



Legislation Text

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RESOLUTION NO. 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.

WHEREAS, the City provides residents a tool to communicate service requests through the City's 311 hotline, web portal, or the downloadable myKCMO app, and timely resolution of such requests is critical to effective service; NOW, THEREFORE,

BE IT RESOLVED BY THE COUNCIL OF KANSAS CITY:

That the City Council hereby directs 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.

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