



**KANSAS CITY
MISSOURI**

Update on Resolution 230655

Sponsor: Councilmember Melissa Robinson

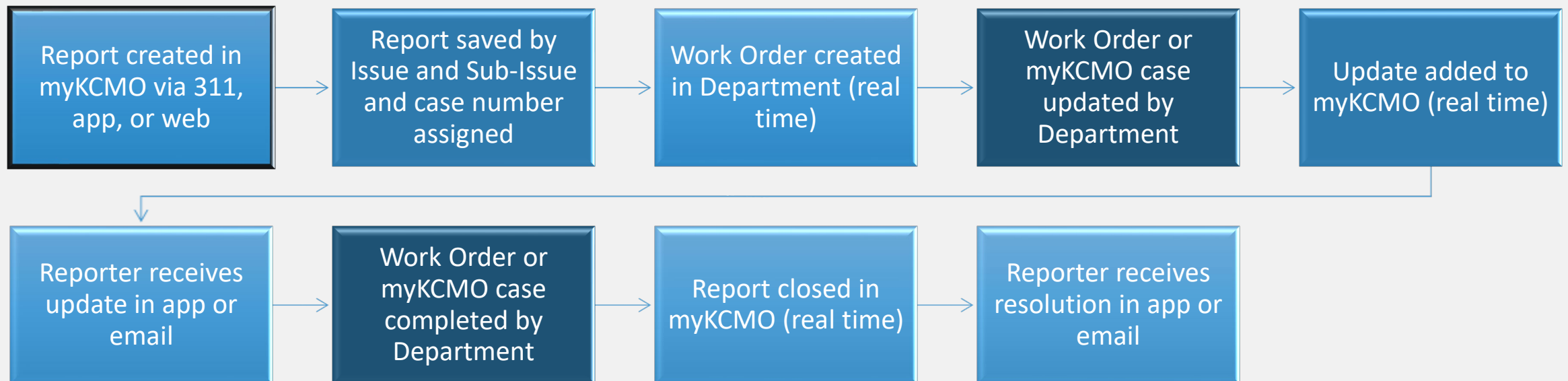
RESOLUTION - Directing the City Manager to develop or revise administrative regulations within 45 days to outline standard operating procedures to ensure timeliness of closing out cases reported to the City's 311 service (including through the web portal and the myKCMO app) with an emphasis on communicating the status of the case with the public and expediting resolution of complaints that are in the City's right-of-way. (8/10/23)

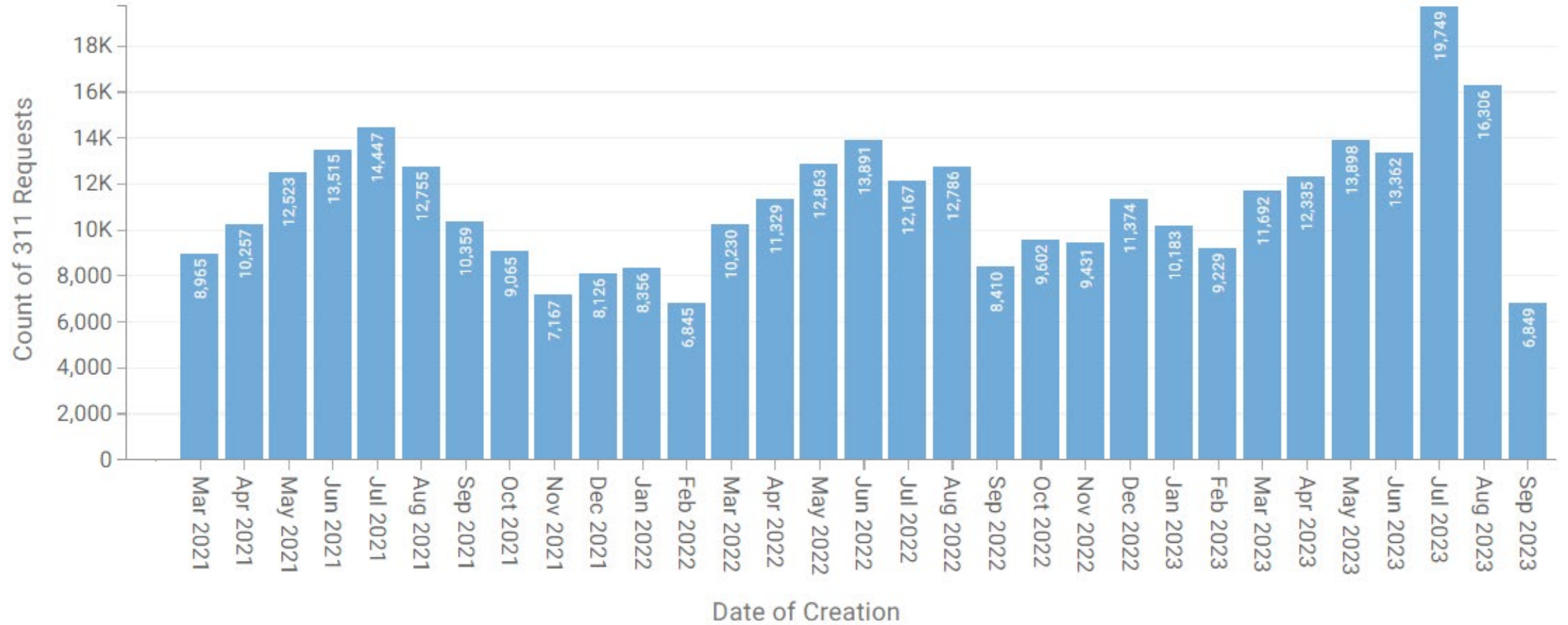
September 27, 2032

Transportation, Infrastructure, and Operations Committee

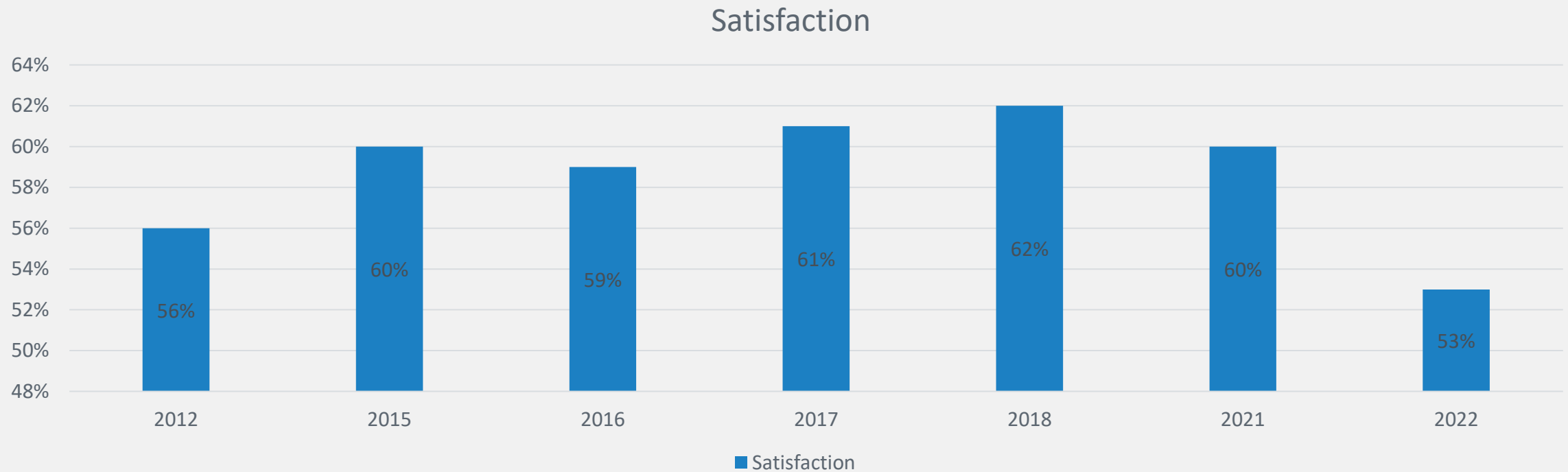


The Life of a Service Request





Resident Survey: How well was your issue resolved via 311?



Working with Departments on:

- Reviewing and making changes as needed to the set up of each reporting code with the departments
- Reviewing and making changes to the informational messages (pop-ups) for each code
- Analyzing reports on past times to respond and resolve each type of issue
- Setting policy on when and how to resolve long-term project requests (ex: New Sidewalk and Street Resurfacing)
- Training liaison(s) in each department to assist in review and triage of some requests

Features available in myKCMO Set Up

- Status bar to track steps and report to resident
 - New, Received, Assigned, Referred, Resolved, and Canceled
- Stored notes to easily add updates to the request
 - Easily modified for specific issues
- Estimated date of Completion
- Set times to notify supervisors if request not resolved
- Pop-Up informational messages when a code is selected
- Pop-Up informational messages when a request is added

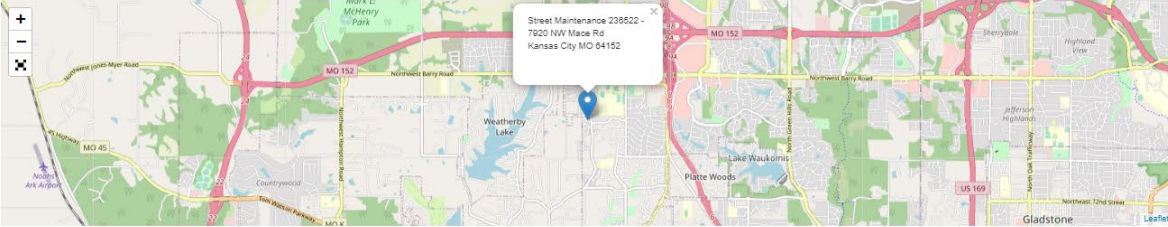
A	B	C	D	E	F	G	H	I	J	K	L	M
Sub Type Name	Issue Type	Share Option	Auto Response Text	Thirdparty Type	Thirdparty ID	Enable Disclaimer	Disclaimer Title	Disclaimer Text	Disclaimer URL	Location Required	Enable Duplicate Issue	Prevent Duplicate Issue
Adopt a Street	Street Maintenance	REPORTER	No autoresponse needed, as this is a hard redirect.			yes	Adopt A Street Program	Streets within the city limits are available for adoption. Fill out the form below or call the Kansas City Crime Commission at 816-960-6800 for more information.	https://www.kc-crime.org/adopt-a-street	no	yes	1
Capital Projects Referral	Street Maintenance	REPORTER	Thank you for your question regarding Capital Projects.			no				yes	yes	1
Ditch Cleaning	Street Maintenance	REPORTER	Ditches along the City street will be dug out by Public Works Street Maintenance.	17	Ditch Cleaning	no				yes	yes	1
Guardrail	Street Maintenance	ALL	Street Maintenance crews will address your report as soon as possible.	17	Streets / Roadways / Alleys-Guardrail	no				yes	yes	1
Maintenance	Street Maintenance	ALL	We will respond to this concern as soon as possible.	17	Streets/Roadways/Alleys-Other Maintenance	no				yes	yes	1
Mowing on the Right of Way	Street Maintenance	ALL	Public Works is mowing the right of way on select streets two times this summer.	17	Mowing / Weeds-Right of Way (ROW)-On Demand (PW)	no				yes	yes	1
Pothole	Street Maintenance	ALL	Currently Public Works is dealing with a high level of requests, and it can take up to 60 days to resolve. We appreciate your reporting and patience.	17	Streets / Roadways / Alleys-Pothole	no				yes	yes	1
Request Speed Humps	Street Maintenance	ALL	Public Works Street and Traffic Division will do a preliminary inspection to verify the location meets the program criteria.	17	Streets / Roadways / Alleys-Speed Bump-Request New	yes	Speed Hump Guidelines	Speed humps must be located on a paved, residential street with a speed limit of 30 mph or less. The project must also be approved by 75% of the property owners. For more information, please call 816-513-9886 or read our online process.		yes	yes	1
Resurface Alleys	Street Maintenance	REPORTER	Thank you for contacting the City of Kansas City Missouri regarding alley resurfacing. Currently, the resurfacing of alleys requires Public Improvements Advisory Committee funding. To view your PIAC representatives or to submit a request, visit: kcmo.gov/piac	17	Streets / Roadways / Alleys-Resurfacing	no				yes	yes	1
Resurface Streets	Street Maintenance	REPORTER	Thank you for contacting the KCMO Public Works Department. We have received your street resurfacing request. For more information, please visit https://www.kcmo.gov/city-hall/departments/public-works/street-preservation-program	17	Streets / Roadways / Alleys-Resurfacing	no				yes	yes	1

Example of Code Set Up Options for Street Maintenance

myKCMO Set Up and Layout Options

236522 - Street Maintenance

Status: received



Question/Answer

Number of Potholes

Entire Block

Location

Street

Opened

09/26/2023 11:41 AM

Closed

—/—/—

Device

Phone Answered

Reporter

Email

Phone

Reported Notes

Resident is reporting multiple potholes at this intersection of N Nodaway Ave and NW Mace Rd that need to be repaired.

Edit Reported Notes

Update log

09/26/23 11:41 AM

Status Changed

Status changed to received

myKCMO

09/26/23 11:41 AM

New report

Report submitted by staff member Valerie Palmer

Valerie Palmer

Issue settings

Severity

Critical

High

Medium

Low

Status

New

Received

Assigned

Referred

Resolved

Canceled

Action

Select Action

Resolution

Select Resolution

Note

Add new note

File management

Add files

☐ Share with citizen
 ☐ Change notification
 ☐ Notify department

Estimated resolution date

MM/DD/YYYY

Set

Reassign issue type

Street Maintenance

Issue sub-type

Pothole

Total time and cost 0h 0min 00.00

Hour

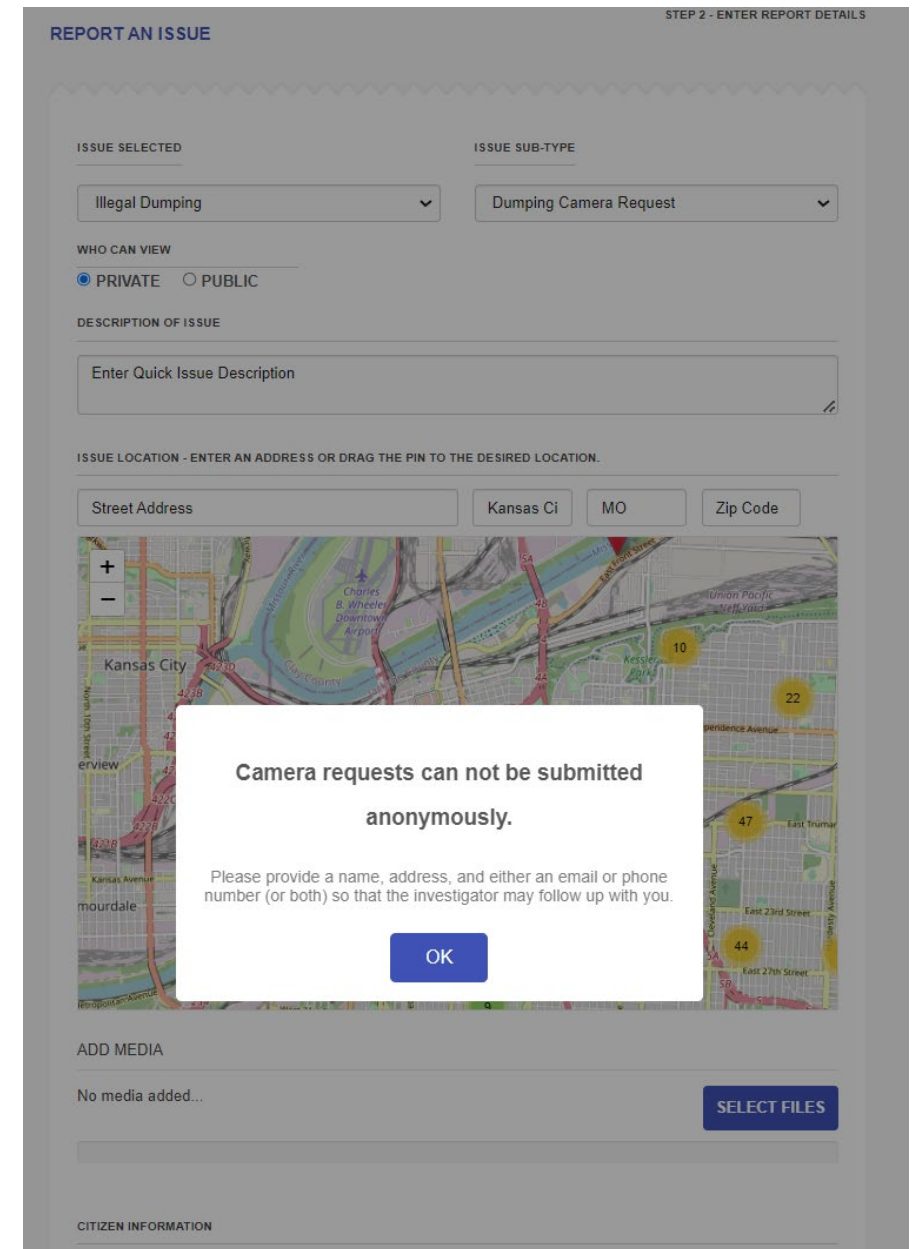
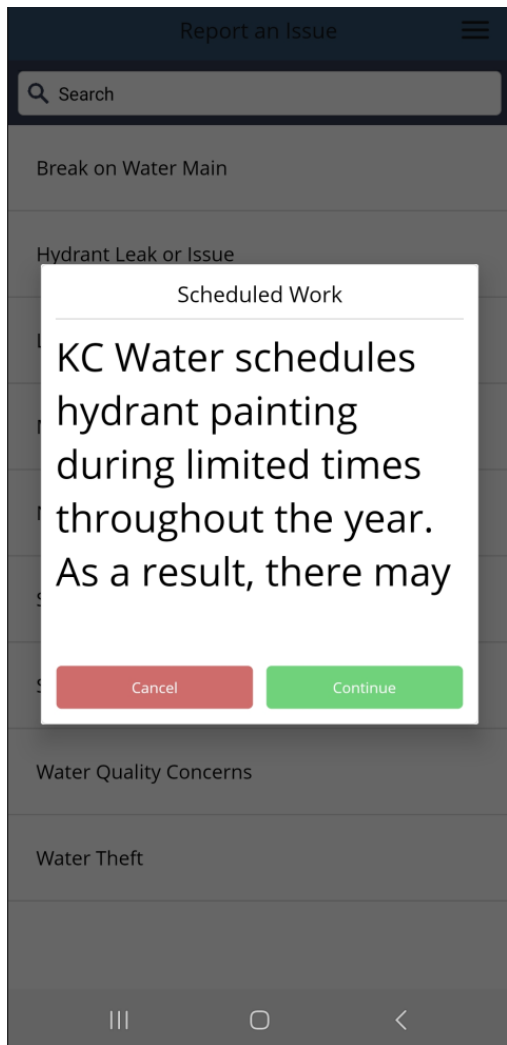
Min

Cost in \$

Notes

Add

Save changes



Pop-Up Messages - Code Specific



**KANSAS CITY
MISSOURI**


MY REPORT	
1602820	07/10/2023
Graffiti Public Property	
NEW	
212447	04/30/2023
Trees - City Owned Dead Tree	
RESOLVED	
1479118	04/19/2023
Vehicles and Parking Abandoned on Street	
RESOLVED	



Hooray!

An Inspector from the Health Department will investigate and respond. Your WO id #512402

OK

#1479118	
DETAILS	ACTIVITY
May 01 02:33 PM	
Status Changed	Jackie Donovan
Work Order #1479118 status has changed from assigned to resolved. Moved not towed	
Apr 23 11:26 PM	
Status changed to ASSIGNED	Rachel Hakes
Work Order #1479118 status has changed from new to assigned	
Apr 19 03:27 PM	
Notes Added By Citizen	
Image has been added on Work Order #1479118	
	

Easy for Departments to Track and Monitor Service Requests in myKCMO

Filters

7 filters applied [Reset all](#)

Status

☒ New 0

☒ Received 141

☒ Assigned 0

☒ Referred 4

☐ Resolved 130

☐ Canceled 15

Clear

Apply

Open Date range

Updated Date

Aug 26, 2023 - Sep 25, 2023

Clear

Apply

Severity

Report type

Report subtype

Department

Staff

Search issues for (Work Order #, Issue Address, First Name, Last Name, Phone, Email)						
Issue	Status	Resolved	Type	Subtype	Open date	Address
236446	Received	--	Street Maintenance	[Pothole]	09/25/2023	900 Ward Pkwy Kansas City MO 64112
236432	Received	--	Street Maintenance	[Pothole]	09/25/2023	441 Huntington Rd Kansas City MO 64113
236431	Received	--	Street Maintenance	[Pothole]	09/25/2023	3712 N Cypress Ave Kansas City MO 64117
236422	Received	--	Street Maintenance	[Pothole]	09/25/2023	901 Hardesty Ave Kansas City MO 64127
236409	Received	--	Street Maintenance	[Pothole]	09/25/2023	4008 Crescent Ave Kansas City MO 64133
236356	Received	--	Street Maintenance	[Pothole]	09/25/2023	5301 N Brighton Ave Kansas City MO 64119
236352	Received	--	Street Maintenance	[Pothole]	09/25/2023	4115 N Hawthorne Cir Kansas City MO 64116
236334	Received	--	Street Maintenance	[Pothole]	09/24/2023	1223 Arno Rd Kansas City MO 64113
236275	Received	--	Street Maintenance	[Pothole]	09/24/2023	8734 Virginia Ln Kansas City MO 64114
236239	Received	--	Street Maintenance	[Pothole]	09/23/2023	12951 Frost Rd Kansas City MO 64138

Weekly Report emailed to staff

Report Type

Food Safety: Convenience or Grocery Store

THIS WEEK TOTAL

NEW

2

CLOSED

1

AVG. RESOLUTION

0

THIS MONTH TOTAL

NEW

6

CLOSED

1

AVG. RESOLUTION

0

THIS YEAR TOTAL

NEW

113

CLOSED

118

AVG. RESOLUTION

9

Report Type

Food Safety: Restaurant

THIS WEEK TOTAL

NEW

6

CLOSED

2

AVG. RESOLUTION

3

THIS MONTH TOTAL

NEW

9

CLOSED

7

AVG. RESOLUTION

5

THIS YEAR TOTAL

NEW

246

CLOSED

272

AVG. RESOLUTION

13

311 Service Request Snapshot Report

For Period from 12/05/2020 thru 12/11/2020

For Department: ALL

<u>Department</u>	<u>Provider Group</u>	<u>Summary</u>	<u>Cases Created</u>	<u>Cases Closed</u>	<u>Med Days Close</u>	<u>Cases Remain Open</u>	<u>Med Days Open</u>
Parks and Rec	Parks and Rec-Facility Maintenance-	Lights / Signals-Street Light-Parks Mainta	0	0	-	1	9
	Parks and Rec-Landscape Services-Forestry	Trees-Removal-Brush pickup	0	0	-	1	11
	Parks and Rec-Landscape Services-Forestry	Trees-Removal-Declining	1	1	53	11	43
	Parks and Rec-Landscape Services-Forestry	Trees-Removal-Dumping	1	0	-	1	2
	Parks and Rec-Landscape Services-Forestry	Trees-Removal-Stump	1	0	-	9	14
	Parks and Rec-Landscape Services-Forestry	Trees-Removal-Tree Limbs	3	4	20.5	11	9
	Parks and Rec-Landscape Services-Forestry	Trees-Removal-Tree dead	3	3	9	15	16
	Parks and Rec-Landscape Services-Forestry	Trees-Removal-Tree down	1	0	-	2	5.5
	Parks and Rec-Landscape Services-Forestry	Trees-Services-Feedback	0	0	-	1	22
	Parks and Rec-Landscape Services-Forestry	Trees-Services-Question	0	0	-	2	45.5
	Parks and Rec-Landscape Services-Forestry	Trees-Services-Review	0	0	-	1	10
	Parks and Rec-Landscape Services-Forestry	Trees-Services-Service Issue / Problem	4	0	-	6	4
	Parks and Rec-Landscape Services-Forestry	Trees-Trimming-Block Pruning	2	2	44.5	9	25
	Parks and Rec-Landscape Services-Forestry	Trees-Trimming-Seasonal	0	0	-	1	50
	Parks and Rec-Landscape Services-Forestry	Trees-Trimming-Streetlight	0	0	-	1	85
	Parks and Rec-Landscape Services-Forestry	Trees-Trimming-Tree Limbs	6	8	20.5	80	37
	Parks and Rec-Landscape Services-Forestry	Trees-Trimming-Visibility	0	0	-	2	23.5
	Parks and Rec-Landscape Services-Forestry Tech	Trees-Emerald Ash-Question / Feedback	1	0	-	1	1
	Parks and Rec-Landscape Services-Forestry Tech	Trees-Removal-Declining	0	0	-	1	7
	Parks and Rec-Landscape Services-Forestry Tech	Trees-Services-Plant City Tree Request	1	0	-	1	3
	Parks and Rec-Landscape Services-Forestry Tech	Trees-Services-Review	1	0	-	1	1
	Parks and Rec-Landscape Services-Forestry Tech	Trees-Services-Service Issue / Problem	1	0	-	1	3
	Parks and Rec-Landscape Services-Forestry Tech	Trees-Trimming-Tree Limbs	0	2	19	0	-
	Parks and Rec-North Region-	Mowing / Weeds-Blvd / Pkwy-North	0	1	94	0	-
	Parks and Rec-North Region-	Parks & Recreation-Park Maintenance-North	3	3	1	5	14
	Parks and Rec-North Region-	Trash / Recycling-Dumping-Park - North	0	1	4	0	-
	Parks and Rec-Planning and Design	Capital Projects-Parks-Service Issue / Pro	0	0	-	1	7
	Parks and Rec-Planning and Design	Sidewalks / Curbs / Ditch-Damage / Dis-Rep	1	0	-	1	3
	Parks and Rec-South Region-	Mowing / Weeds-Parks-South	0	0	-	1	8
	Parks and Rec-South Region-	Parks & Recreation-Landscaping-South (Dept	1	1	3	0	-
	Parks and Rec-South Region-	Parks & Recreation-Park Maintenance-South	5	4	3	3	0
	Parks and Rec-South Region-	Trash / Recycling-Dumping-Park - South	0	1	7	0	-
	Parks and Rec Total		48	45	22	274	29
Public Works	Public Works- Sidewalks- GO Bonds	Sidewalks / Curbs / Ditch-Unapproved Objec	0	1	26	0	-
	Public Works-Capital Projects-	Capital Projects-Public Works-Service Issu	4	4	35.5	5	1
	Public Works-Capital Projects-	Signs-Traffic Sign-New Sign Request	0	1	32	1	7
	Public Works-Capital Projects-	Streets / Roadways / Alleys-Cut / Permit-D	0	0	-	1	17
	Public Works-Capital Projects-	Streets / Roadways / Alleys-Obstructed / C	0	0	-	1	18
	Public Works-Capital Projects-	Streets / Roadways / Alleys-Plate-Request	1	0	-	1	5

311 Liaison(s) in Departments

- Triage new myKCMO service requests to ensure accurate code assignment and reduce misdirected requests
- Review reports for actions needed on outstanding service requests
- Review open requests for service to ensure timely updates in myKCMO
- Respond to requests for information and updates on service requests if additional detail is needed
- Provide responses to questions about service requests (status updates, timeframe for completion, etc.)
- Make recommendations for changes and improvements in the setup of the department codes in myKCMO
- Keep department staff listing and assignments updated in the myKCMO
- Attend regular meetings with Neighborhood Management Team to review open requests and work on solutions