

COMMITTEE SUBSTITUTE FOR ORDINANCE NO. 210140

Establishing an Office of Citizen Engagement to assist Kansas City residents in their understanding of the city charter, ordinances and resolutions, assist residents with understanding city finances and expenditures, access to grants and programs including grants from the United States Department of Justice, and expand and provide training on tools to improve resident understanding of and access to city services.

WHEREAS, citizen engagement is a hallmark of good government; and

WHEREAS, accountability in government is equally important to a well-functioning municipality; and

WHEREAS, citizens can best be engaged and hold their government accountable when they are informed and have access to a central location of information; and

WHEREAS, the City currently has a 311 office that takes complaints and notifications from citizens about needs for city services; and

WHEREAS, the city council enacted Resolution No. 200450 which directed the City Manager to review and recommend modifications of any laws, policies, administrative rules or internal publications of the City that on their face undermine fairness and equality or are impermissibly discriminatory; and

WHEREAS, the city council enacted Resolution No. 200878 which directed the City Manager to develop a plan to create an Office of Citizen Engagement which would be responsible for coordinating all grants awarded to the City by the United States Department of Justice; and

WHEREAS, coordination of the directions outlined in the above referenced resolutions can best be coordinated through a central office to further equitable treatment of employees and citizens by the city and to further resident engagement and accountability;

WHEREAS, offering the residents of the city a one-stop-shop for city services would make citizen engagement easier and would allow the city to provide important city services more efficiently; NOW, THEREFORE,

BE IT ORDAINED BY THE COUNCIL OF KANSAS CITY:

Section 1. That an Office of Citizen Engagement is hereby established.

Section 2. That the Office of Citizen Engagement shall be responsible for informing and assisting residents about the city charter, ordinances, and resolutions through a combination of responsive and outreach activities.

Section 3. That the Office of Citizen Engagement shall be responsible for

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providing information and offering programs to assist residents in understanding city finances and grants.

Section 4. That the Office of Citizen Engagement will be responsible for performing outreach activities to inform residents of grants and programs that are available to residents of the city and will work with other city departments to expand grants and other programs available to residents.

Section 5. That the Office of Citizen Engagement will work with other city departments and community organizations to increase awareness and access to services provided through federal, state and local grants.

Section 6. That the Office of Citizen Engagement will work with other city departments and community organizations to expand services under grants from the United States Department of Justice and assist residents with qualified language.

Section 7. That the Office of Citizen Engagement will work with other city departments to develop and maintain a myKCMO citywide app to better provide city services including facilitating bill payment, reporting problems, providing feedback, viewing customized maps, tracking city events, and receiving up to date communications.

Section 8. That the Office of Citizen Engagement will provide training to residents and neighborhood group on using Open Data and other tools to improve resident understanding of services available from the City and to track the city's performance in service delivery.

Section 9. That the Office of Citizen Engagement will work with the 311 call center and other departments to maximize 311's ability to reach and assist residents in reporting problems and obtaining information about city services.

Section 10. That the Office of Citizen Engagement report back to the City Council monthly to update the City Council on the results of directives outlined in this ordinance.

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Approved as to form and legality:

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Saskia Jacobse  
Assistant City Attorney