

# City of Kansas City, Missouri



## Docket Memo

Ordinance/Resolution # 230655

Submitted Department/Preparer: Mayor/Council's Office

Docket memos are required on all ordinances initiated by a Department Director. More information can be found in [Administrative Regulation \(AR\) 4-1](#).

### Executive Summary

Directing the City Manager to develop or revise administrative regulations within 45 days to outline standard operating procedures to ensure timeliness of closing out cases reported to the City's 311 service (including through the web portal and the myKCMO app) with an emphasis on communicating the status of the case with the public and expediting resolution of complaints that are in the City's right-a-way.

### Discussion

This legislation does not have a fiscal impact.

### Fiscal Impact

1. Is this legislation included in the adopted budget? ☐ Yes ☐ No
2. What is the funding source?  
N/A
3. How does the legislation affect the current fiscal year?  
N/A
4. Does the legislation have fiscal impact in future fiscal years? Please notate the difference between one-time and recurring costs.  
N/A
5. Does the legislation generate revenue, leverage outside funding, or deliver a return on investment?  
N/A

### Office of Management and Budget Review

(OMB Staff will complete this section.)

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1. This legislation is supported by the general fund.

☐ Yes ☐ No

2. This fund has a structural imbalance.

☐ Yes ☐ No

### Additional Discussion (if needed)

Click or tap here to enter text.

### Citywide Business Plan (CWBP) Impact

View the [FY23 Citywide Business Plan](#)

Which CWBP goal is most impacted by this legislation?

Finance and Governance (Press tab after selecting.)

Which objectives are impacted by this legislation (select all that apply):

- ☐ Reform the City's economic incentives to meet the policy objectives of the City Council
- ☐ Ensure the resiliency of City government
- ☐ Engage in workforce planning including employee recruitment, development, retention, and engagement
- ☒ Ensure a responsive, representative, engaged, and transparent City government
- ☐
- ☐

### Prior Legislation

Click or tap here to list prior related ordinances/resolutions.

### Service Level Impacts

Click or tap here to provide a description of how this ordinance will impact service levels.  
List any related key performance indicators and impact.

### Other Impacts

1. What will be the potential health impacts to any affected groups?

N/A

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2. How have those groups been engaged and involved in the development of this ordinance?

N/A

3. How does this legislation contribute to a sustainable Kansas City?

N/A

4. Does the ordinance/resolution include Civil Rights antidiscrimination requirements in compliance with the Code of Ordinances (Chapter 38, titled "Civil Rights")?

N/A

5. Has the ordinance/resolution been submitted for review of economic equity & inclusion requirements in compliance with the Code of Ordinances (Chapter 3, titled "Contracts and Leases")?

N/A