

Presentation:

Office of Citizen Engagement

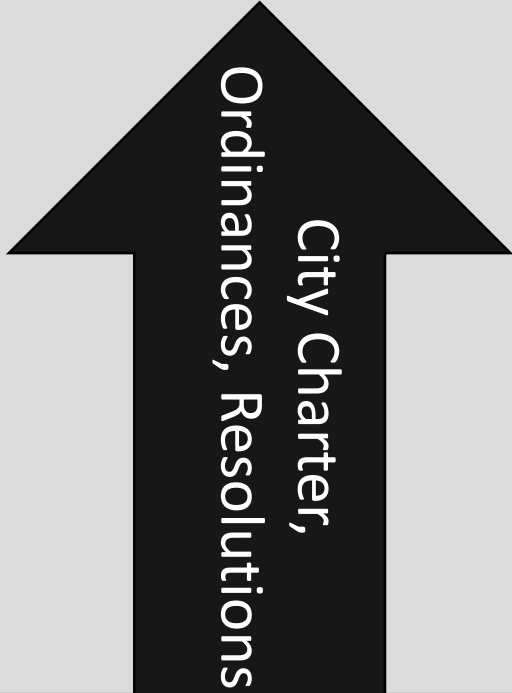
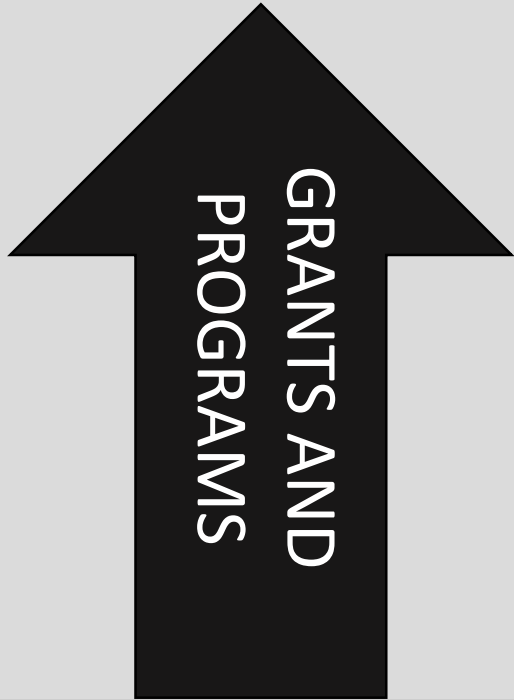
Ordinance No. 210140



Office of Citizen Engagement

One-stop shop to proactively educate and connect residents with citywide services, programs, information, and opportunities to engage

311 Call Center | DataKC | myKCMO app | Community Engagement University



INFORMATION INFORMATION INFORMATION

Customer Service Specialists

Currently in 311

- Calls:
 - Monday average = 2,058
 - Average call handle time = 4 min
 - Average minutes of calls per day = 8,232
 - Average minutes worked by a CSS per day = 420 minutes
- Web and App Requests:
 - Monday average = 175
 - Average processing time = 4 minutes
 - Average minutes per day = 700

Engagement: myKCMO App

- Calls:
 - Projected 20% reduction in calls
 - Reduces average calls to 1,647
- Web and App Requests:
 - No processing time required by 311 staff
 - Eliminates 700 minutes of processing time

Cookingham-Noll Fellowship

Currently

- Two new Fellows start every year in June
- Both begin the fellowship in DataKC/311
- Both serve together for a three month rotation

Office of Citizen Engagement

- Each Fellow would serve an additional three month rotation in the Office of Citizen Engagement
- Fellows would be assigned individually

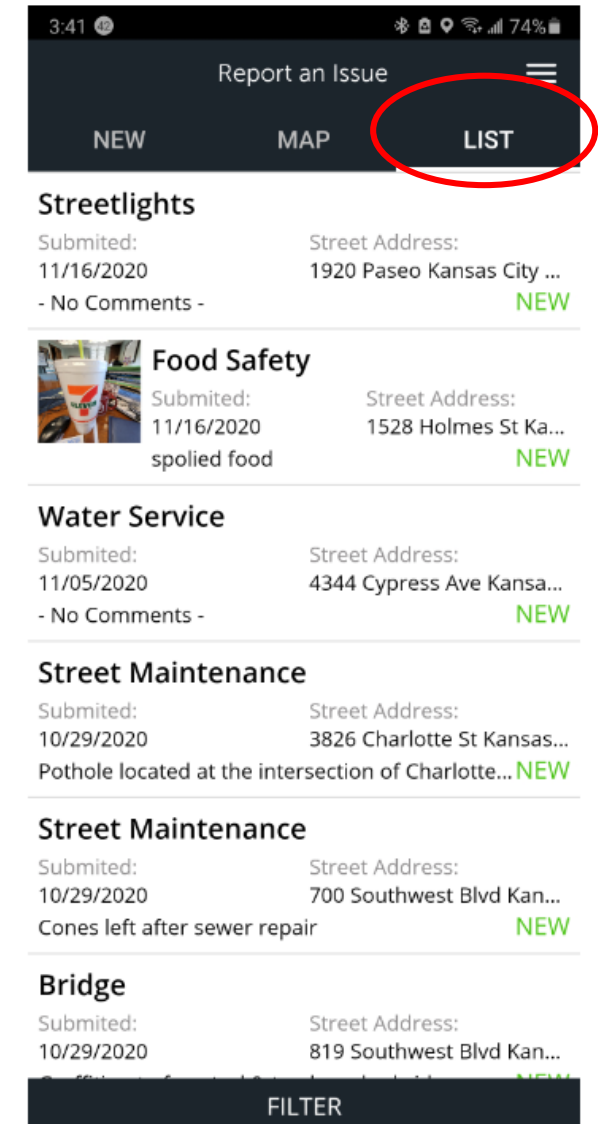
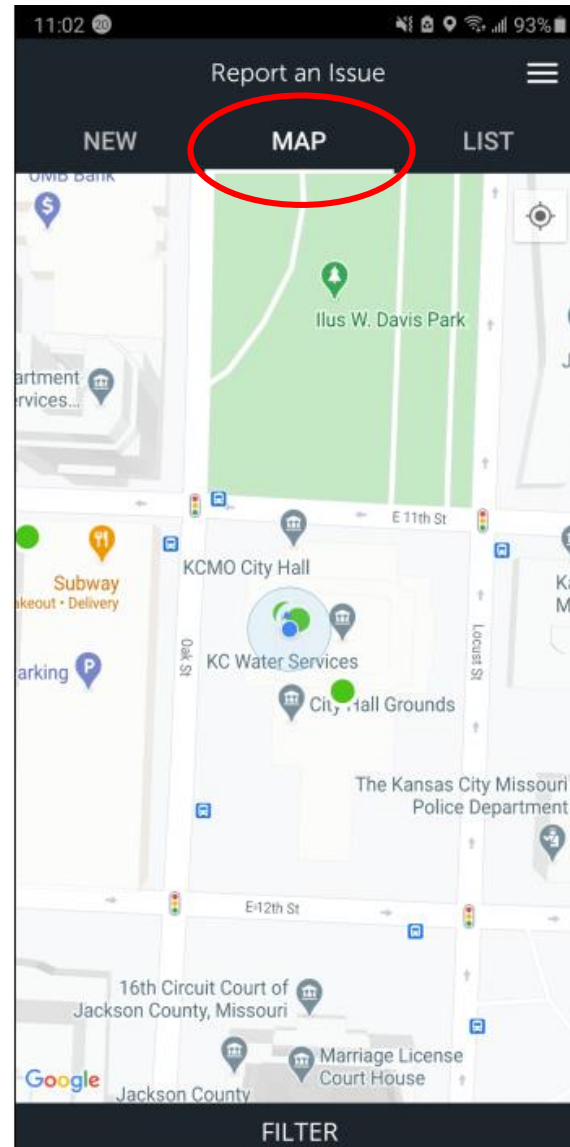
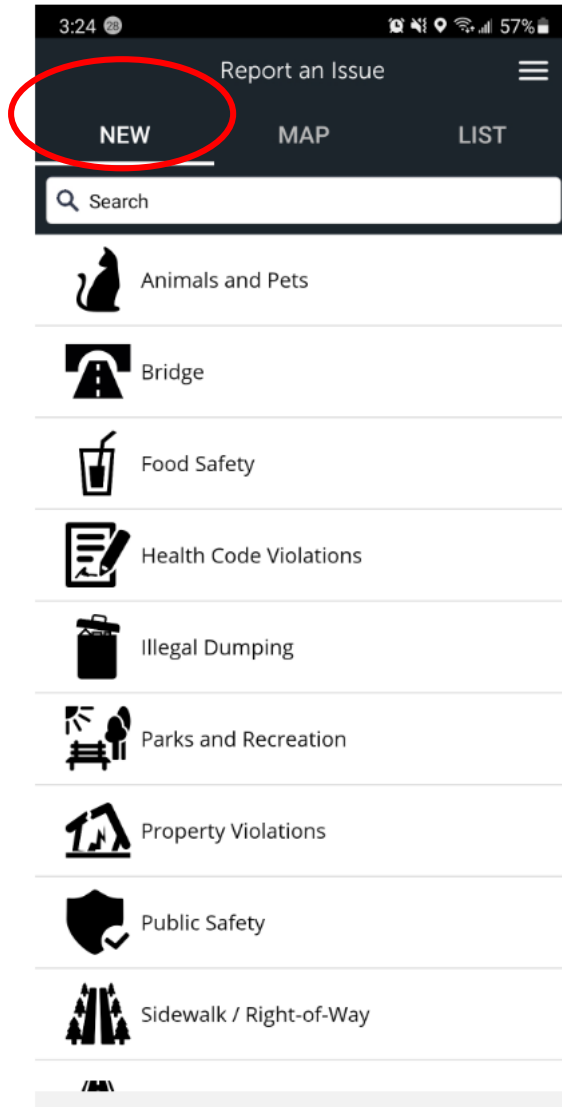


myKCMO Citywide App

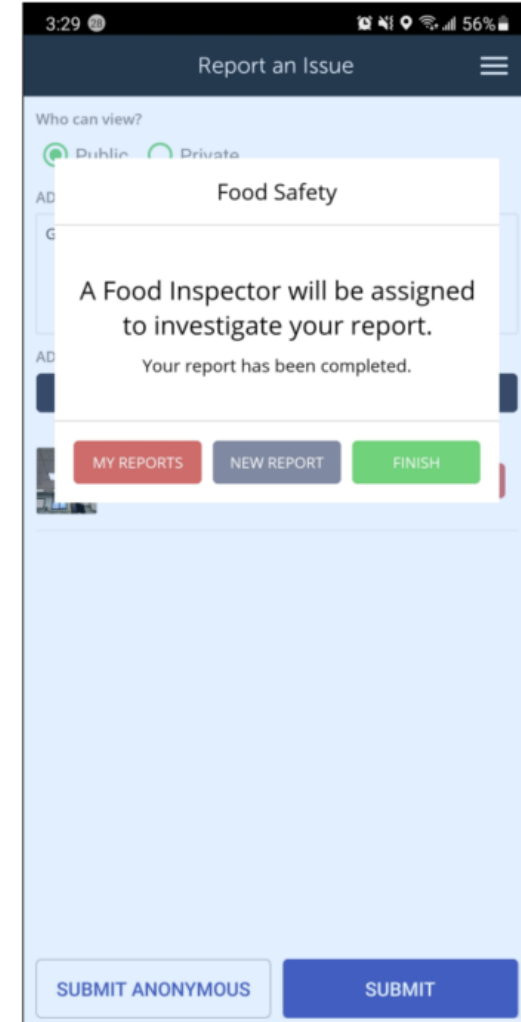
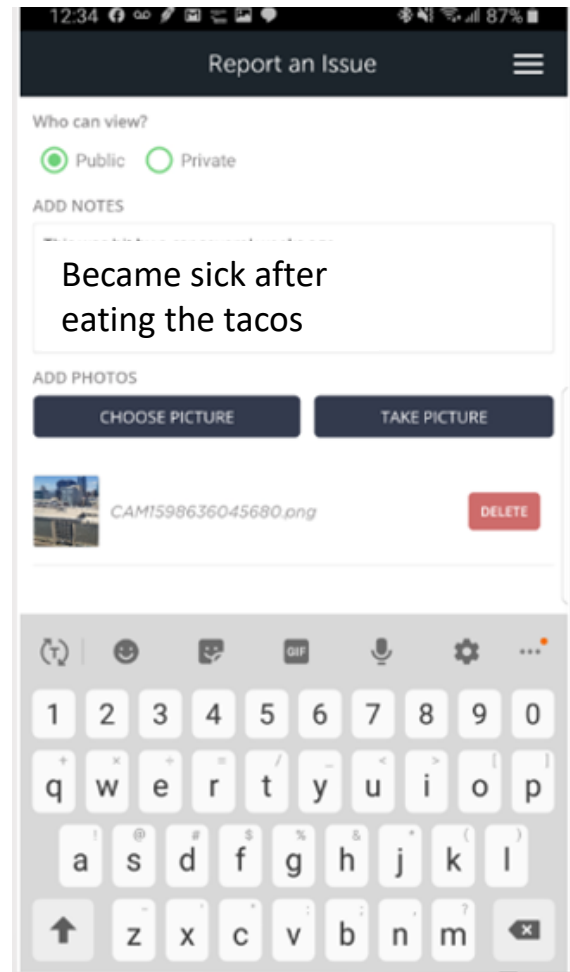
Live March 11



Report an issue or find/track a reported issue

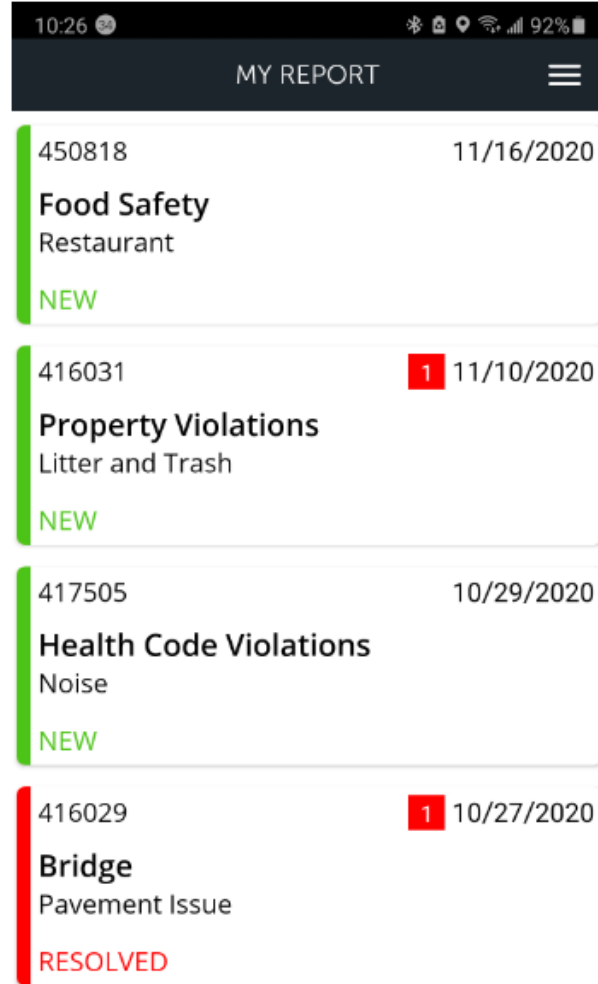


Select location and add information and photo

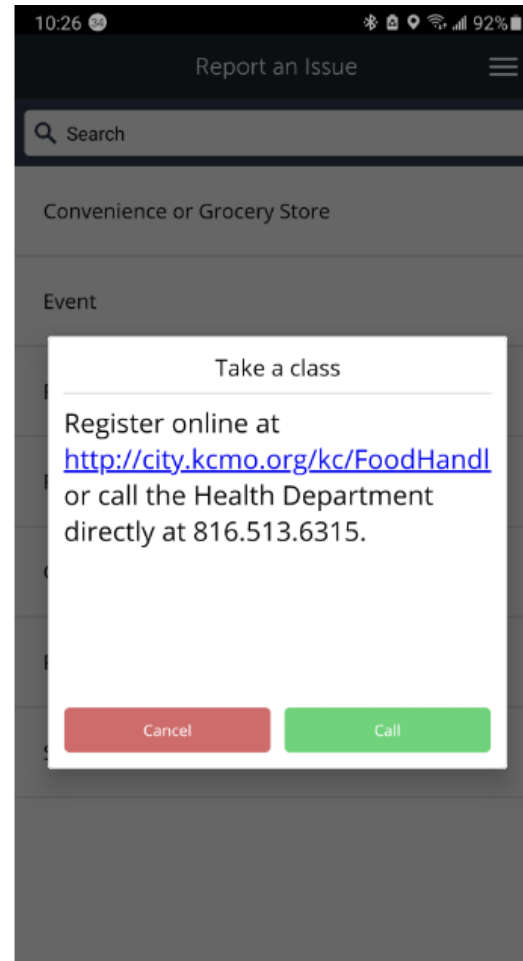


Communicate with Users

Track and monitor requests



Provide City contact information



Provide information

