



# KANSAS CITY MISSOURI

# Update on Resolution 230655

**Sponsor: Councilmember Melissa Robinson**

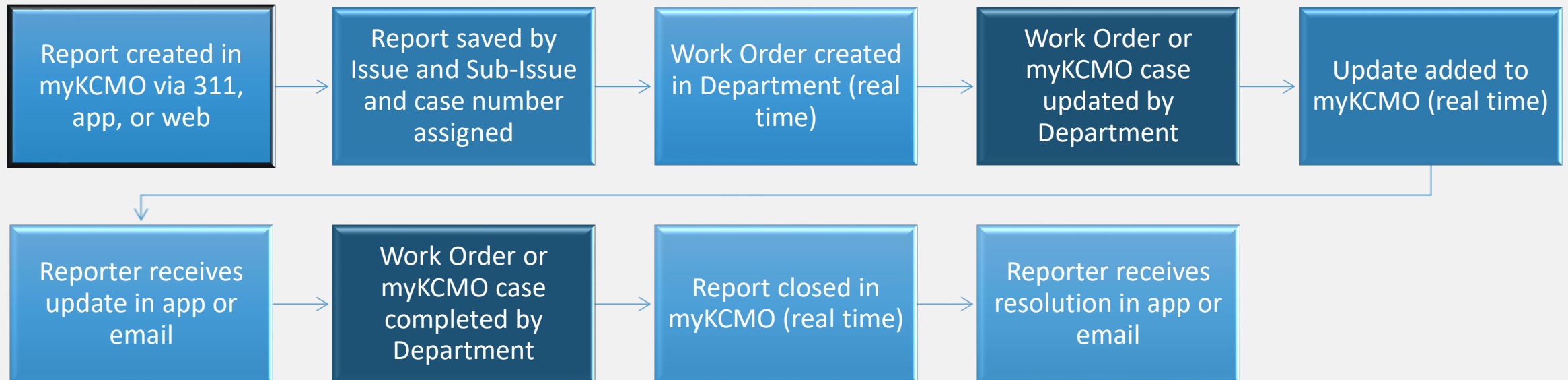
**RESOLUTION - Directing the City Manager to develop or revise administrative regulations within 45 days to outline standard operating procedures to ensure timeliness of closing out cases reported to the City's 311 service (including through the web portal and the myKCMO app) with an emphasis on communicating 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)**

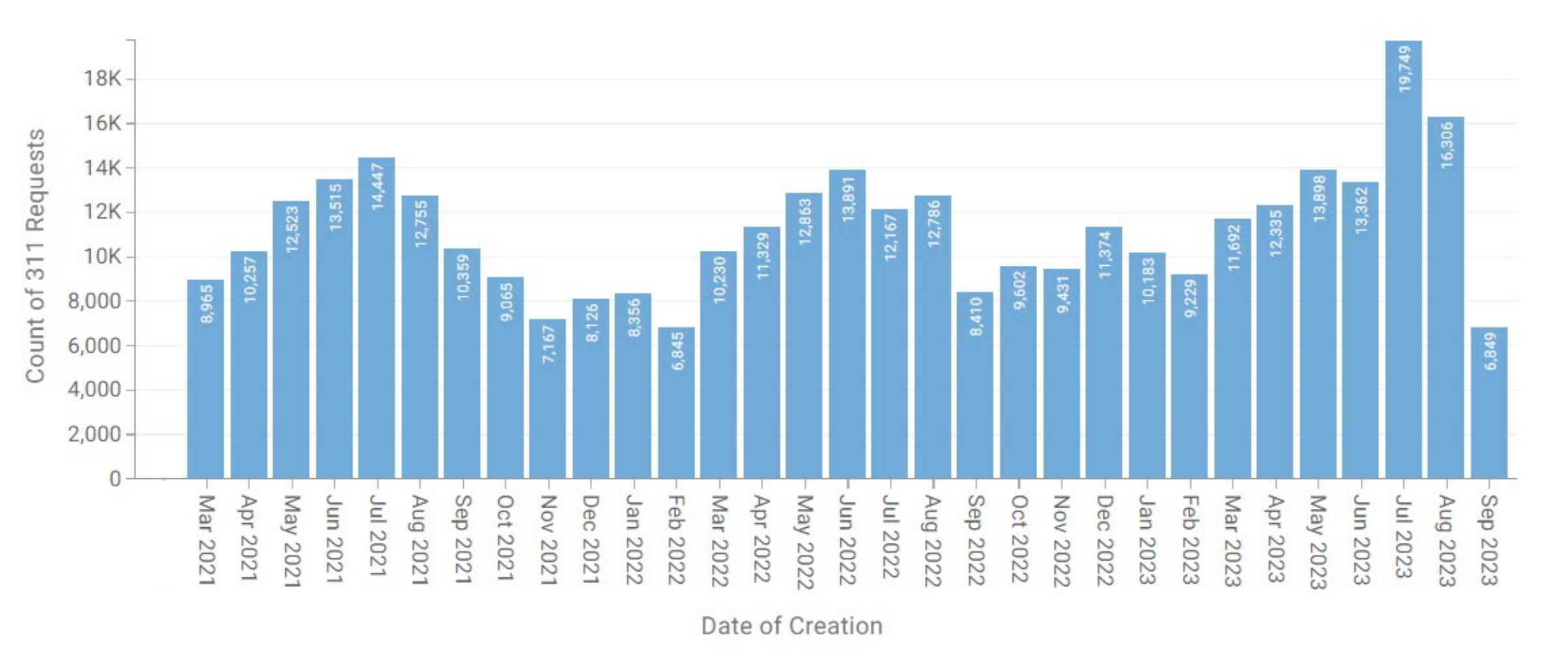
September 27, 2032

Transportation, Infrastructure, and Operations Committee



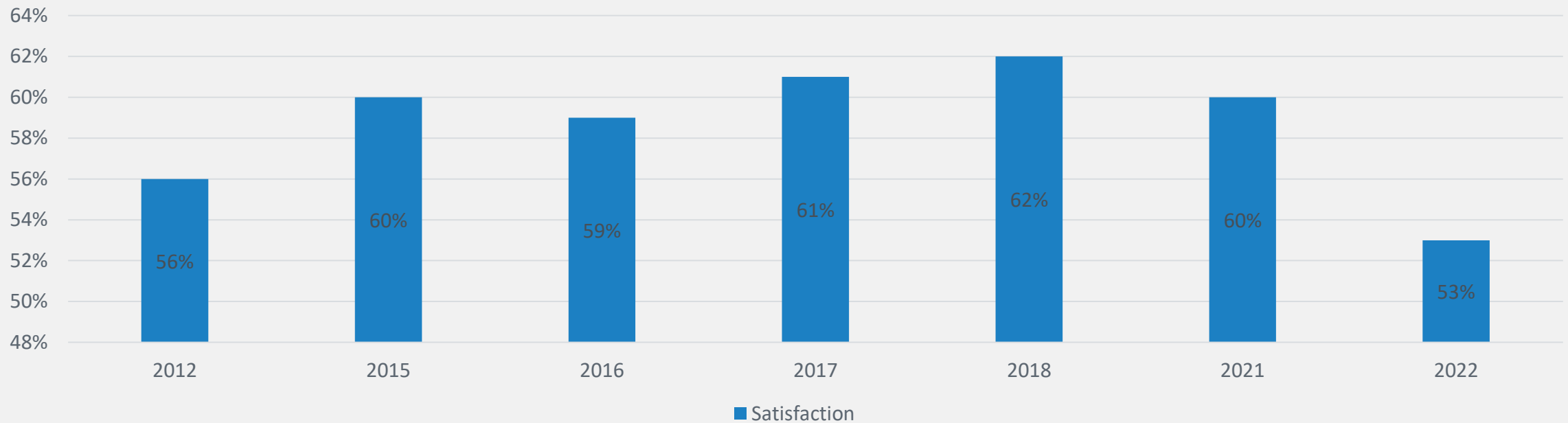
# The Life of a Service Request





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

Satisfaction



# 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.	<a href="https://www.kc-crime.org/adopt-a-street">https://www.kc-crime.org/adopt-a-street</a>	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 <a href="https://www.kcmo.gov/home/showdocument?id=3597">online process</a> .		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: <a href="https://www.kcmo.gov/piac">kcmo.gov/piac</a>	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 <a href="https://www.kcmo.gov/city-hall/departments/public-works/street-preservation-program">https://www.kcmo.gov/city-hall/departments/public-works/street-preservation-program</a>	17	Streets / Roadways / Alleys-Resurfacing	no				yes	yes	1

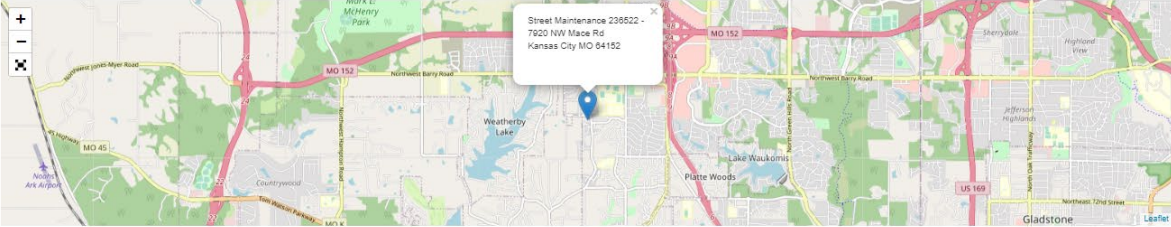
# Example of Code Set Up Options for Street Maintenance



# myKCMO Set Up and Layout Options

236522 - Street Maintenance 📍
PUBLIC ▼

Status: received



Question/Answer  
Number of Potholes  
Entire Block  
Location  
Street

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Opened: 09/26/2023 11:41 AM      Closed: -/-/-      Device: Phone Answered

Reporter	Email	Phone

[Edit Contact](#)

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	<p><b>Status Changed</b></p> <p>Status changed to received</p>	myKCMO <span style="font-size: 0.8em;">👤</span>
09/26/23 11:41 AM	<p><b>New report</b></p> <p>Report submitted by staff member Valerie Palmer</p>	Valerie Palmer

**Issue settings**

Severity

Critical

High

Medium

Low

Status

📄  
New

📥  
Received

📁  
Assigned

⏸  
Referred

🔄  
Resolved

✕  
Canceled

Action

Select Action

Select Resolution

Note

Add new note

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**File management**

[Add files](#)

Share with citizen     Change notification     Notify department

Estimated resolution date

MM/DD/YYYY Set

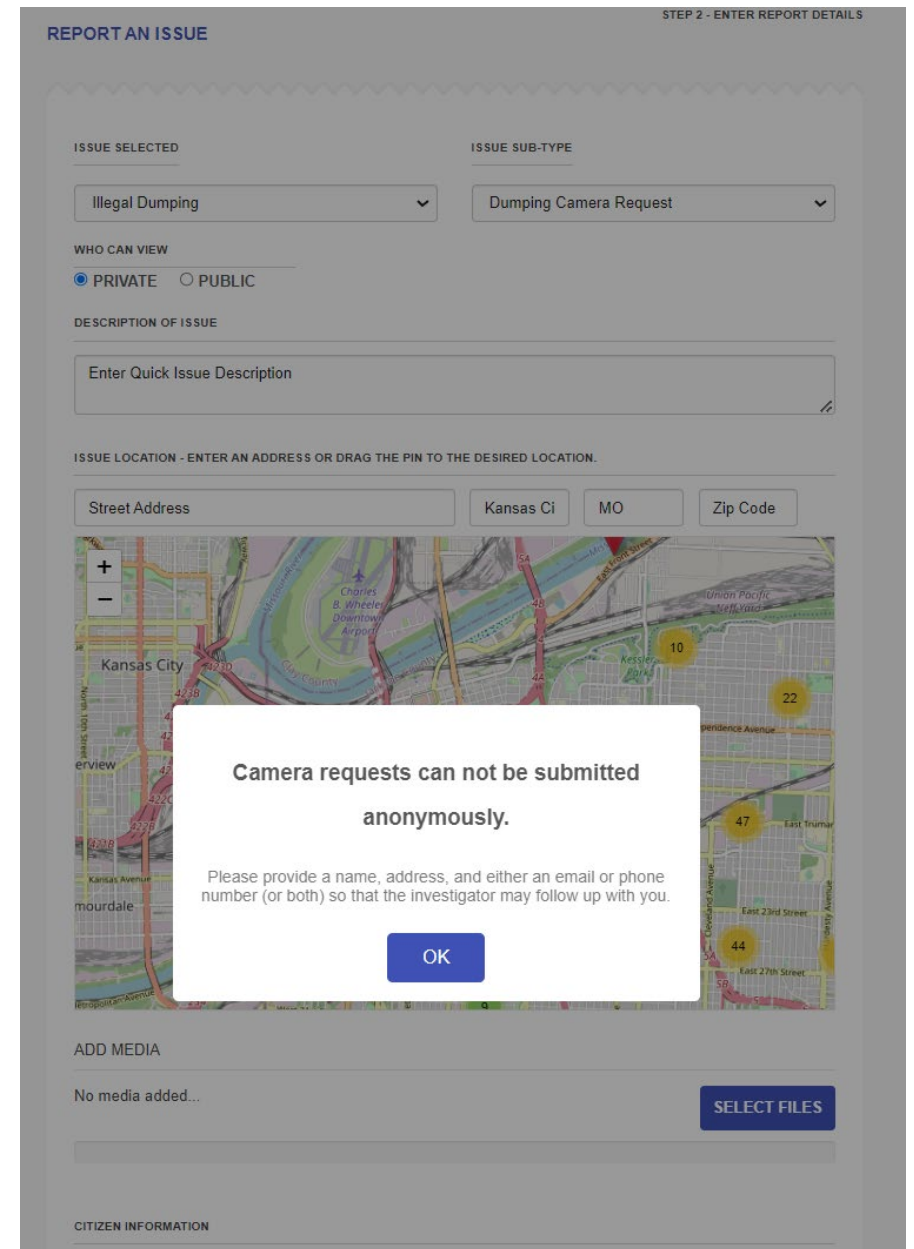
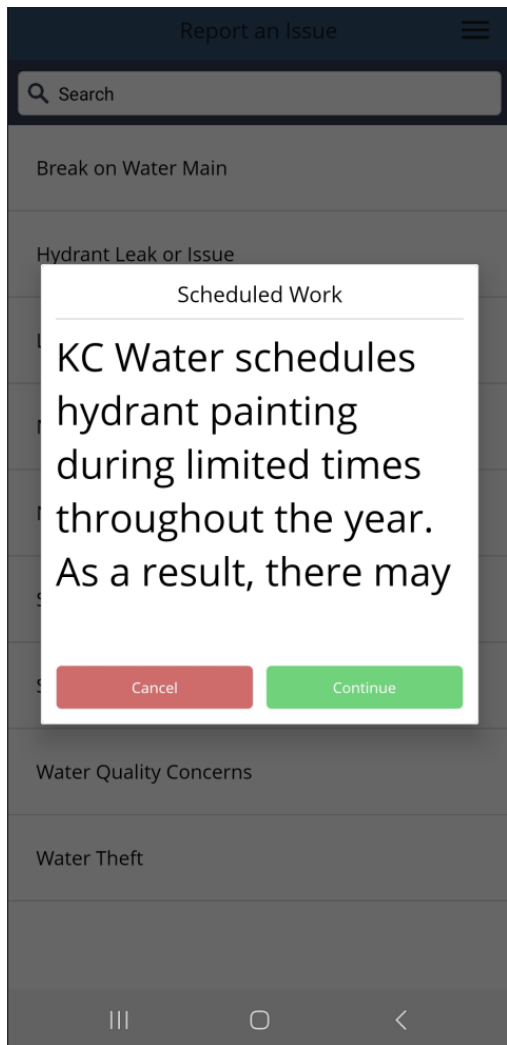
Reassign issue type      Issue sub-type

Street Maintenance      Pothole

Total time and cost 0h 0min \$0.00

Hour : Min : Cost in \$ : Notes : Add

[Save changes](#)



## Pop-Up Messages - Code Specific

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



**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)

<a href="#">Issue</a>	Status	Resolved	Type	Subtype	Open date	Address
<a href="#">236446</a>	Received	--	Street Maintenance	[ Pothole ]	09/25/2023	900 Ward Pkwy Kansas City MO 64112
<a href="#">236432</a>	Received	--	Street Maintenance	[ Pothole ]	09/25/2023	441 Huntington Rd Kansas City MO 64113
<a href="#">236431</a>	Received	--	Street Maintenance	[ Pothole ]	09/25/2023	3712 N Cypress Ave Kansas City MO 64117
<a href="#">236422</a>	Received	--	Street Maintenance	[ Pothole ]	09/25/2023	901 Hardesty Ave Kansas City MO 64127
<a href="#">236409</a>	Received	--	Street Maintenance	[ Pothole ]	09/25/2023	4008 Crescent Ave Kansas City MO 64133
<a href="#">236356</a>	Received	--	Street Maintenance	[ Pothole ]	09/25/2023	5301 N Brighton Ave Kansas City MO 64119
<a href="#">236352</a>	Received	--	Street Maintenance	[ Pothole ]	09/25/2023	4115 N Hawthorne Cir Kansas City MO 64116
<a href="#">236334</a>	Received	--	Street Maintenance	[ Pothole ]	09/24/2023	1223 Arno Rd Kansas City MO 64113
<a href="#">236275</a>	Received	--	Street Maintenance	[ Pothole ]	09/24/2023	8734 Virginia Ln Kansas City MO 64114
<a href="#">236239</a>	Received	--	Street Maintenance	[ Pothole ]	09/23/2023	12951 Frost Rd Kansas City MO 64138

# Weekly Report emailed to staff

Report Type			
<b>Food Safety: Convenience or Grocery Store</b>			
THIS WEEK TOTAL	NEW	CLOSED	AVG. RESOLUTION
	2	1	0
THIS MONTH TOTAL	NEW	CLOSED	AVG. RESOLUTION
	6	1	0
THIS YEAR TOTAL	NEW	CLOSED	AVG. RESOLUTION
	113	118	9
Report Type			
<b>Food Safety: Restaurant</b>			
THIS WEEK TOTAL	NEW	CLOSED	AVG. RESOLUTION
	6	2	3
THIS MONTH TOTAL	NEW	CLOSED	AVG. RESOLUTION
	9	7	5
THIS YEAR TOTAL	NEW	CLOSED	AVG. RESOLUTION
	246	272	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	-	
		<b>Parks and Rec Total</b>		<b>48</b>	<b>45</b>	<b>22</b>	<b>274</b>	<b>29</b>
	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