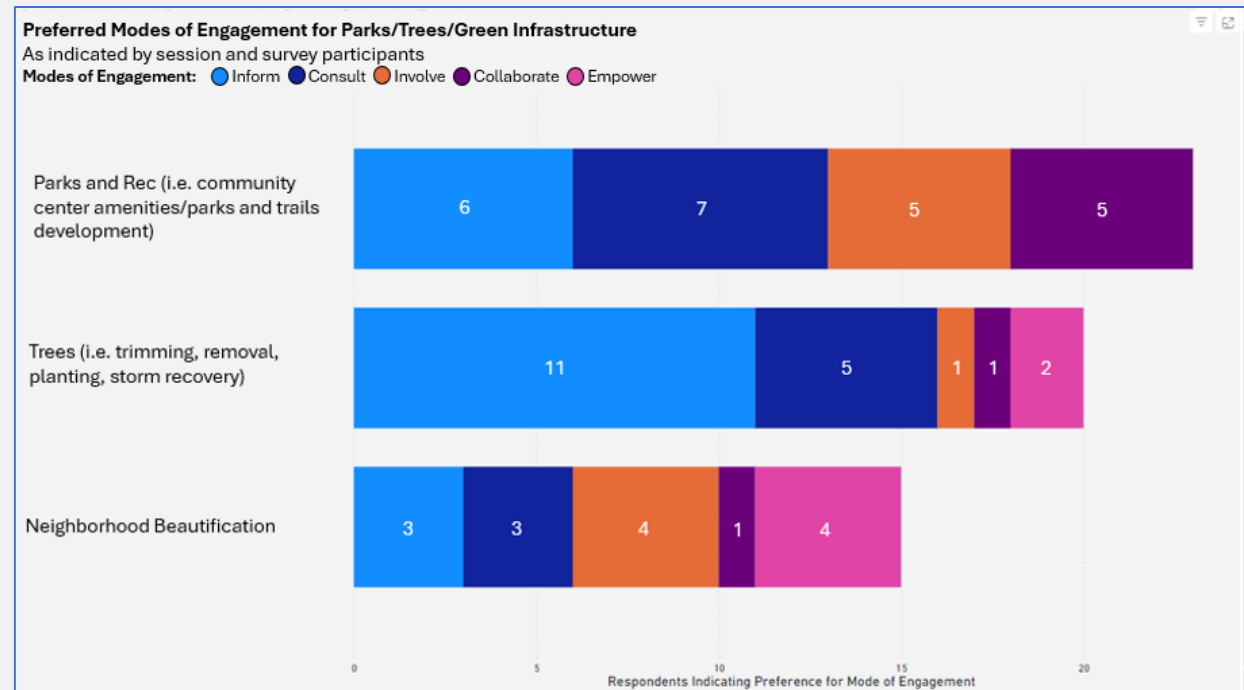
Development and Dangerous Buildings

Residents indicated a great desire to be engaged more thoroughly than just being informed when it comes to development in their neighborhood. A Consult, Involve, and/or Collaborate level of engagement was the preference. Higher levels of engagement were also preferred when it comes to Zoning/Ordinance changes and such things as area plans, redistricting, and short/long term planning.



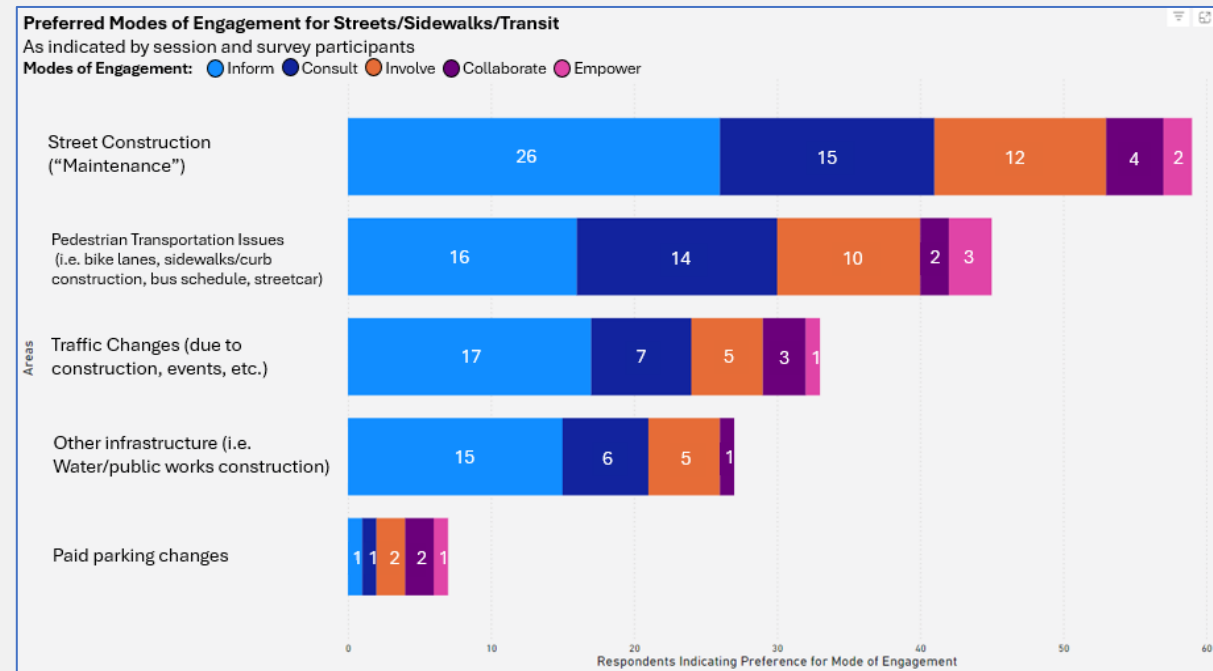
Parks/Trees/Green Infrastructure

Residents indicated that they would like to have higher levels of engagement in matters of community center amenities, park and trail development, and especially in neighborhood beautification efforts. When it comes to trees, residents indicated that they would by and large at least like to be informed and would also appreciate being consulted, particularly when it comes to tree removal.



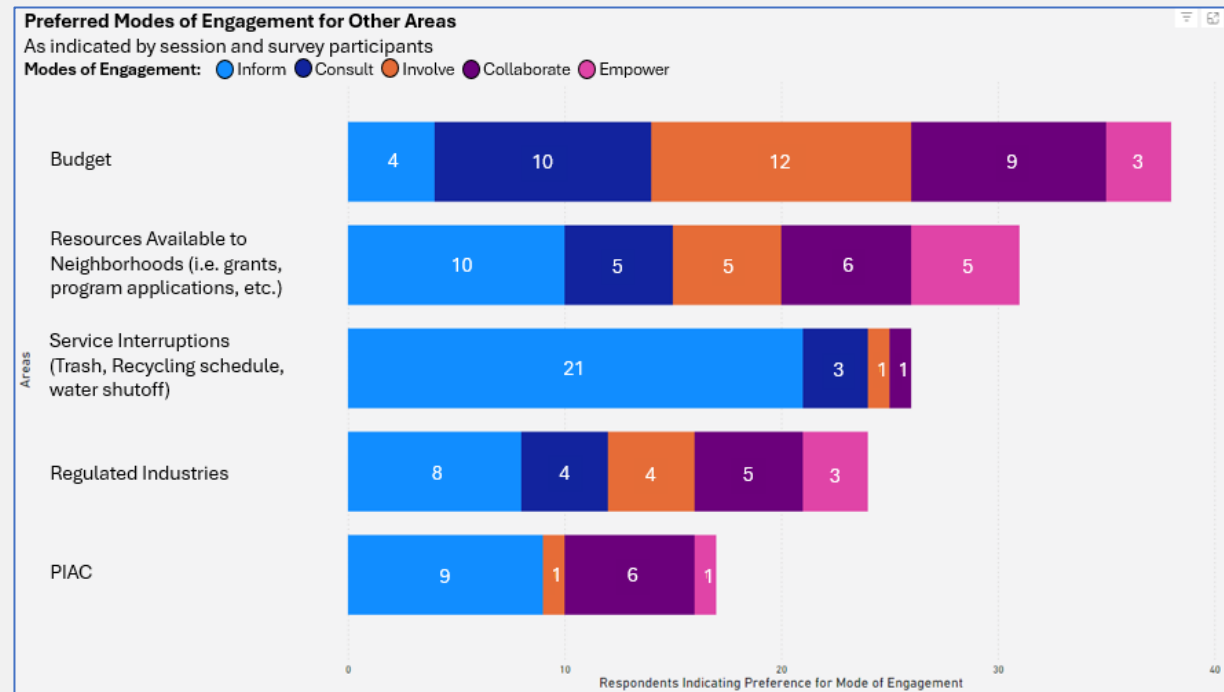
Streets/Sidewalks/Transit

Residents indicated that they would like to have higher levels of engagement across the board on these issues, but especially when it comes to street maintenance and pedestrian transportation issues such as installation of bike lanes or sidewalk construction and maintenance.



Miscellaneous

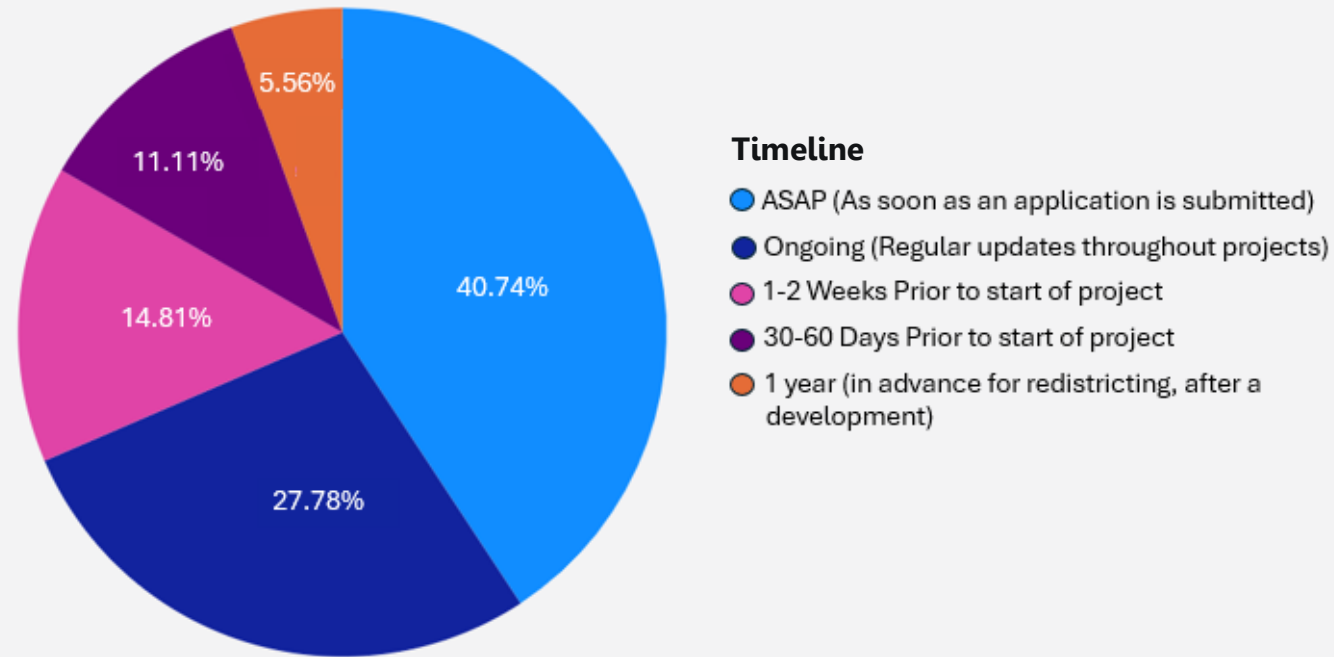
Residents indicated by a large margin that they would like to be informed more and earlier when it comes to service interruptions. They also indicated that they would like higher levels of engagement when it comes to the city budget, resources available to neighborhoods, and regulated industries. When it comes to PIAC residents would both like to be informed more about progress of PIAC projects and would like to be collaborated with on these projects.



Preferred Timeline for Engagement

Timelines for Engagement

Preferences survey and session participants



Recommended Engagement Process

- Stage 1 – Public Engagement Design and Planning
- Stage 2 – Data Collection and Reporting
- Stage 3 – Reporting Engagement Efforts and Outcomes

Phase 1

Phase 1 should be completed as soon as possible. In this phase the developer or project manager should:

- Create an anticipated project timeline
- Identify which City Department(s) and Office(s) will be involved in this project as well as individuals and/or groups who are the ultimate decisionmakers in the project.
- Identify community stakeholders including those who have been historically overlooked.
- Estimate the level of participation appropriate for the project using tools provided in the Public Engagement Strategy Design Worksheet and Public Engagement Toolbox.
- Based on the estimated appropriate level of participation, brainstorm ideas for how public engagement efforts will meet that level of participation. There are also tools available in the toolkit to help guide this process.

Phase 2

Phase 2 is a "Stay on Track" phase. This is where the plan developed in step 1 is executed and where data from public feedback is collected, recorded, and analyzed.

It is also highly encouraged for project managers to provide regular updates to stakeholders throughout this phase.

Phase 3

Phase 3 is a "Closing the loop" phase. This phase should take place at the end of a project or at the end of a project. In this phase, Developers and/or Project Managers will compile a summary all public engagement documentation, analysis, and commentary into a final report to be submitted to committee at the end of this project. This report may include such things as the engagement timeline, public meeting minutes, a record of addresses and/or Neighborhood Organizations notifications were sent to and when, and any other relevant information to show how public input was utilized. This report should be added to the Compass KC case record for public viewing.

Recommended Accountability Measures

- A record of public engagement efforts should be attached to the project record in Compass KC. This record should be viewable to the public and may include such things as:
 - The Public Engagement Strategy Design worksheet including project timeline
 - A copy of the notice of application and list of addresses and/or neighborhood organizations the notice was sent to, whether a response was received, and what date the response was received if applicable
 - A copy of the meeting minutes from the required public meeting and any subsequent optional public meeting including sign in sheet, information on which suggestions were made from the public, and information provided to the public about the project.
 - A copy of the Closing-the-loop report/summary detailing how public input was reported back to stakeholders who participated in the public engagement process.

Recommended Accountability Measures

- A developer scorecard
 - As part of the engagement process, stakeholders in the project should be provided with the Developer Scorecard and instructions on how to submit the scorecard to the appropriate committee. Copies of the scorecards that have been submitted both by the public and developers should be made publicly viewable with the project record on Compass KC.

Recommended Accountability Measures

Regular project updates

- On matters of development, zoning, road construction, and water construction that affects flow of traffic, updates should be provided to Compass KC and neighborhood organizations within the affected area no less than once per month.