

CUSTOMER SERVICE

JANUARY 6, 2015

<https://kcstat.kcmo.org>

CUSTOMER SERVICE GOAL (THE “WHAT”) AND OBJECTIVES (THE “HOW”)

Goal: Create an internal culture that operationalizes the focus on the customer across all services provided by the city

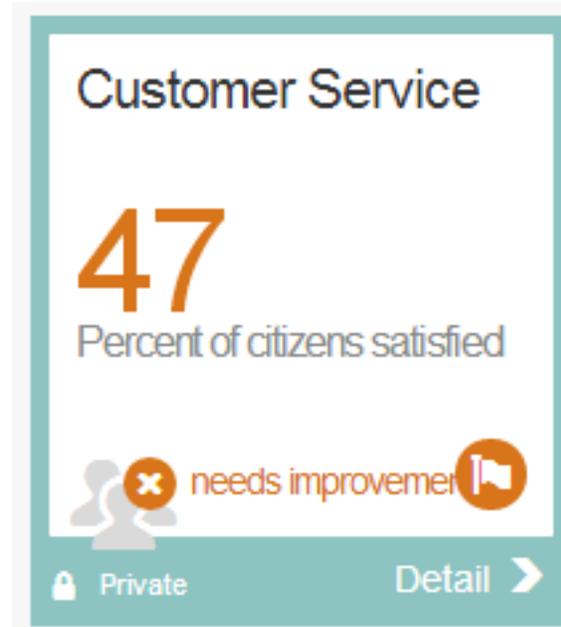
Objectives:

1. Implement goals and objectives of the FY2014-15 Citywide Customer Service Goals and Objectives
2. Require that all departments identify customer needs, demands, and expectations and regularly seek their feedback
3. Improve online accessibility by providing self-service options for various types of transactions
4. Adopt, implement and maintain strategic communications business plan that executes the City Council’s business plan
5. Develop strategic citywide communication/marketing plans, both internal and external
6. Serve our diverse citizenry by exploring ways to communicate effectively in multicultural situations

CUSTOMER SERVICE: HOW WE MEASURE IT



CUSTOMER SERVICE



MEASURING CUSTOMER SERVICE AT THE HIGHEST LEVEL: CITIZEN SATISFACTION



OPENDATA KC

The key measurement for this priority is the percent of citizens who are satisfied with the quality of customer service they receive from city employees. The goal is to increase satisfaction to 51% by summer 2015. [Explore the data](#)

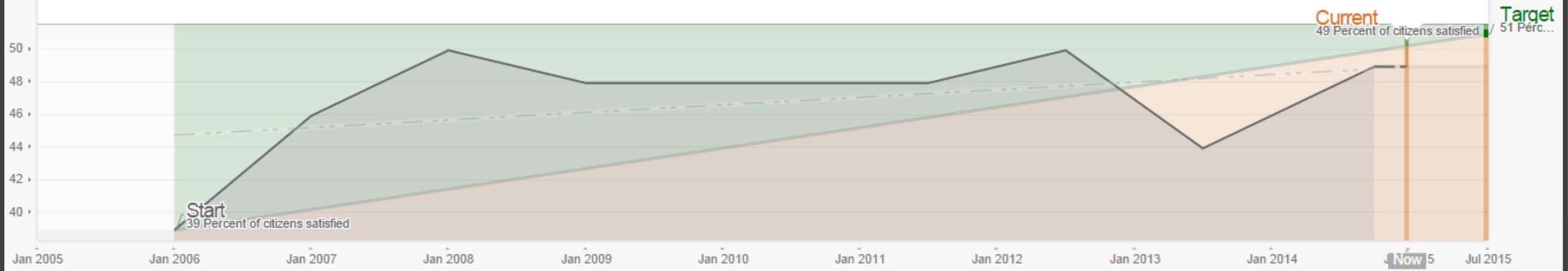
49 Percent of citizens satisfied
Current as of Sep 2014

51 Percent of citizens satisfied
Jul 2015 Target



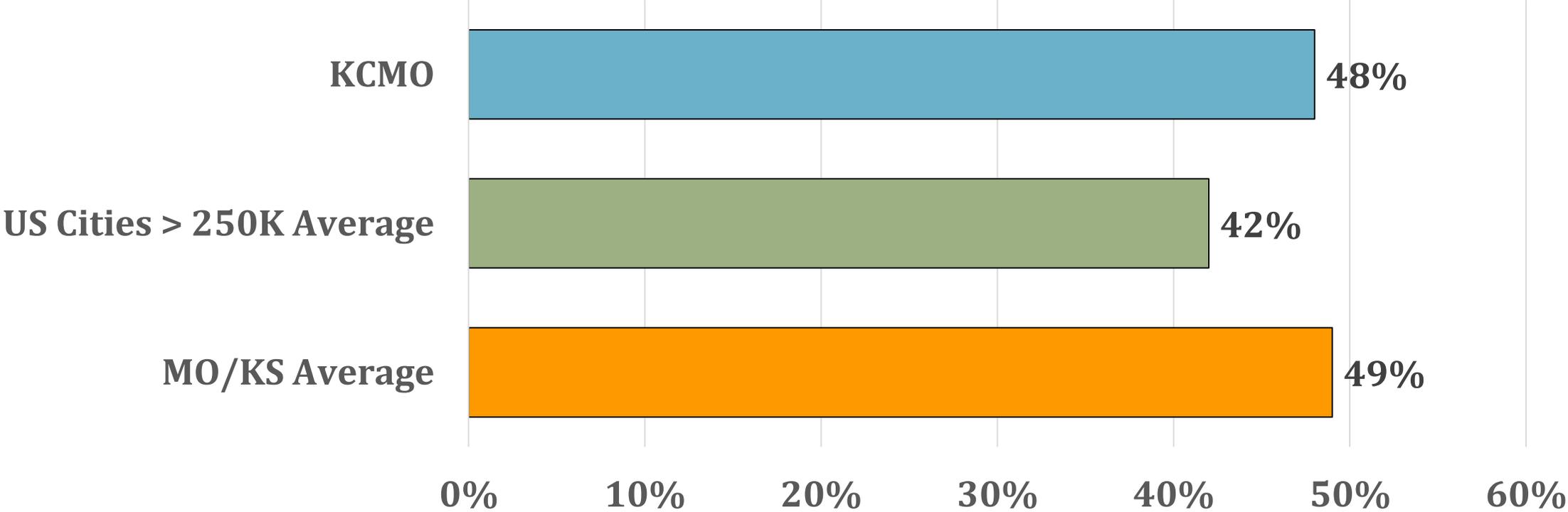
Needs Improvement

Hide chart



BENCHMARKS FOR CITIZEN SATISFACTION WITH CUSTOMER SERVICE

Percent of citizens satisfied with quality of customer service from city employees



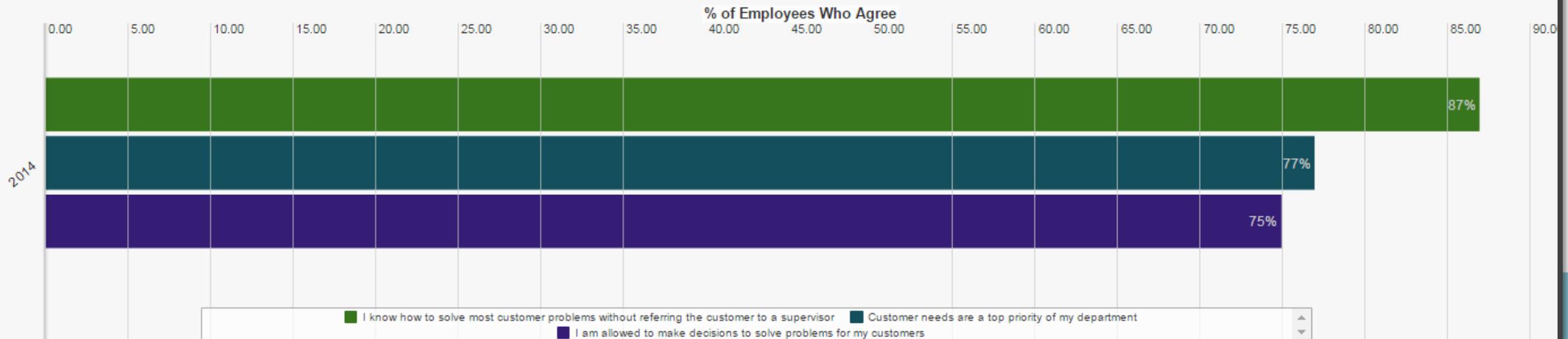
Source: ETC Institute (2014)



Customer Service

The Elevate KC survey also asked employees to answer questions regarding their satisfaction with customer service within the organization. As you can see in the chart below, 87% of employees feel that they know how to solve most customers' problems without referring the customer to a supervisor. A slightly lower percentage of employees felt that customer service was a top priority of their department (77%) and that they are allowed to solve problems for their customers (75%).

This data also came from the 2014 Elevate KC survey, an internal employee satisfaction survey.



SATISFACTION WITH CUSTOMER SERVICE - DEMOGRAPHICS

More Likely To Be Satisfied With "Customer Service From City Employees"

Age 55+ Income <\$30 - \$60K Renter Lived in KC 50+ yrs

Used bulky pick-up

More Likely To Be Satisfied AND Dissatisfied With "Customer Service From City Employees"

Contacted 311 Visited community center Used ambulance service

Attended public mtg

More Likely To Be Dissatisfied With "Customer Service from City Employees"

Age 25-34 or 45-54 Male Live in 3rd District Lived in KC 10-19 yrs

Contacted WSD Visited parks Visited KCI Used website

Victim of crime Had contact with Municipal Court

Do you think you will be living in the city 5 years from now?	Satisfaction with customer service from city employees				
	Satisfied		Neutral	Dissatisfied	
	5	4	3	2	1
Yes	92%	88%	83%	78%	68%
No	4%	10%	14%	19%	28%

OBJECTIVE:

**IMPLEMENT GOALS AND OBJECTIVES OF
THE “FY2014-15 CITYWIDE CUSTOMER
SERVICE GOALS AND OBJECTIVES”**

Related Measurements:

- Progress on Goals and Objectives

PROGRESS ON FY2014-15 CUSTOMER SERVICE GOALS AND OBJECTIVES

Objective

1. Improve citizen satisfaction with citywide customer service by 3% in the fiscal year.
2. Manage customers' expectations by establishing service level agreements for the completion of service requests and work orders and meet the service level agreements 80% of the time with a satisfaction score of 85%.
3. 100% of departments will develop a customized customer service training, evaluation and recognition program during FY 14-15.
4. Each Department Director (or representative) will meet quarterly with the City Manager to review and evaluate survey results, customer responses and other key customer service indicators for their department.

Progress

FY15 Q1 = 49% (+1% from FY14)
FY15 YTD: SLA met = 76% Satisfaction = 82%
In progress
In progress

MEASURING SERVICE LEVEL AGREEMENTS (TIMELINESS) AND SATISFACTION

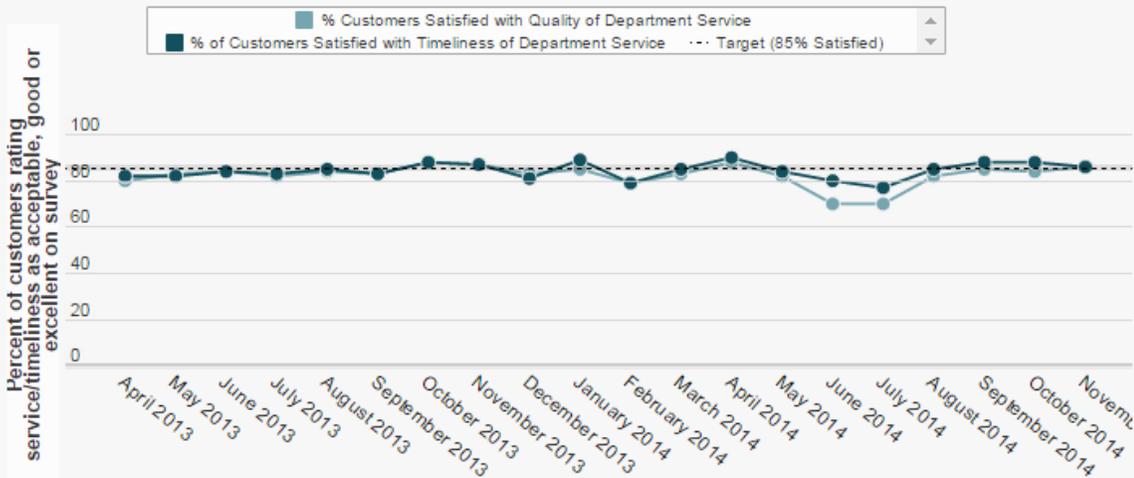


OPENDATA KC

Customer Service Provided by City Departments

Assessing Quality

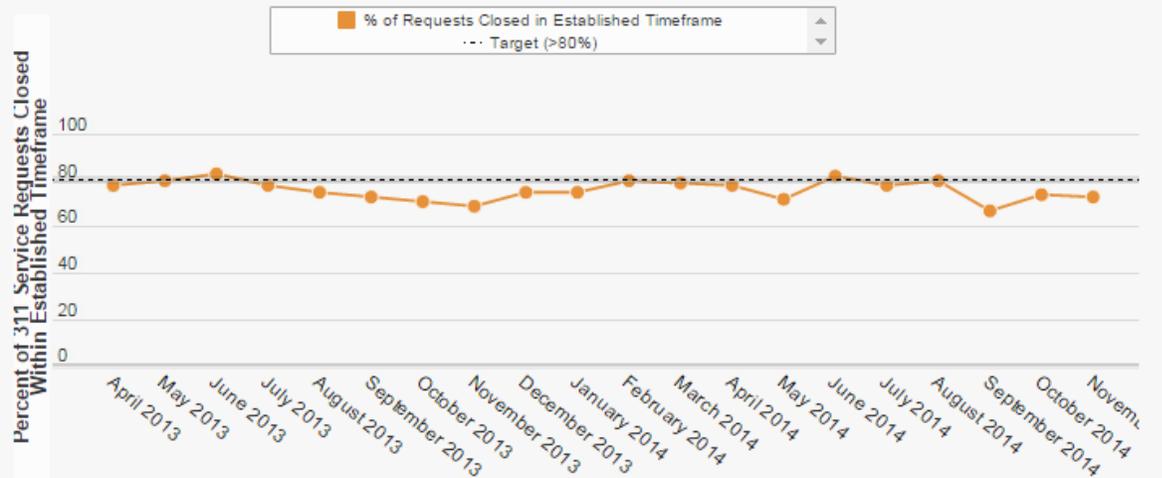
For each service request opened by 311 (approximately 100,000 per year), the customer has the chance to answer a survey rating the department's service and timeliness on a 1 to 5 scale. The city's customer service plan sets a goal that 85% of service and timeliness ratings will be a 3 (acceptable), 4 (good) or 5 (excellent). Currently, on a citywide basis, the city is meeting that goal.



Explore the data

Assessing Timeliness

In addition to measuring the customer's perception of timeliness via the survey (see **Assessing Quality**), the city also measures the timeliness of individual service requests compared to the service level agreements (SLAs) that departments have established for different request types. The measurement below tracks the percent of requests that completed in less time than their SLA time.



Explore the data

OVERSIGHT FOR CITYWIDE CUSTOMER SERVICE GOALS AND OBJECTIVES

Strategic Customer Service Team

- **Chaired by Jean Ann Lawson (311/Office of Performance Management)**
- **Representative of all departments**

Previous:

Developed Citywide Customer Service Goals and Objectives

Now:

Overseeing implementation and developing tools for departments to utilize in improving customer service (example: AR for Citywide Customer Service Standards)

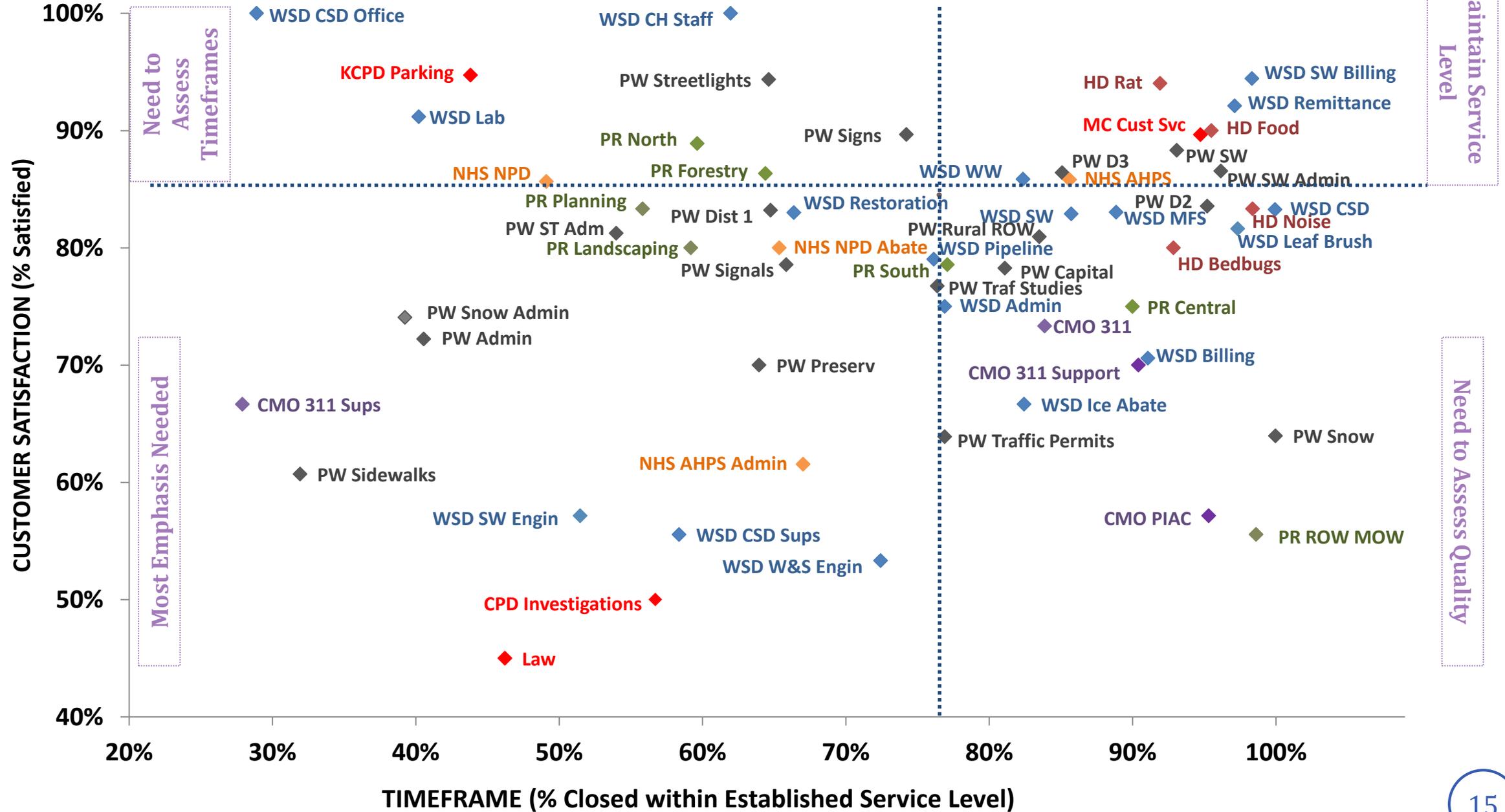
OBJECTIVE:

REQUIRE THAT ALL DEPARTMENTS IDENTIFY CUSTOMER NEEDS, DEMANDS, AND EXPECTATIONS AND REGULARLY SEEK THEIR FEEDBACK

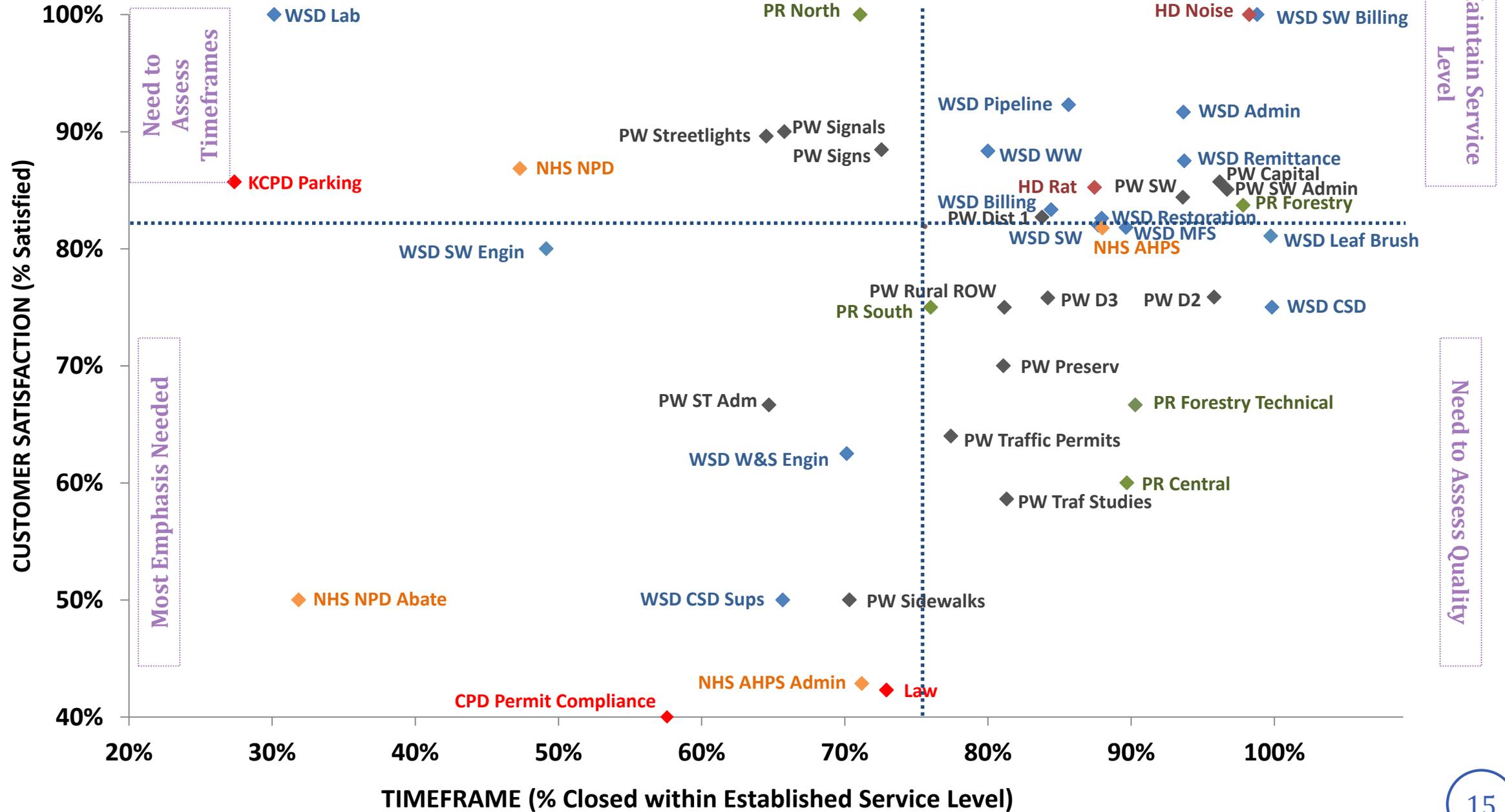
Related Measurements:

- 311 Timeliness and Satisfaction by Department Work Group
- Customer Service Measurements in Business Plans
- Department Report Outs on Customer Service

311 MATRIX FY2014



311 MATRIX FY2015 YTD

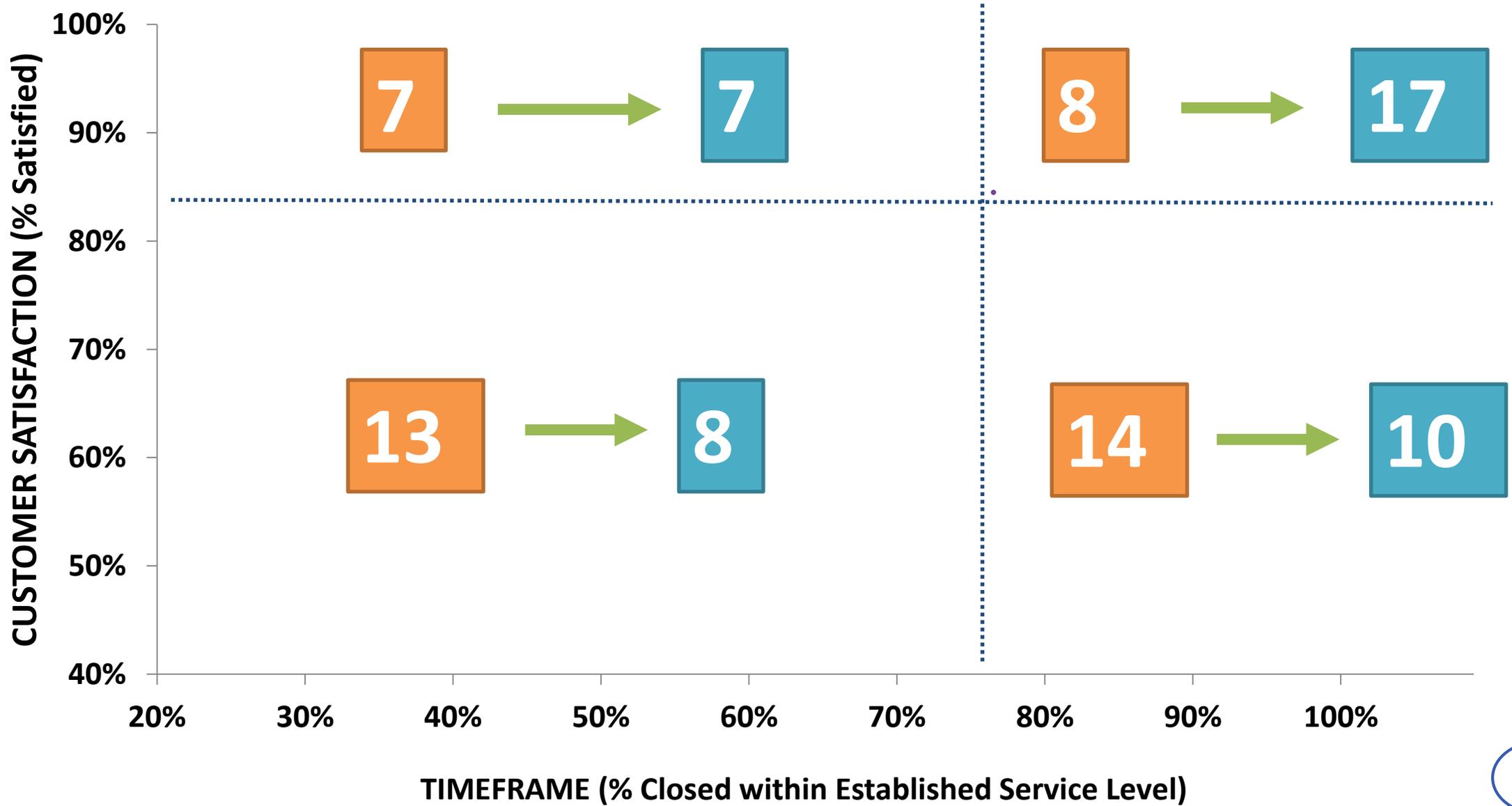


Source: Peoplesoft CRM 311 Service Request Data and 311 Customer Survey

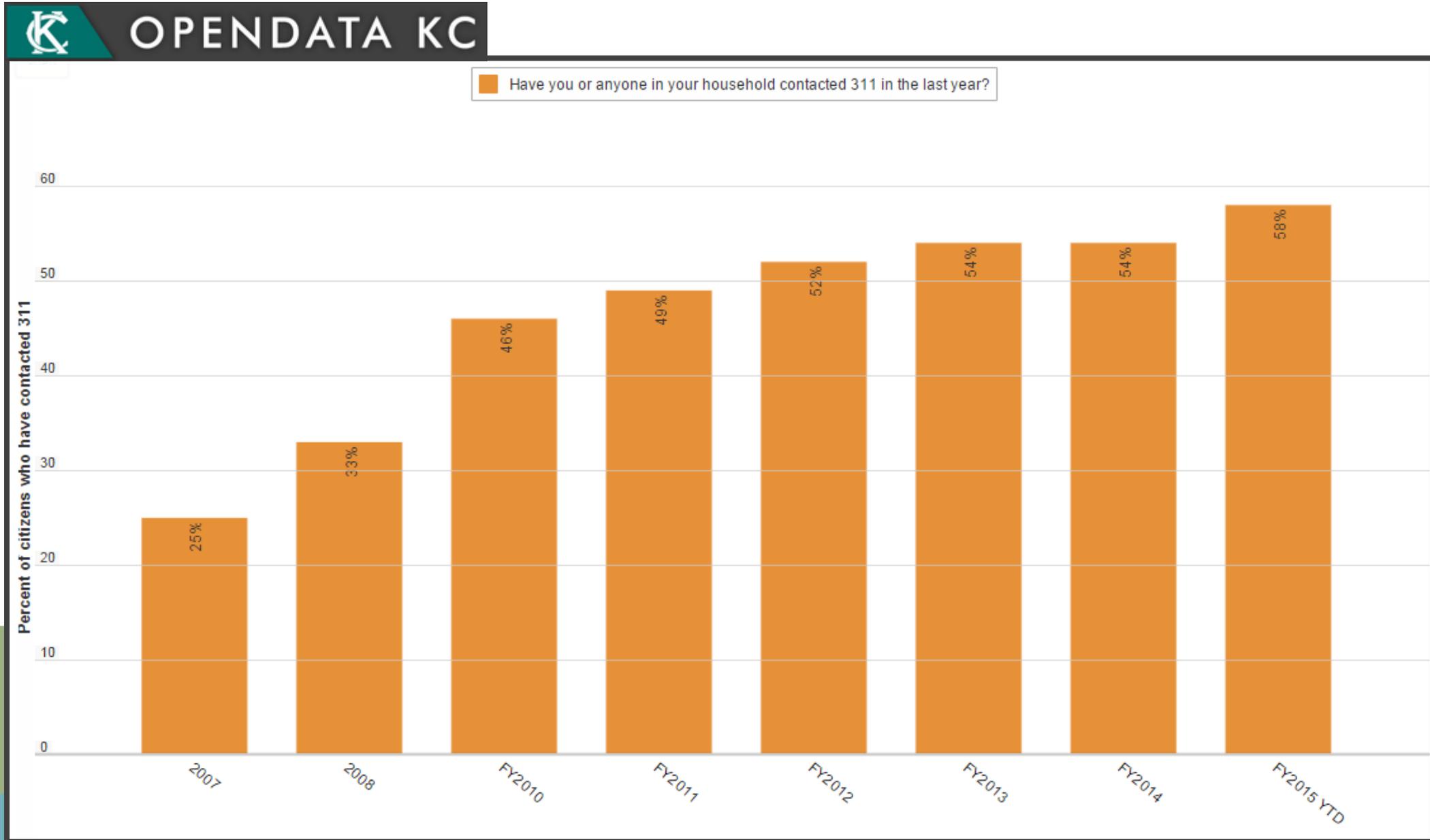
MATRIX COMPARISON: FY14 TO FY15 YTD

FY14

FY15 YTD

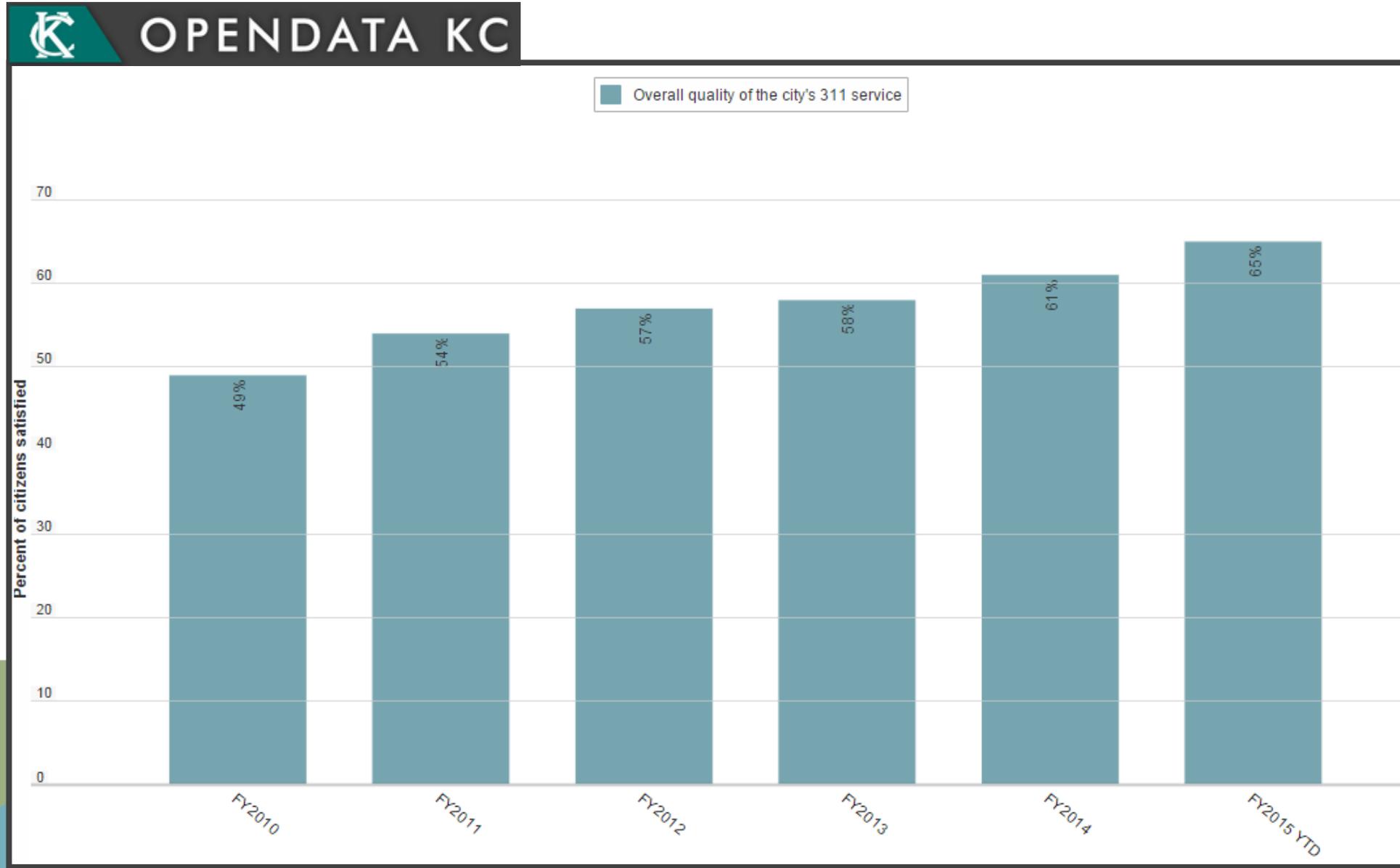


CITIZEN USE OF 311 CALL CENTER



Source: Citizen Survey 2007-FY15 YTD (kcstat.kcmo.org)

CITIZEN SATISFACTION WITH 311 CALL CENTER

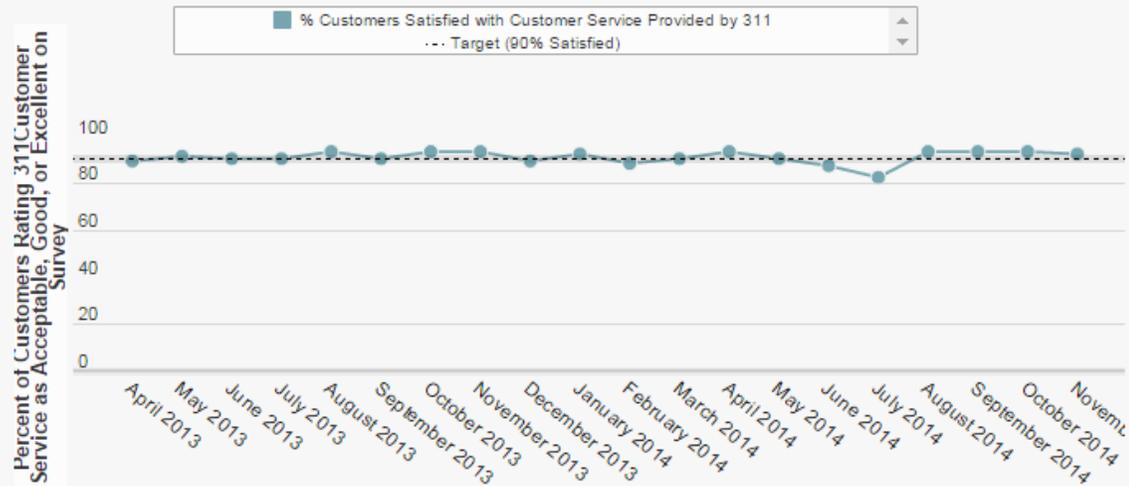


Source: Citizen Survey FY10-FY15 (kcstat.kcmo.org)

CUSTOMER SERVICE: HOW DO WE MEASURE IT?

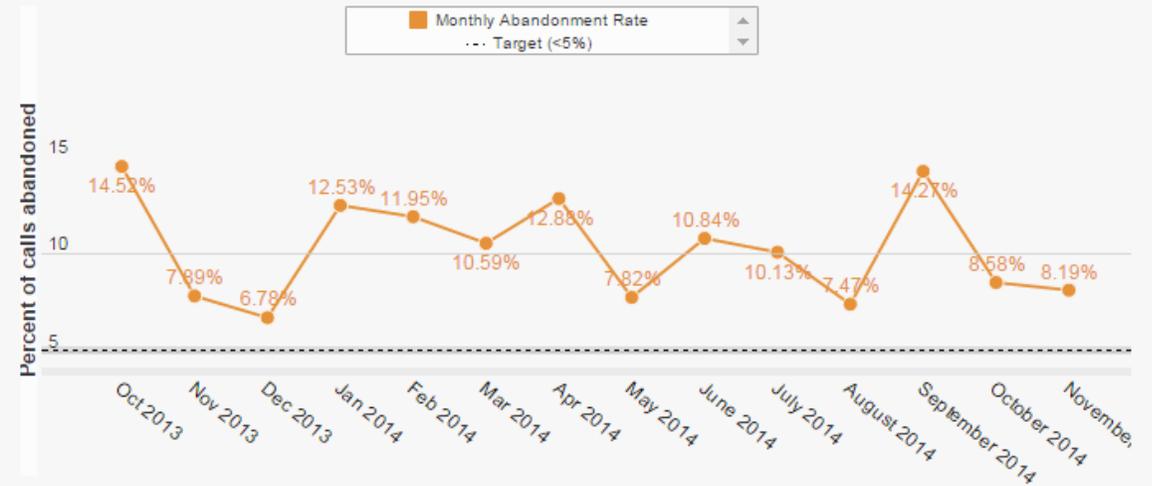
Assessing Customer Service

The survey that customers can fill out for each service request has a question asking them to rate the customer service from 311 on a 5 point scale. 311's goal is that 90% of these survey responses will be a 3 (acceptable), 4 (good), or excellent (5); this goal is currently being met.

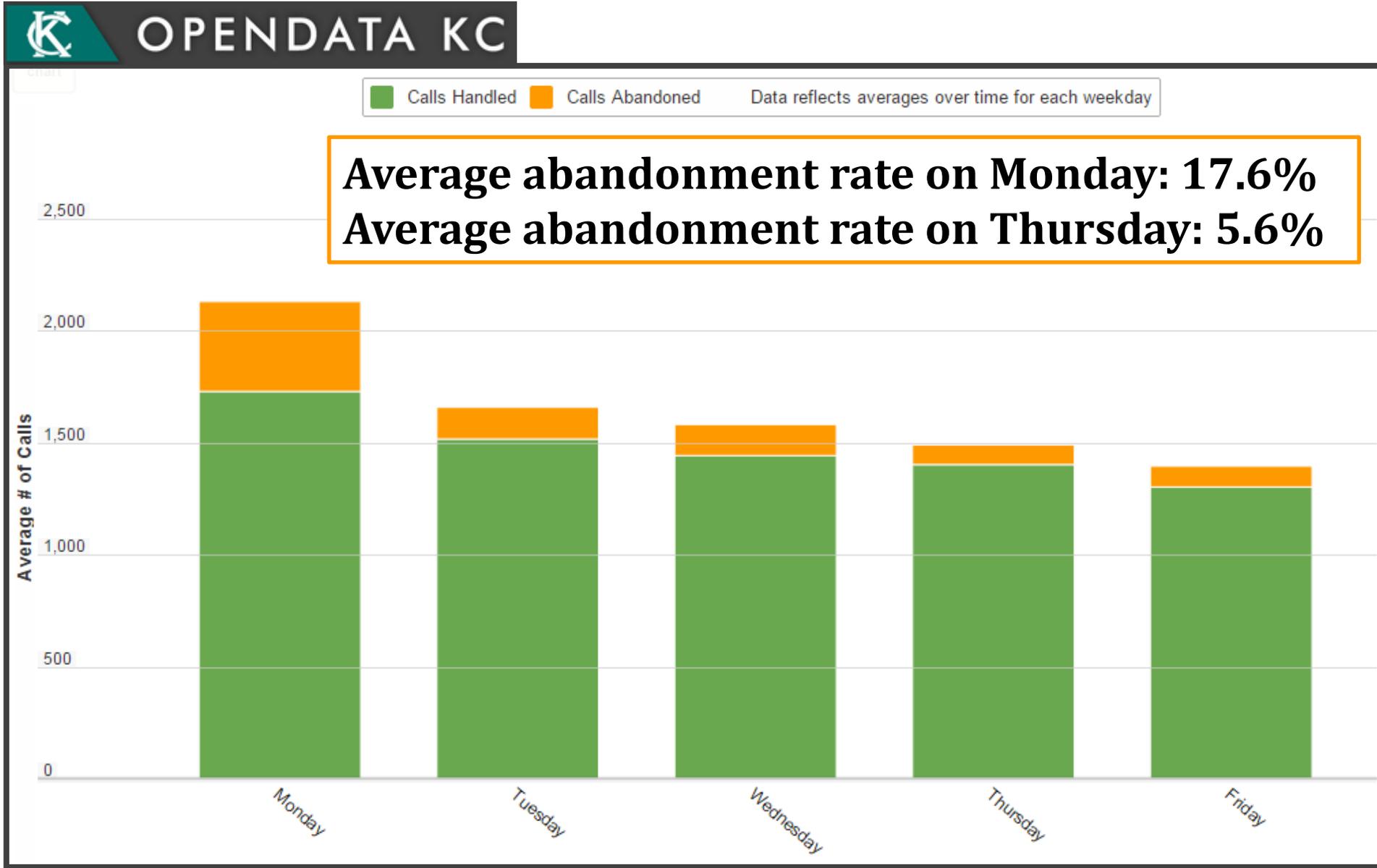


Abandonment Rate

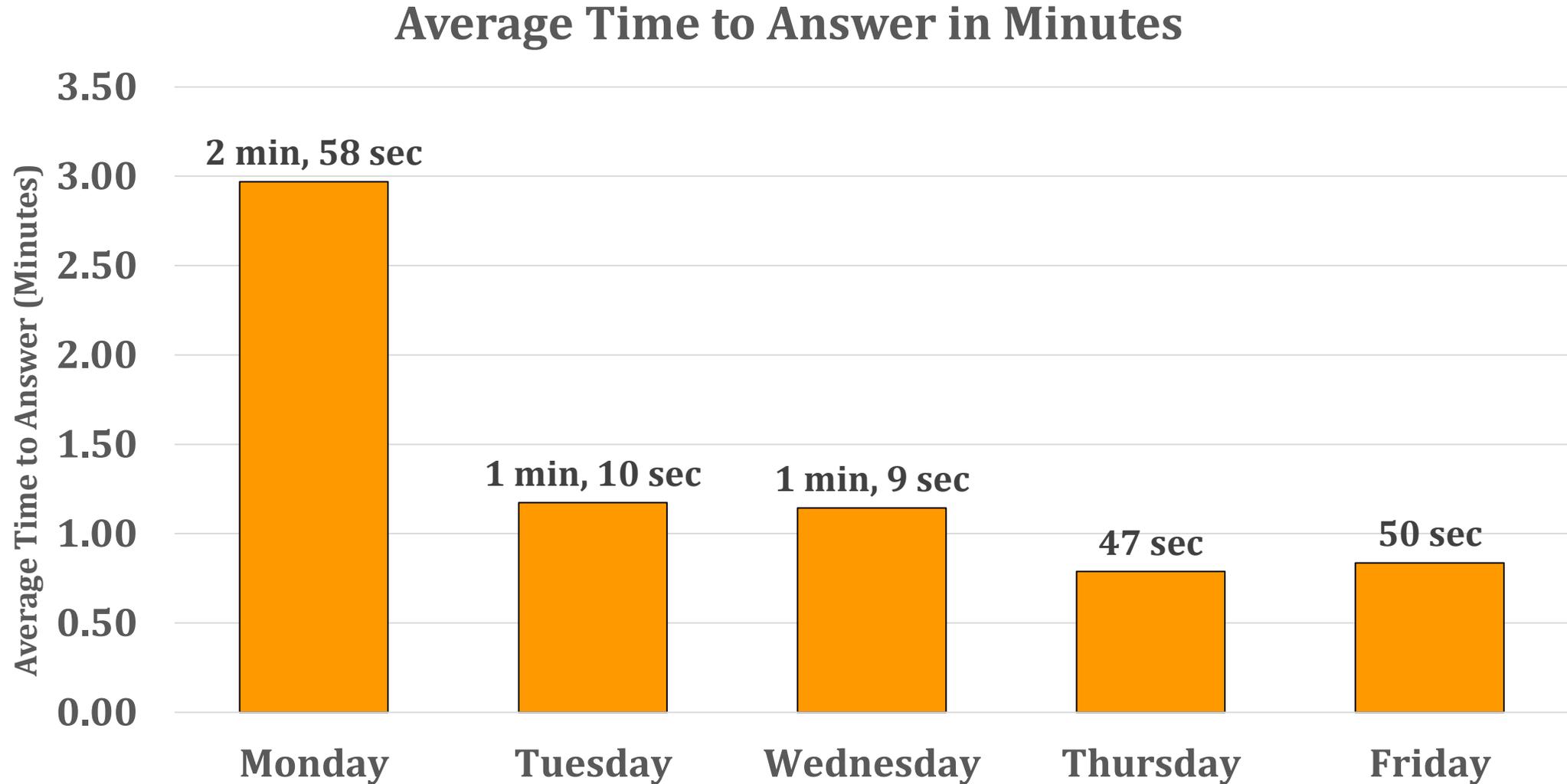
Abandonment rate is the percent of calls that hang up before they can reach an operator, often due to long wait times. This is an industry standard measure for call centers in the private and public sector. 311's abandonment rate is most related to fluctuating call volumes (for instance, it is as much as 3 times higher on Mondays compared with Thursdays or Fridays) as well as staff vacancy rates.



311 CALL VOLUME BY DAYS OF THE WEEK



311 AVERAGE SPEED OF ANSWER BY DAY



Source: Cisco Call Center, October 2013 - December 2014

DEPARTMENT REPORTS FROM BUSINESS PLANS

How departments are seeking and responding to customer feedback:

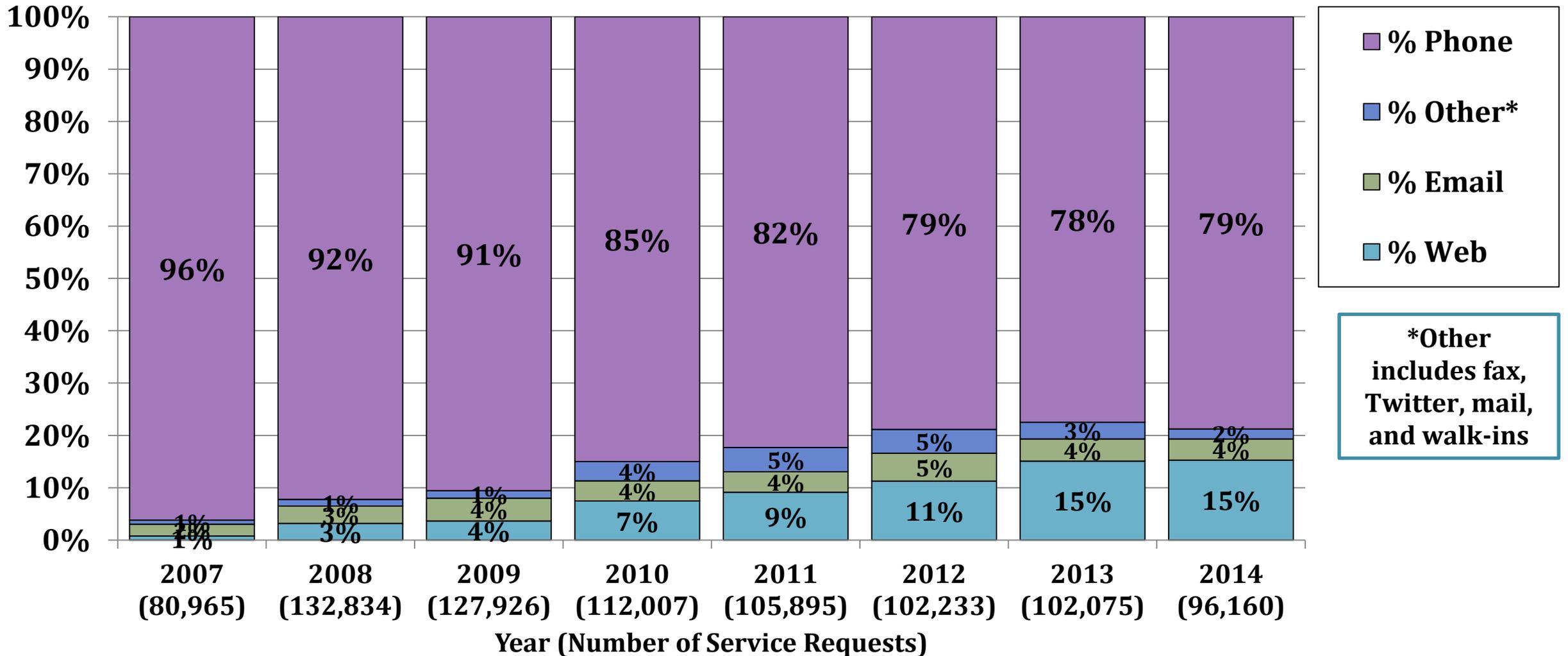
Department/Division	Short Description
Aviation	Implemented new valet parking (in response to customer feedback)
Conventions	Continuing efforts to survey all customers and respond to feedback
Office of Environmental Quality	Planning to conduct an annual customer survey of all Environmental Management Commission (EMC) members
General Services Dept.	Making random calls to customers of closed tickets to document their experience
Municipal Court	Conducting a customer service survey on all internal and external emails sent by the Court
Parks and Recreation	Measuring satisfaction through a web-based survey of patrons, hands-on evaluations, surveys and program evaluations following programs and athletic events
Water Services	Implemented the “Voice of the Customer” digital dashboard to gather real-time customer feedback.

OBJECTIVE:
**IMPROVE ONLINE ACCESSIBILITY BY
PROVIDING SELF-SERVICE OPTIONS FOR
VARIOUS TYPES OF TRANSACTIONS**

Related Measurements:

- Percent of 311 service requests via web or Twitter
- Citizen satisfaction with ease of using 311 via web
- Department Reports

CHANNELS FOR 311 SERVICE REQUESTS



Source: 311 Service Request System

INFORMATION REQUESTS VS. SERVICE REQUESTS

Approximately

1 out of every

5 calls handled by 311 in 2014

was a service request requiring follow up by a department.

All other calls were:

- 1) Information requests**
- 2) Services that could be handled on the phone***
- 3) Updates/inquiries on existing service requests**

*** Services that can be handled on the phone include bulky pick-up appointments, ticket questions, tow lot questions, and others**

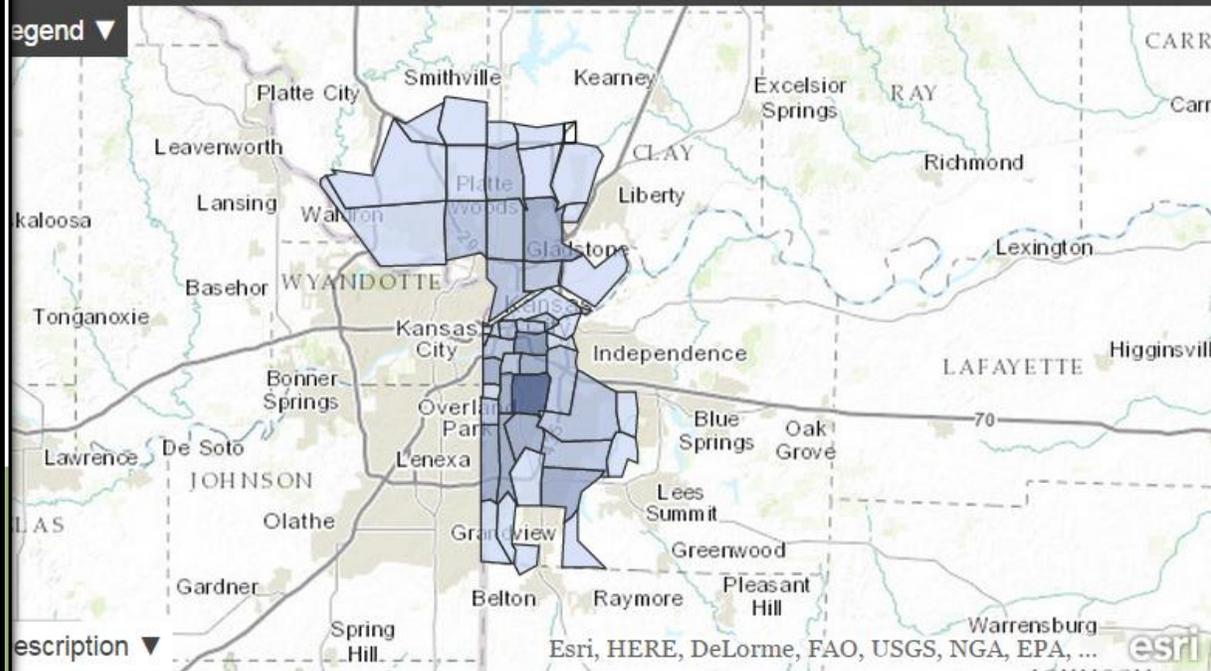
311 VOLUME AND CHANNELS MAPS (CALENDAR YEAR 2014)

311 Service Requests Volume and Channel

Who is using 311 and who is using the Web Application for 311

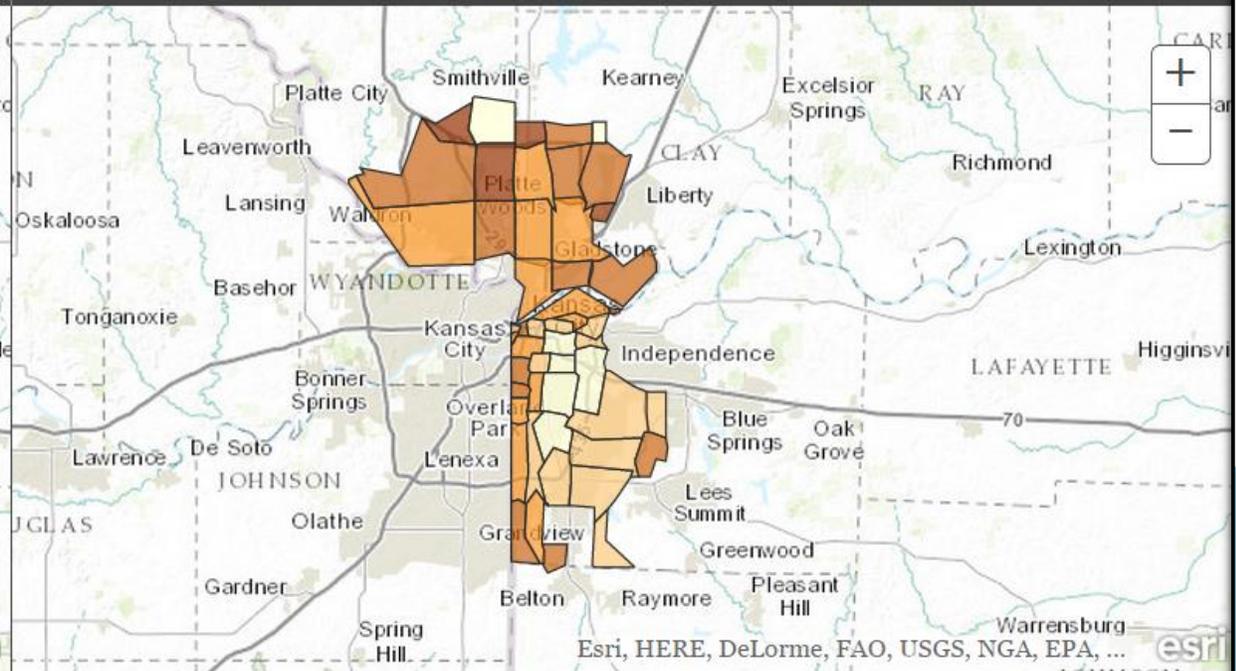
SYNCHRONIZE MAPS: Scale Location

311 Service Request Volume by Zip Calendar Year 2014



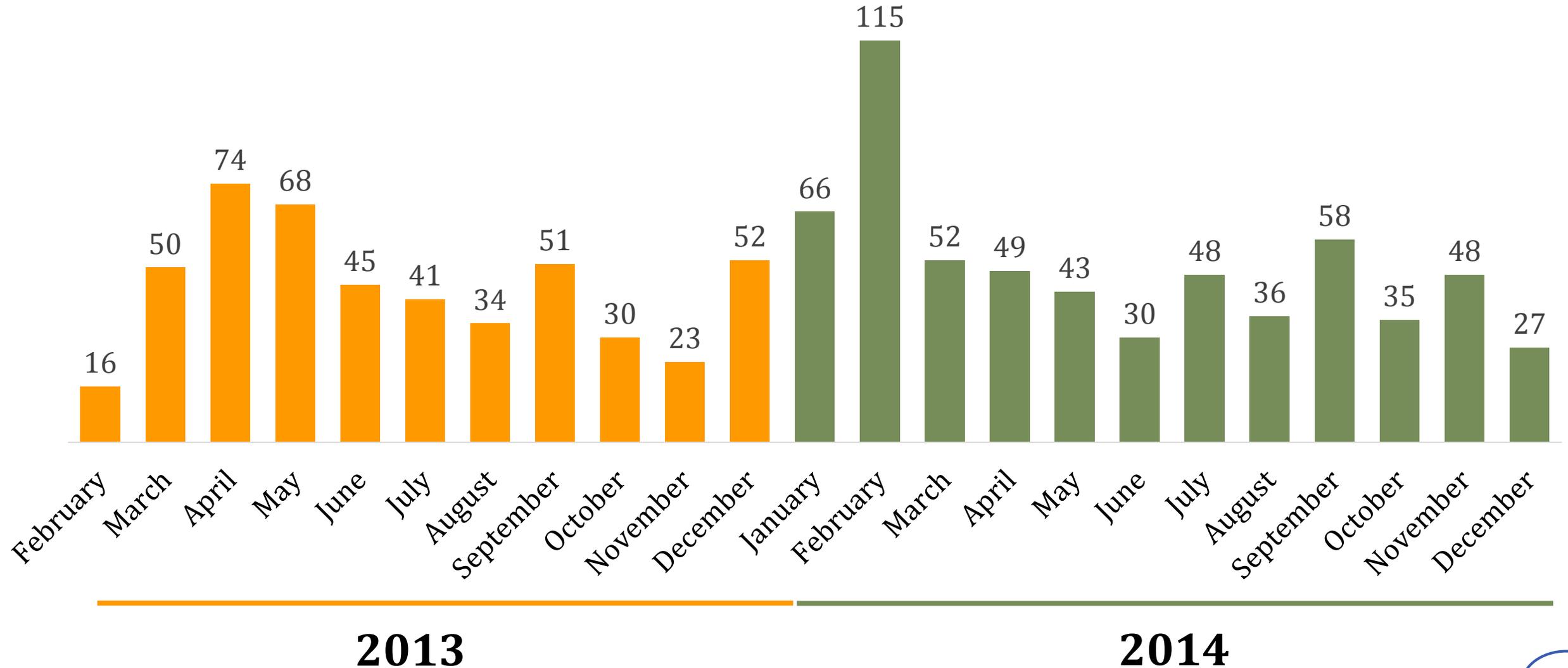
of Service Requests by Zip (Dark Blue highest volume)

311 Service Requests by Zip by Channel



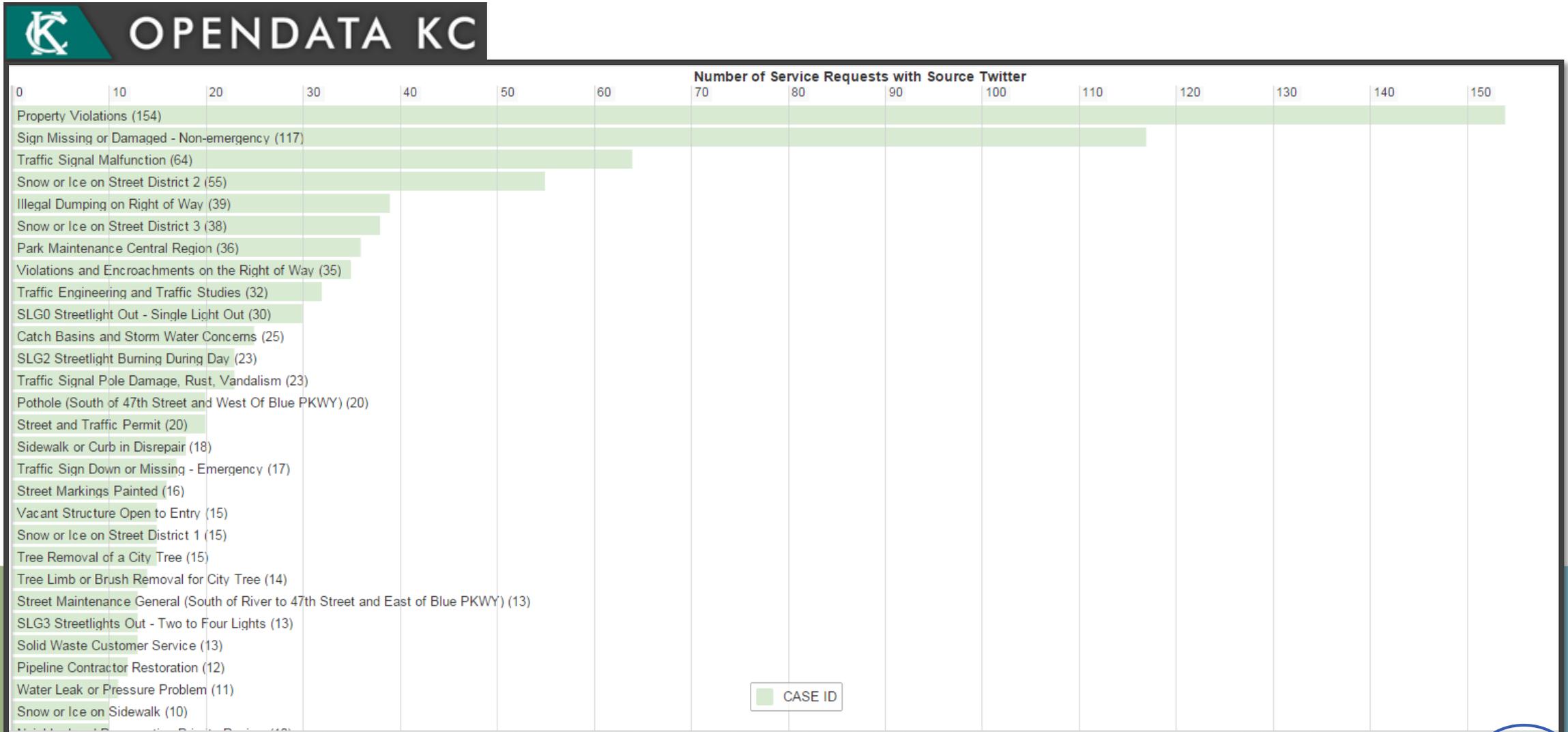
311 Service Requests with % of SRs by each channel (Web, Phone, Email, Twitter...etc) by Zip

SERVICE REQUEST VIA TWITTER

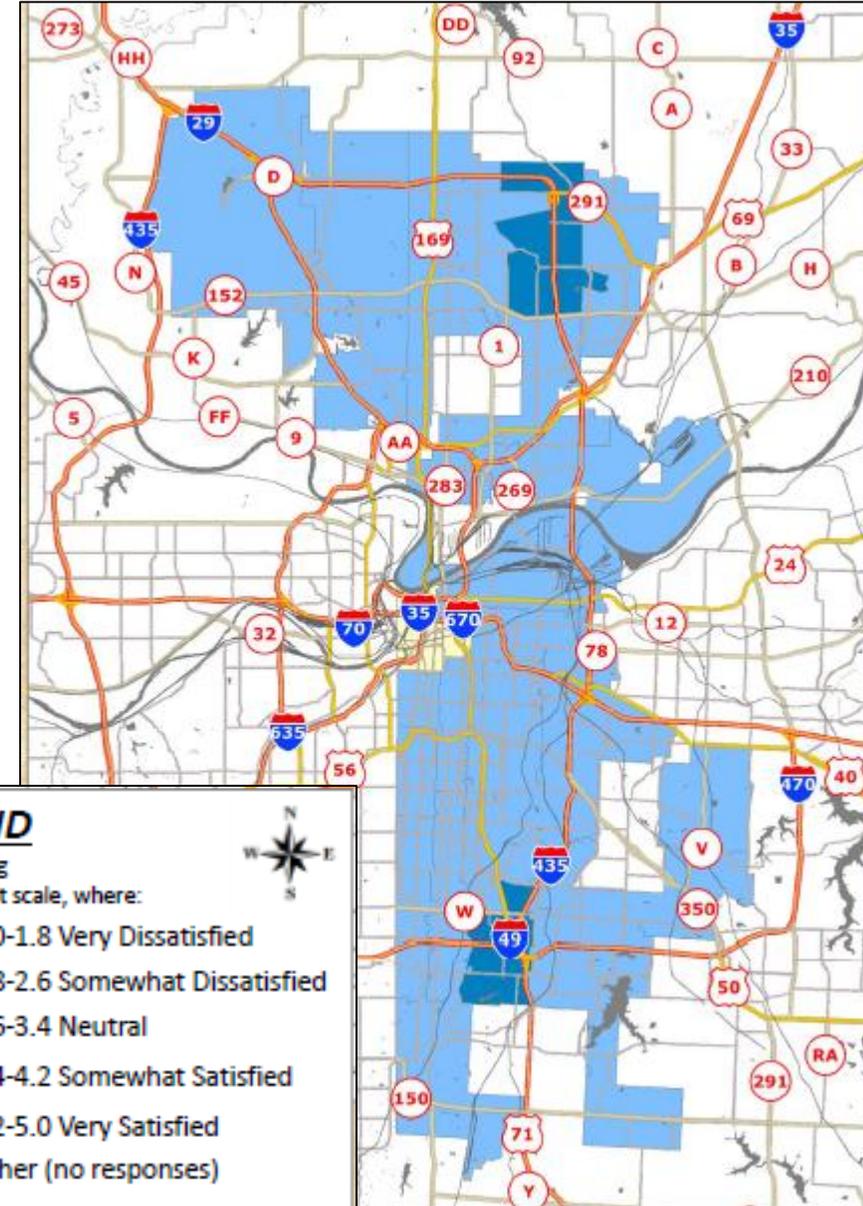
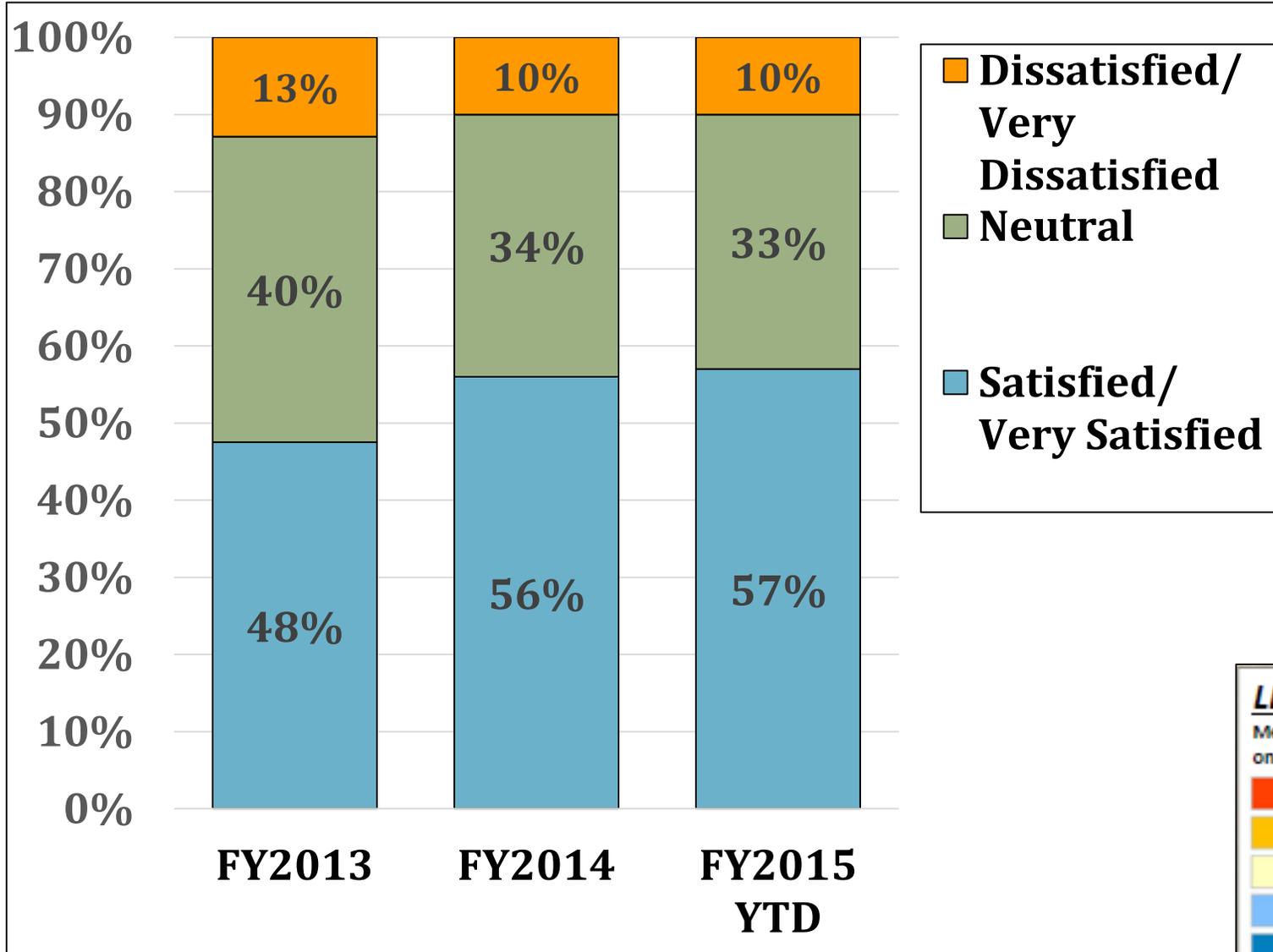


Source: 311 Service Request System (<https://data.kcmo.org/311/Service-Requests-from-Twitter-Chart/2xu8-ew7f>)

311 TWITTER ACTIVITY – WHAT’S GETTING TWEETED



CITIZEN SATISFACTION WITH EASE OF USING 311 VIA WEB



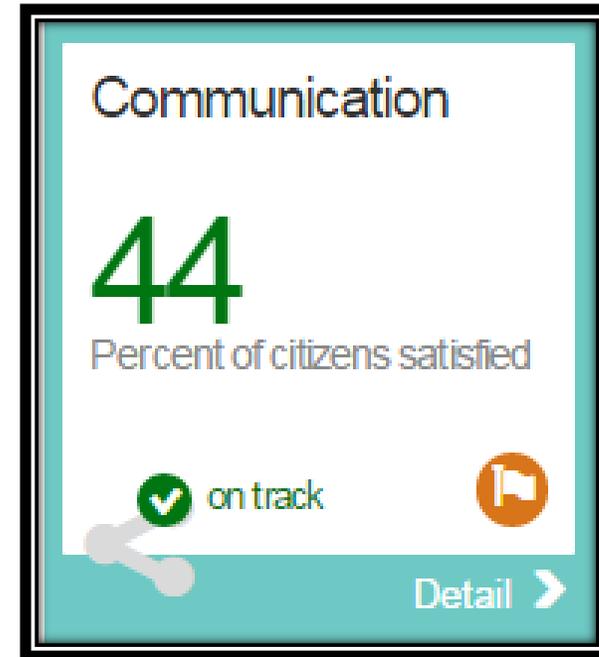
Source: Citizen Survey, FY13-FY15 Q1

DEPARTMENT REPORTS

How departments are improving online accessibility/self-service options:

Department/Division	Short Description
Aviation	Creating a website application to allow customers to check (real time) the number of parking spaces available at each facility before arriving at KCI
City Planning and Development	Enabling customers to electronically submit construction documents and immediately access archived documents
Finance Dept.	Providing self-service options for various types of transactions
Human Resources	Conducting a beta-test of an online learning platform that can be accessed by desktop or mobile phone 24/7
Municipal Court	Enhancing the Court's online services to allow the public to obtain information more easily
Parks and Recreation	Enabling citizens to register for programs, make facility reservations, and a variety of other activities online
Water Services	Exploring a self-service option allowing customers to make payments, start and stop service, and handle other tasks online.

CITIZEN ENGAGEMENT AND COMMUNICATIONS



MEASURING CITIZEN COMMUNICATIONS AT THE HIGHEST LEVEL: CITIZEN SATISFACTION



OPENDATA KC

The key measurement for this priority is citizen satisfaction with the effectiveness of the city's communication with citizens. The goal for this measure is to increase to 46% as measured by the FY2015 survey. Survey results are available in the summer of each year. [Explore the data >](#)

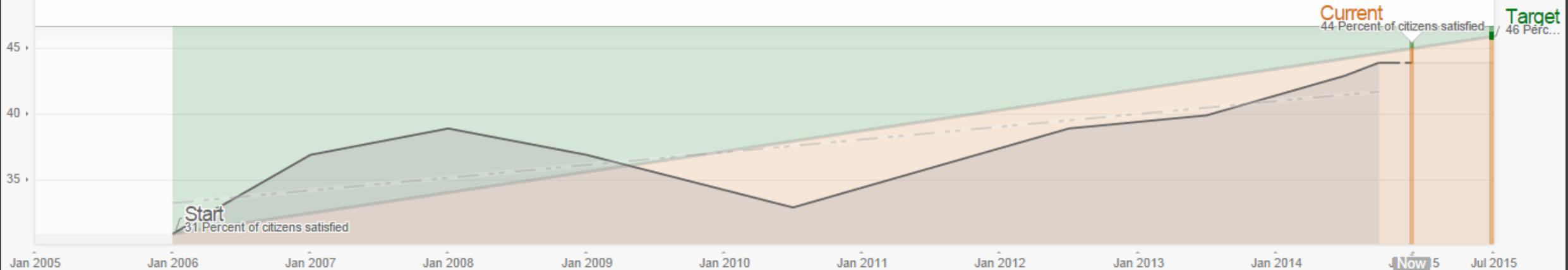
44 Percent of citizens satisfied
Current as of Sep 2014

46 Percent of citizens satisfied
Jul 2015 Target



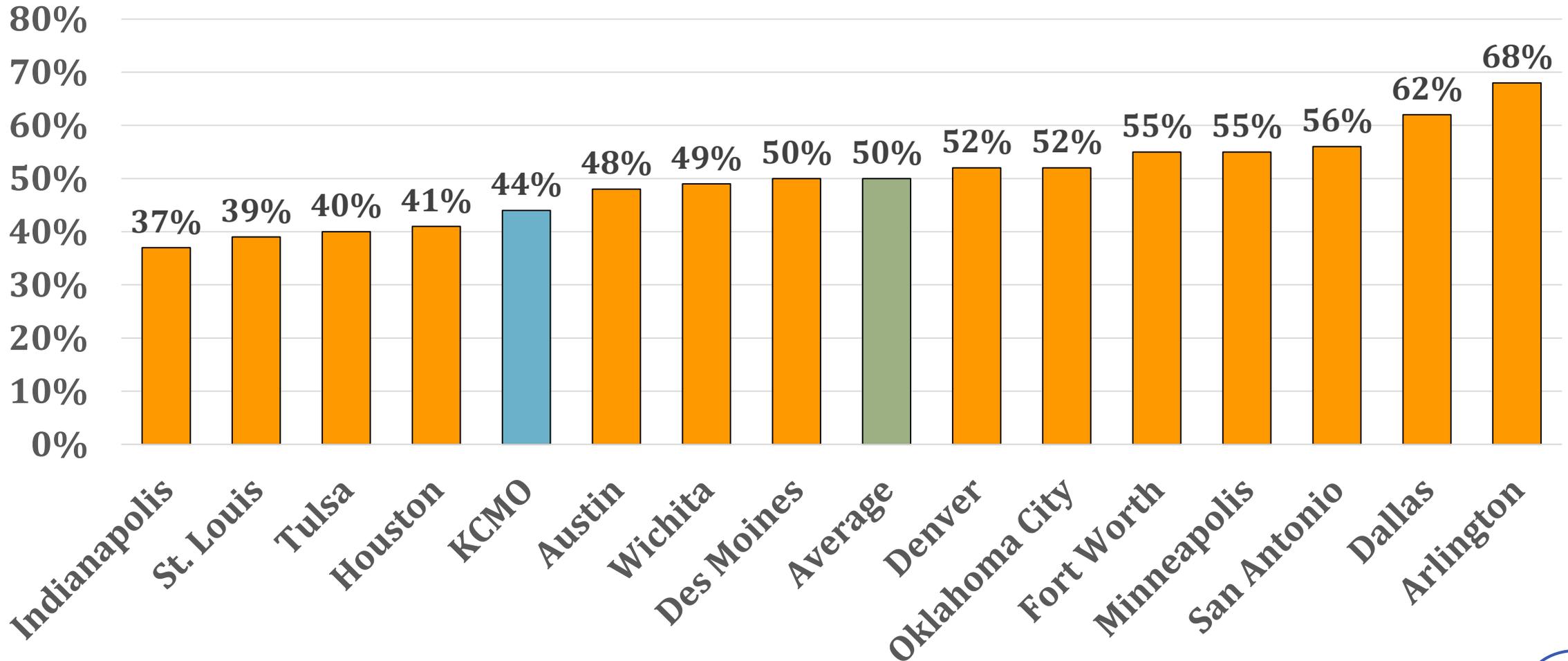
Needs Improvement

 Hide chart



BENCHMARKS FOR CITIZEN SATISFACTION WITH COMMUNICATIONS

Percent of citizens satisfied with City Communications



Source: ETC Institute (2014)

SATISFACTION WITH COMMUNICATIONS - DEMOGRAPHICS

**More Likely
To Be Satisfied
With “Effectiveness of
City Communication”**

Live in 1st, 2nd, 4th or 6th District

Lived in KC 0-9 yrs

Age 55-64

Female

Homeowner

Used website

Watched Channel 2

Preferred comm method: Channel 2 or Twitter/social media

**More Likely
To Be Dissatisfied
With “Effectiveness of
City Communication”**

Live in 3rd or 5th District

Lived in KC 40-49 yrs

Age 35-54

Male

Income <\$30K

Contacted WSD

Contacted 311

Victim of crime

Attended public mtg

Visited community center

Had contact with Municipal Court

Do you think you will be living in the city 5 years from now?	Effectiveness of communication from city				
	Satisfied		Neutral	Dissatisfied	
	5	4	3	2	1
Yes	91%	89%	84%	77%	62%
No	5%	9%	14%	19%	34%

OBJECTIVE:
**ADOPT, IMPLEMENT AND
MAINTAIN STRATEGIC
COMMUNICATIONS
BUSINESS PLAN THAT
EXECUTES THE CITY
COUNCIL'S BUSINESS PLAN**

Related Measurements:

- Progress on Strategic Communications Business Plan

UPDATE ON CITYWIDE STRATEGIC COMMUNICATIONS PLAN

Themes:

Using data and public input to make decisions

Making it easier to find information

Open and responsive communication with residents

Actions:

More social media and online conversations

More engagement activities in community

Consistent branding

OBJECTIVE:

**DEVELOP STRATEGIC CITYWIDE
COMMUNICATION/ MARKETING PLANS
FOR EXTERNAL COMMUNICATION THAT:**

- **DESIGNATES OWNERSHIP FOR
FOLLOW-UP**
- **ENHANCES COMMUNICATION WITH
CITIZENS**
- **EXPANDS COMMUNITY
ENGAGEMENT**

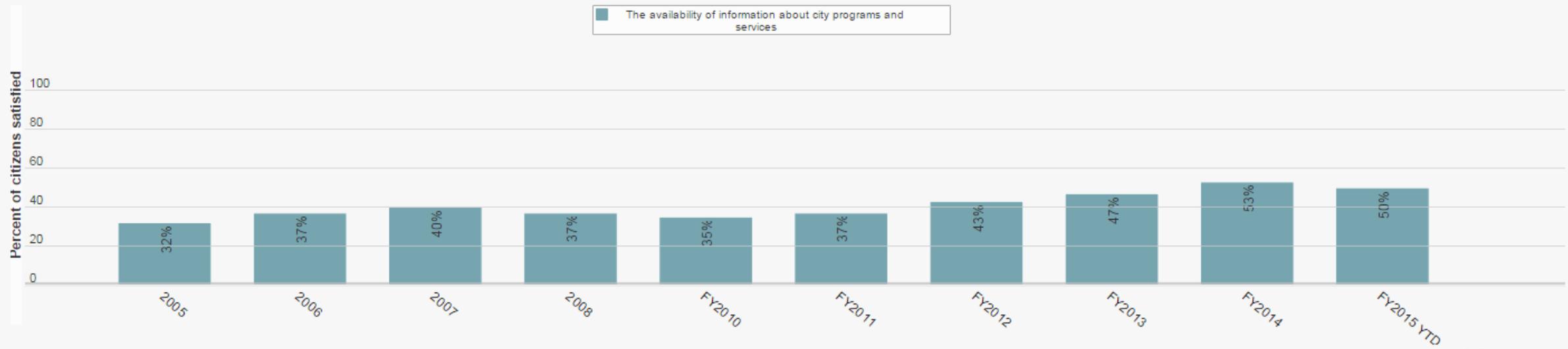
Related Measurements:

- Citizen satisfaction with availability of information and individual communication channels
- Citizen satisfaction with involvement of public in decision-making

COMMUNICATION: AVAILABILITY OF INFORMATION

City's Communication Efforts - Citizen Satisfaction with the availability of information about city programs and services

The below chart shows citizen satisfaction with the availability of information about city programs and services, which is a helpful measurement to determine if the communication efforts the city is using are reaching the intended audience - the citizens. Satisfaction in this area has trended up dramatically over the last four years, with an increase of sixteen percent since FY2011.



DEPARTMENT REPORTS

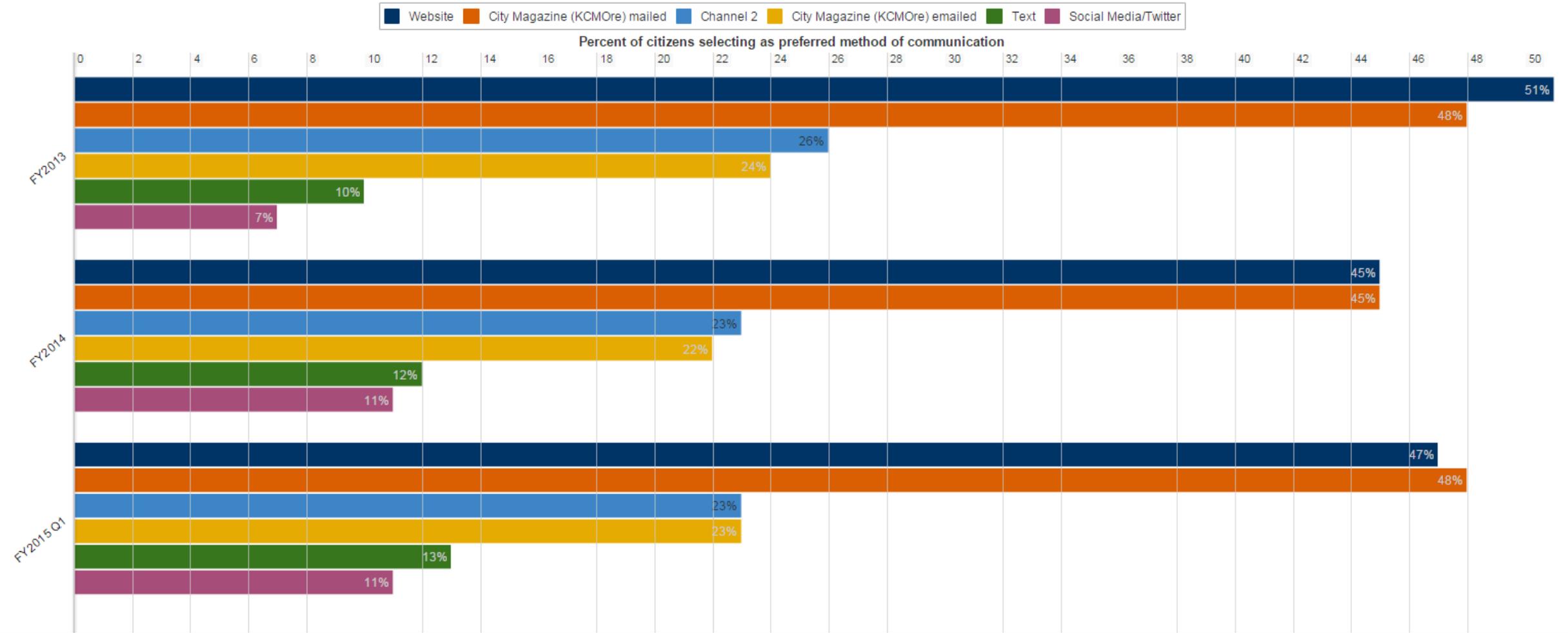
How departments are improving availability of information:

Department/Division	Short Description
City Auditor	Ensuring audit reports are accessible online
Office of Emergency Management	Engaging in grassroots, word-of-mouth opportunities to identify free forums on emergency preparedness to citizens
Finance Dept.	Making more payment and budget information available online
Fire	Providing public education strategies, material, and preparation to all personnel for use in public outreach activities
General Services Dept.	Developing a GSD app containing an employee listing and catalog of services
Human Resources	Updating and streamlining the HR intranet site with forms and policies
Law Dept.	Providing written summaries of major work done and status of projects and litigation to department directors and other officials
Parks and Recreation	Reaching out to citizens through social media to alert them to upcoming events, races, etc.

HOW DO CITIZENS LIKE TO RECEIVE INFORMATION?



OPENDATA KC





KCMORE Magazine

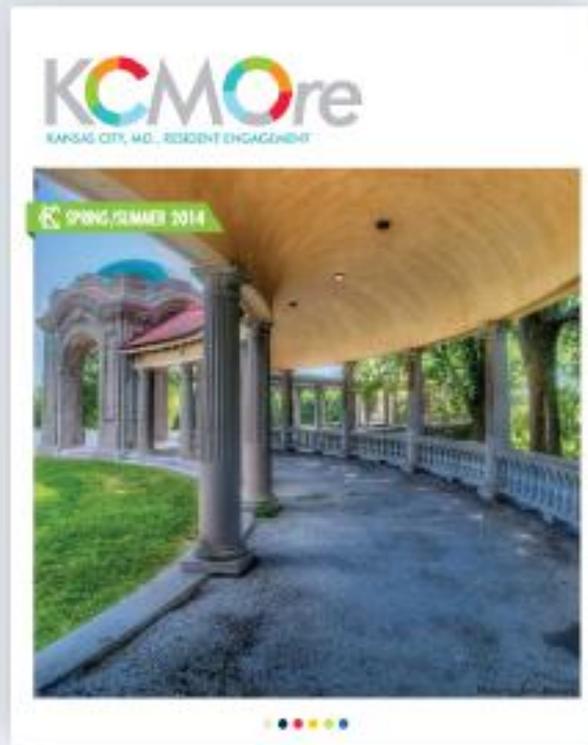
KCMORE, the city's biannual magazine, launched in 2011 to enhance strategic communication and engagement with residents. It features stories on city services, and city innovations in technology, community resources, sustainability, public safety and development. Physical copies of KCMORE are distributed for the fall issue in targeted areas of the city, while the spring version is primarily found online, which can be found at www.kcmo.gov/kcmore.

The below chart shows citizen satisfaction with the content of KCMORE.

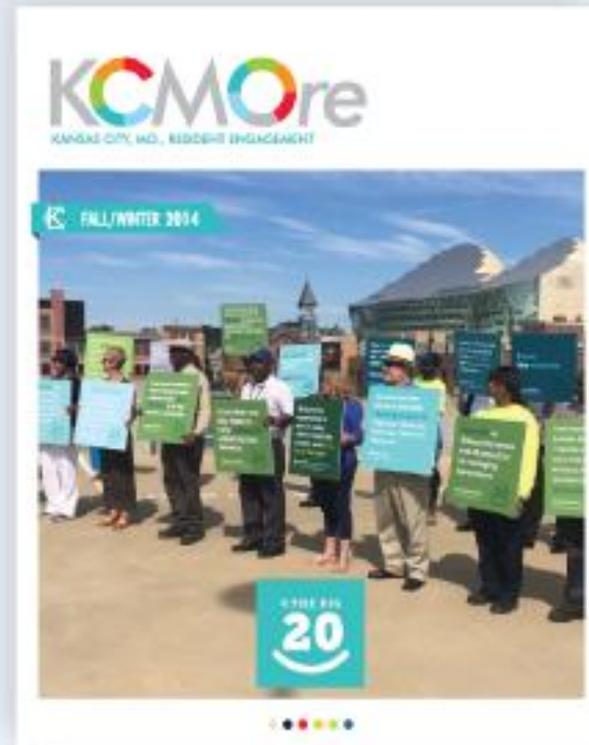


KCMOre

KANSAS CITY, MO., RESIDENT ENGAGEMENT MAGAZINE



SPRING/SUMMER 2014



FALL/WINTER 2014

KCMORE DISTRIBUTION AND COST

Fiscal Year		Number Mailed	Approximate Cost
FY12	Fall	138,000	\$111,500
	Spring	138,000	\$71,000
FY13	Fall	310,000	\$109,000*
	Spring	Online only	--
FY14	Fall	100,000**	\$50,000
	Spring	<500/Online	\$6,500
FY15	Fall	96,000	\$51,000
	Spring	<500/Online	\$6,500

*** In FY13, began using direct mail vendor to reduce postage costs**
**** In FY14, used citizen survey data to send to specific zipcodes that preferred magazines via mail**

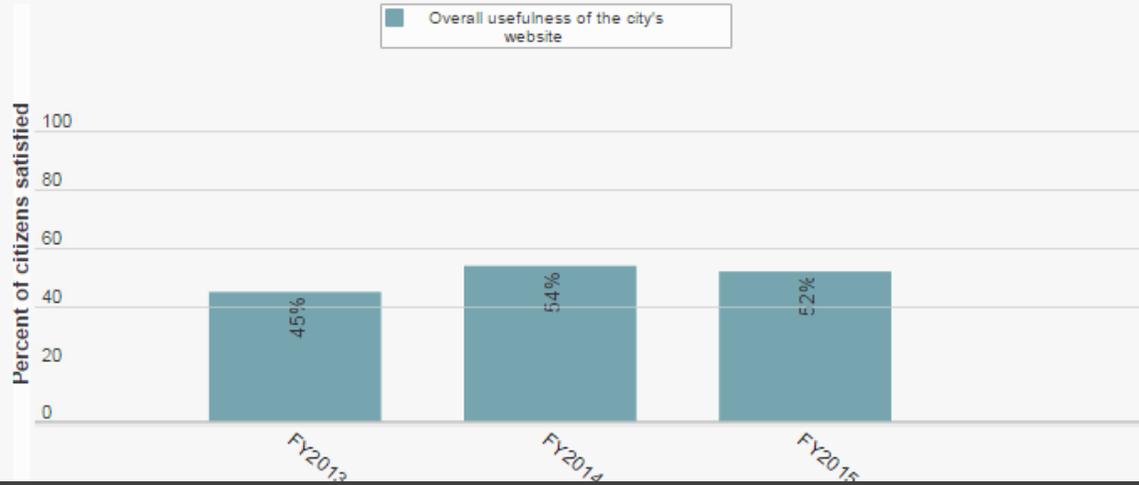
CITIZEN SATISFACTION WITH WEBSITE



OPENDATA KC

Citizen Satisfaction with Website

With the launch of a new website, it is now more important than ever to know if it is useful for citizens. Citizen satisfaction with the usefulness of the city's website has increased nine percent since FY2013. The FY2014 figures only reflect a small amount of time after the launch of the new website, so this measurement will continued to be monitored.



Have you visited the city's website?

In addition to a question about usefulness, the citizen survey also asks citizens to indicate if they have been to the city's website in the last year. Even before the launch of the new website, there was a steady trend up. The last three fiscal years show that half or more of citizens have visited the website.



WEBSITE – RECENT IMPROVEMENTS AND UPCOMING UPDATES

Search Engine

Search engine results
very accurate

Custom Google Site
Search knows popular
pages and keywords

ADA accessibility

News releases

News release page
updated

New social media share
buttons

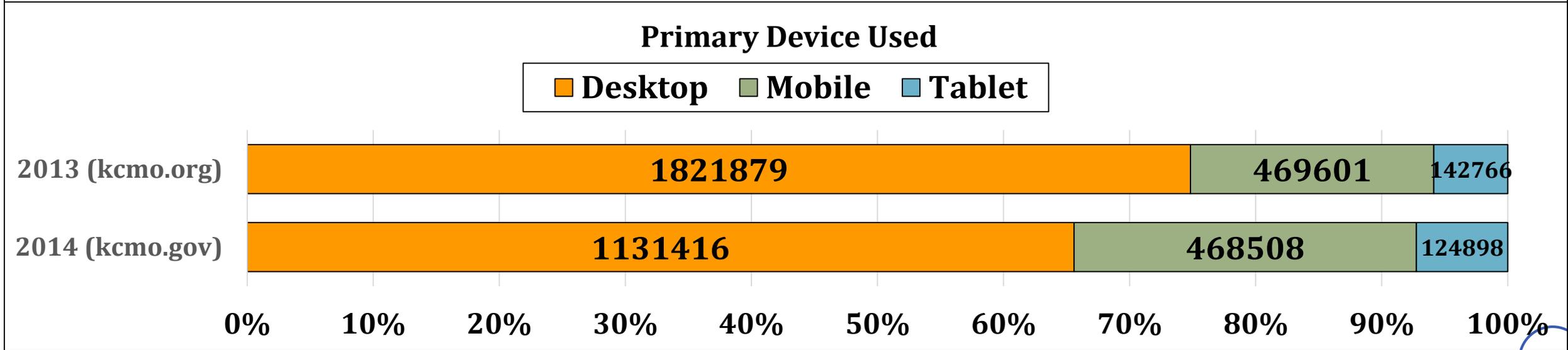
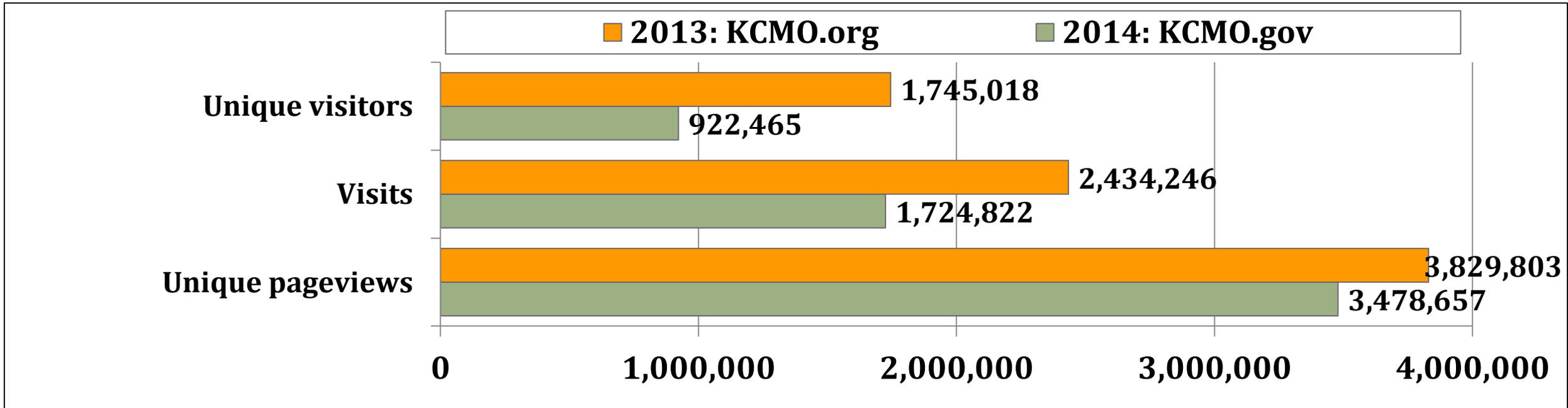
Coming in 2015

Site adaptability to
include Kansas City
Museum and Parks

Photo slideshow
customization for
certain department
pages

WEBSITE VISITS

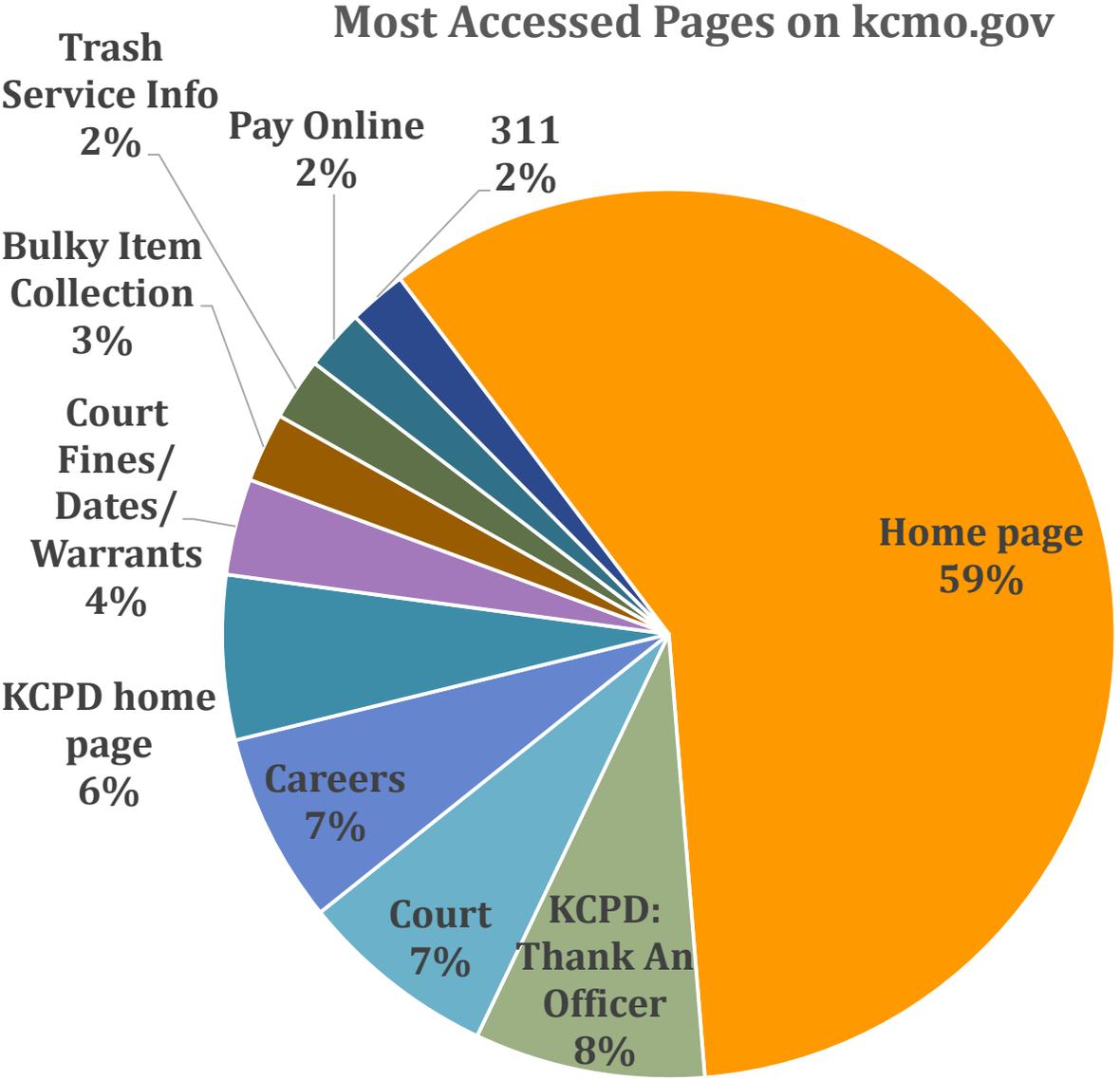
All data is for March 1 to December 31 for 2013 and 2014



Source: City Communications

MOST POPULAR SEARCHES AND PAGES ON CITY'S WEBSITE (KCMO.GOV)

June 1 – December 31, 2014	
Search Term	Total Unique Searches
Trash	9,009
Police reports	6,875
Pay ticket	6,873
Bulky	4,674
Maps	4,305
Leaf brush	3,525
Business license	2,868
Academy	2,776
Animal control	1,517
Apply for program	976



Source: City Communications

KCMO.GOV IS AN AWARD WINNING WEBSITE!

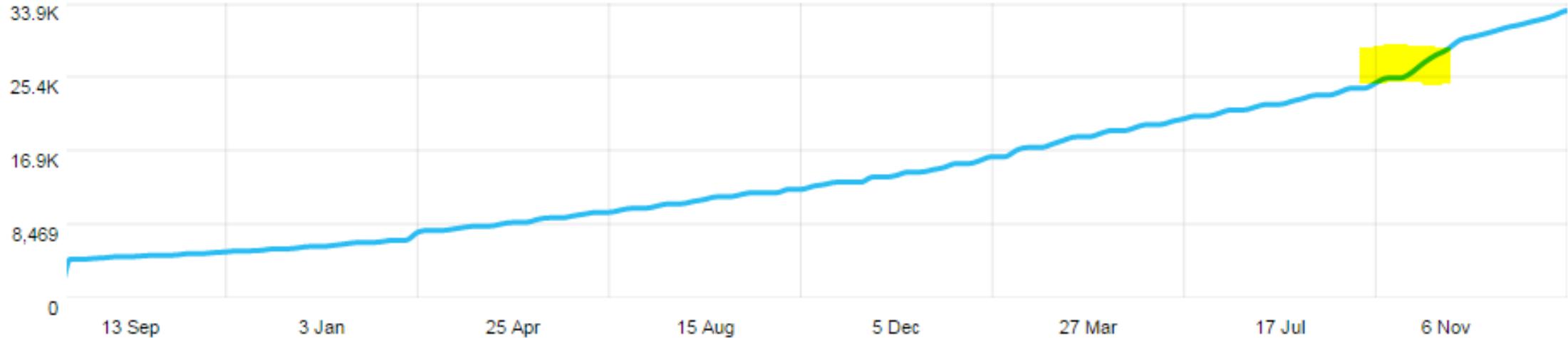


**National Association of
Government Webmasters**

PINNACLE AWARD

Honored as #1 website by our peers:
Medium Population City/County Website
September 2014

SOCIAL MEDIA – TWITTER FOLLOWERS SINCE AUGUST 2012



Gained over 18,000 followers in 2014! Started at 15K in January 2014 and currently at over 33K in January 2015.

Highlighted area: Over 4,000 followers gained in Oct. 2014 due to interactions tied to Royals postseason run.

SOCIAL MEDIA ENGAGEMENT STRATEGIES

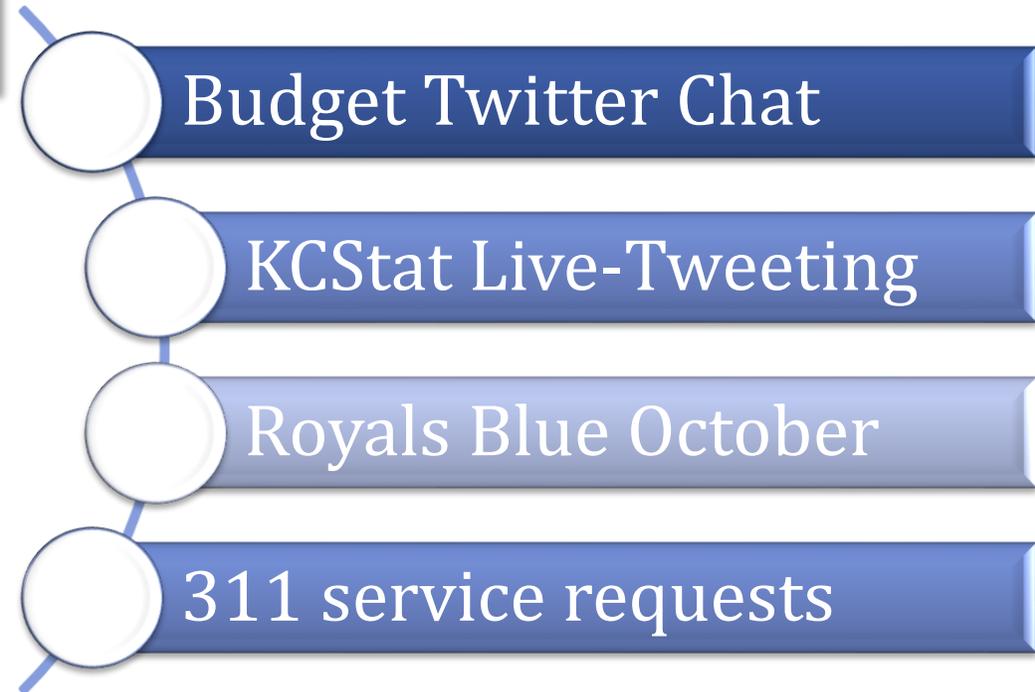
Interaction with Baltimore when Royals and Orioles were playing in ALCS; Mashable saw our exchange and retweeted to their 4.6 million followers.



Our followers enjoyed our interactions and tweets during the Royals Blue October



@KCMO Thank you for all you do for Kansas City. I live 125 mi S, but I enjoyed reading all the fun stuff!



“ROYALS AVENUE” SIGNS CONNECT CITY AND SPORTS



Goal

- Connect baseball excitement to city services

Sold

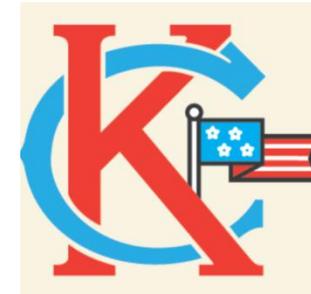
- Almost 5,000 signs

Benefits

- RBI: Reviving Baseball in Inner Cities

2014 AVATARS USED ON FACEBOOK/TWITTER

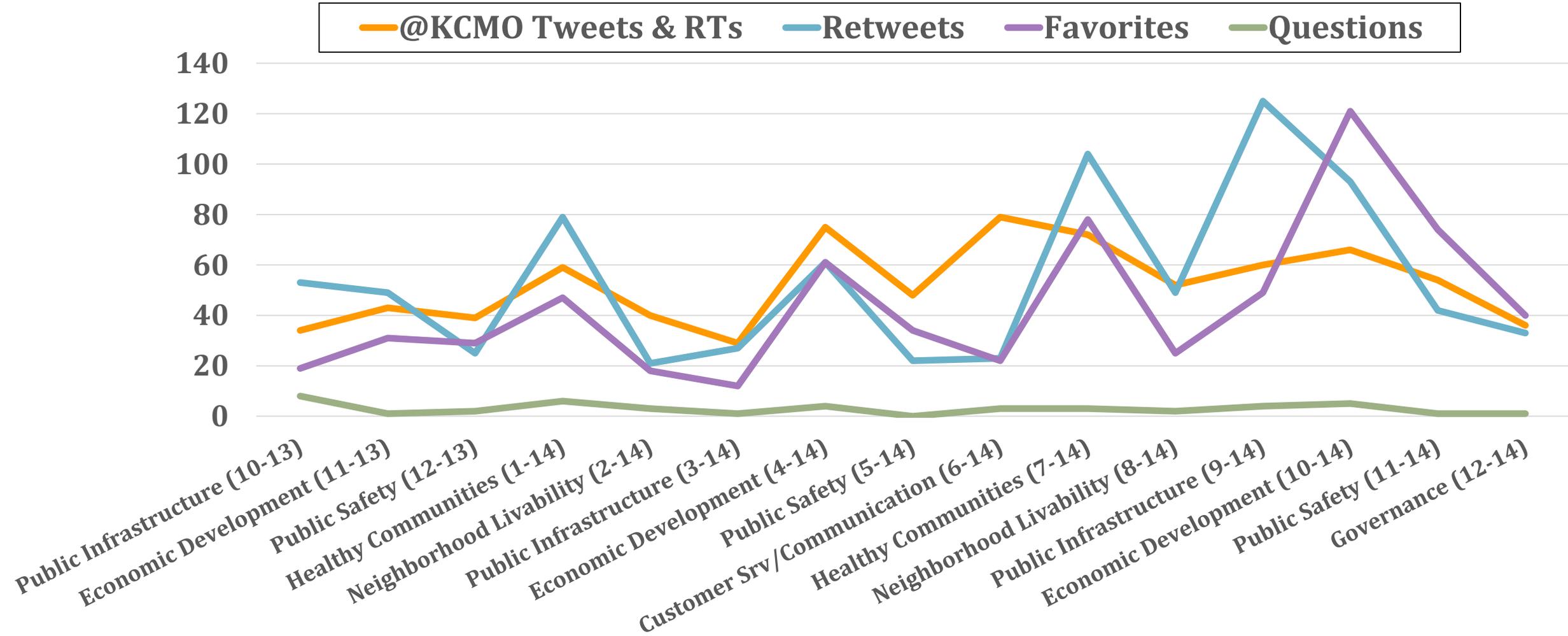
All 2014 Avatars can be found at <http://kcmo.gov/thenewkc/2014-avatars/>



Lauren H @KCSLiM · Dec 31

@KCMO Thanks for being a fun and awesome social presence that has been very informative throughout the year #KCIsTheBestCity

KCSTAT LIVE-TWEETING



SOCIAL MEDIA – NEXTDOOR AND NIXLE



Total neighborhoods launched to date:
209

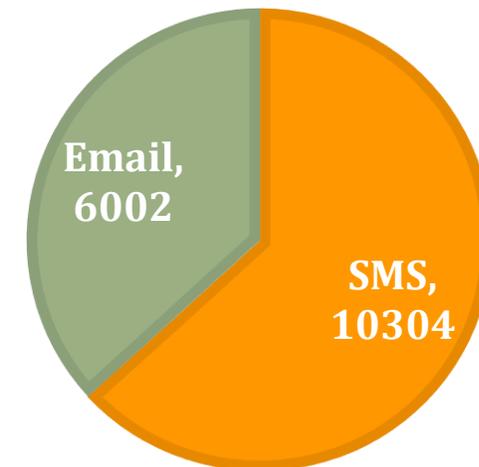
Total members for all neighborhoods:
12,500

City has sent **17** messages since launch



Total residents registered: **11,666**

NUMBER OF REGISTERED RESIDENTS



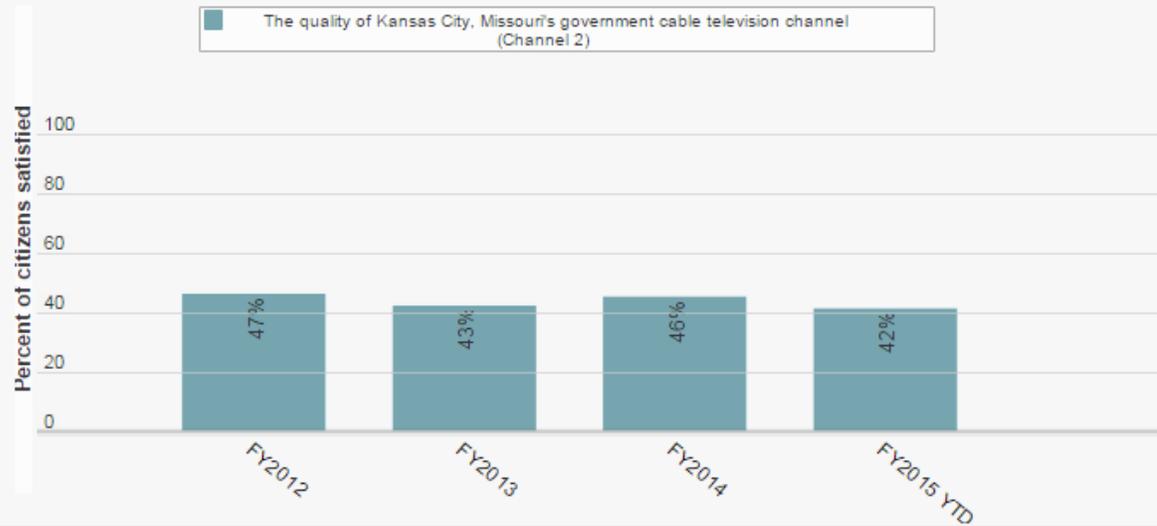
CITIZEN SATISFACTION WITH CHANNEL 2



OPENDATA KC

Citizen satisfaction with the quality of Channel 2

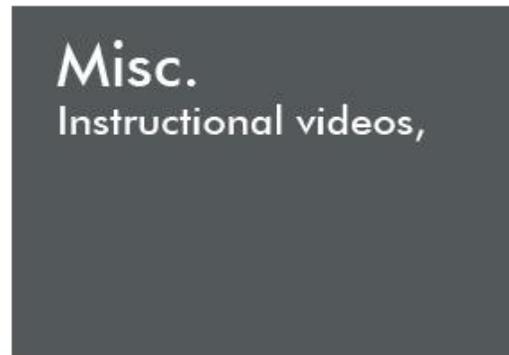
Citizen satisfaction with Channel 2 has remained relatively stable over the last three fiscal years.



Have you watched Channel 2?

The citizen survey also asks residents to indicate if they have watched Channel 2 in the last year. Some residents indicate that they do not have access to Channel 2 on their t.v.s. Channel 2 is available on most of Kansas City's cable providers, as indicated above. It is also available online at kcmo.gov/channel2.





ORIGINAL PROGRAMMING

WHERE IS CHANNEL 2?

Time Warner:
98.2

AT&T U-verse:
Search for
“government
access”

Google Fiber:
142

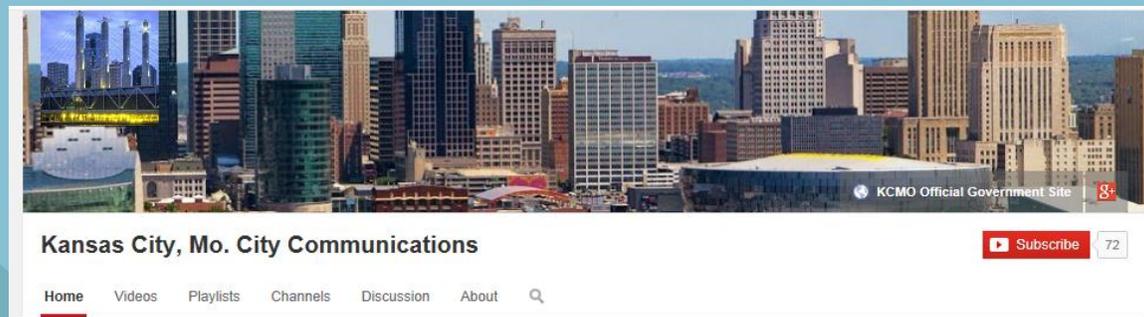
KCMO.gov:
Online live-
streaming and
video on demand

YouTube:
All original content

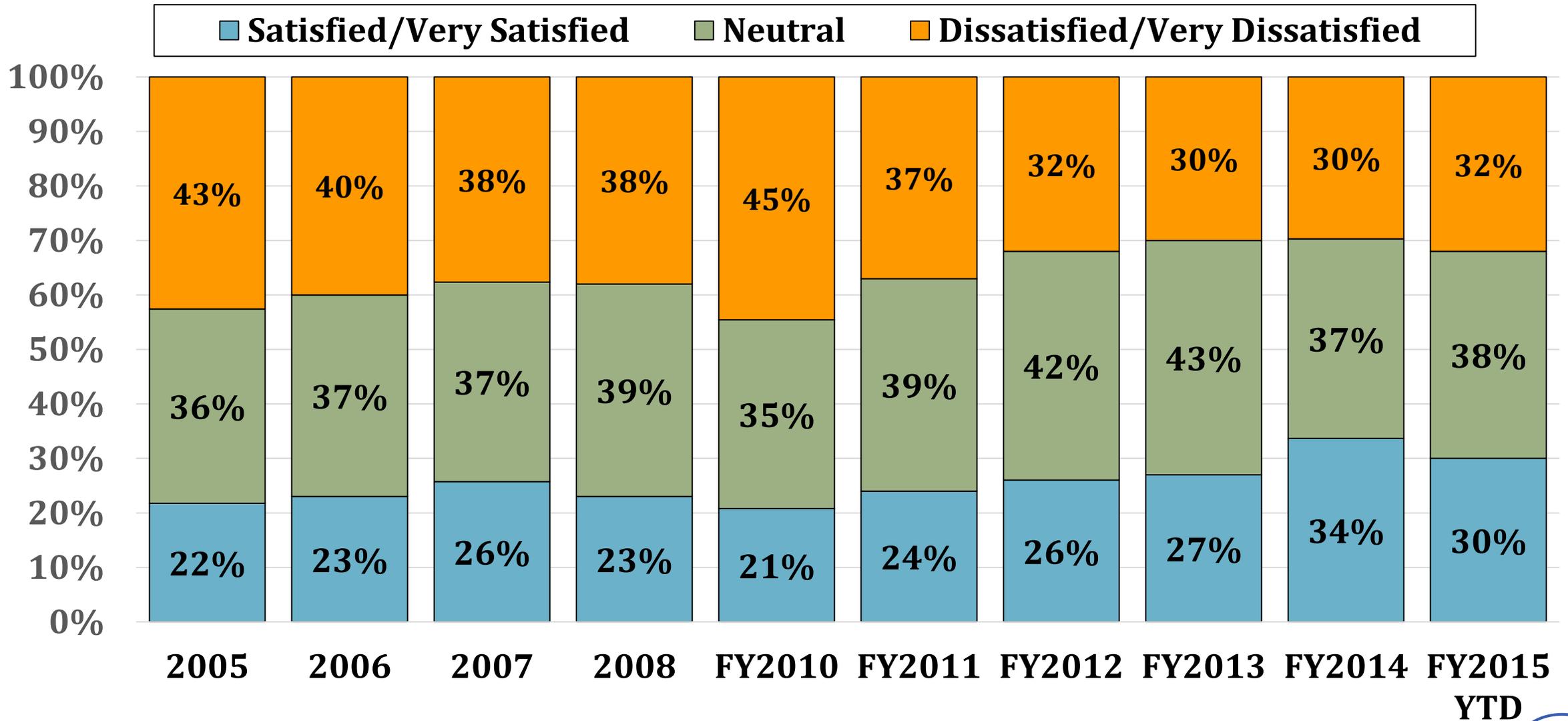
CITY OF KCMO YOUTUBE CHANNEL

Total Views	<ul style="list-style-type: none">• Almost 53,000
Most Viewed Videos	<ul style="list-style-type: none">• Mayor Challenges• World Cup watching• Snow policy• Soccer Village• Open for Business app for streetcar
New Content Each Week	<ul style="list-style-type: none">• Weekly Report• FYI KC• Special Features

<http://www.youtube.com/user/KCMOCCO>



CITIZEN SATISFACTION WITH PUBLIC INVOLVEMENT IN DECISION-MAKING



Source: Citizen Survey, 2005 - FY15 Q1

COMMUNITY ENGAGEMENT UNIVERSITY



Participants said CEU was:

Excellent - 46%

Very Good - 54%

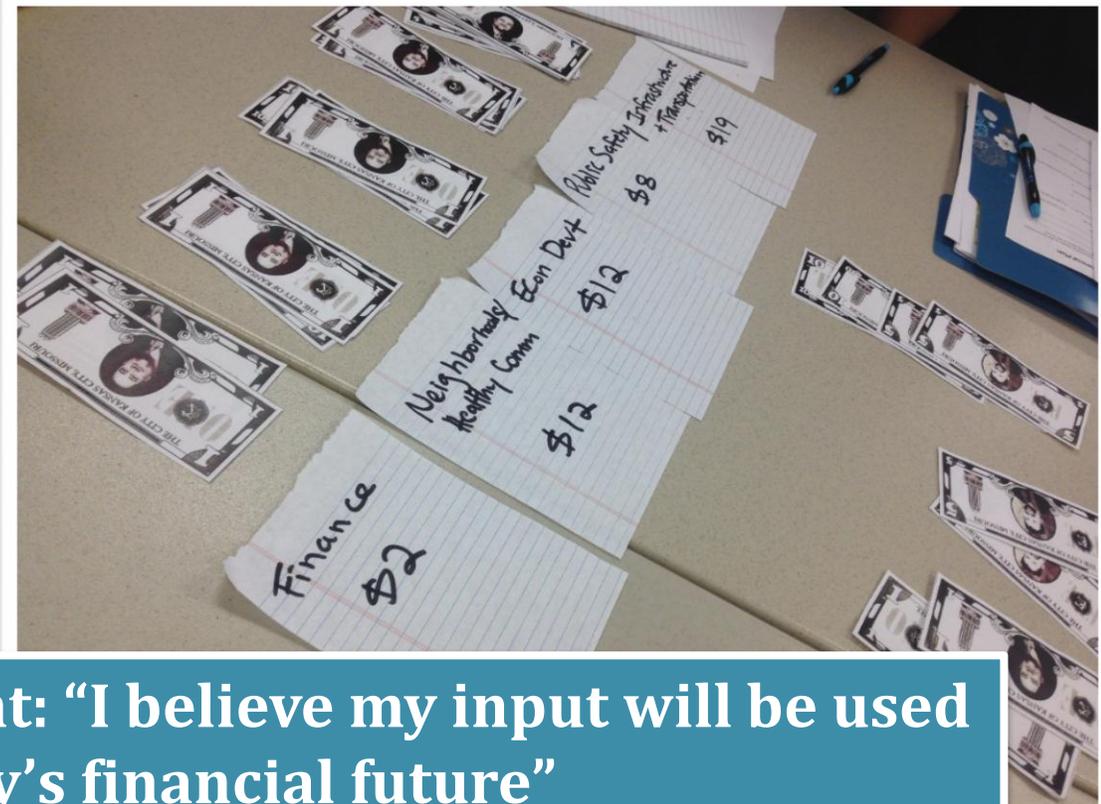


66% are **Extremely Likely** and
31% are **Very Likely**
to recommend it to a friend

CITIZEN WORK SESSIONS ON 5-YEAR FINANCIAL PLAN



91% of participants agreed with the statement: "I feel that my voice was heard"



74% of participants agreed with the statement: "I believe my input will be used to make decisions about the city's financial future"

EAST PATROL NAMING PUBLIC HEARING



Welcome to KC Momentum.

Welcome to Kansas City's MindMixer, an online conversation sponsored by The City of Kansas City, Mo. We are looking for new ways to hear from the community. Have an idea that could improve our community? The City is listening!

- **Recent use:**
 - Washington Square Park Planning
 - East Patrol
 - Taxi cab code
 - Dead letter office
- **Plans for future:**
 - Active collaboration with MindMixer to apply this tool using best practice methods
 - Development of a “playbook” for running campaigns on MindMixer that governs how they should be structured, how often they should run, etc.
 - Development of an internal facing group on the MindMixer platform to be used to gather employee feedback, in conjunction with the annual employee survey

DEPARTMENT REPORTS

How departments are improving level of involvement in public decision-making:

Department/Division	Short Description
City Auditor	Seeking input into audit topics from the public and city employees
Communications Office	Continuing to implement “Twitter Chat” about the budget and the “Citizen Work Sessions” for the five-year strategic plan
Fire	Developing a matrix of significant neighborhood organizations and citizen forums to promote KCFD participation in meetings and activities
Neighborhoods and Housing Services	Partnering with KCPD to survey registered neighborhoods to seek citizen input and identify community needs

OBJECTIVE:
**SERVE OUR DIVERSE
CITIZENRY BY EXPLORING
WAYS TO COMMUNICATE
EFFECTIVELY IN
MULTICULTURAL
SITUATIONS**

Related Measurements:

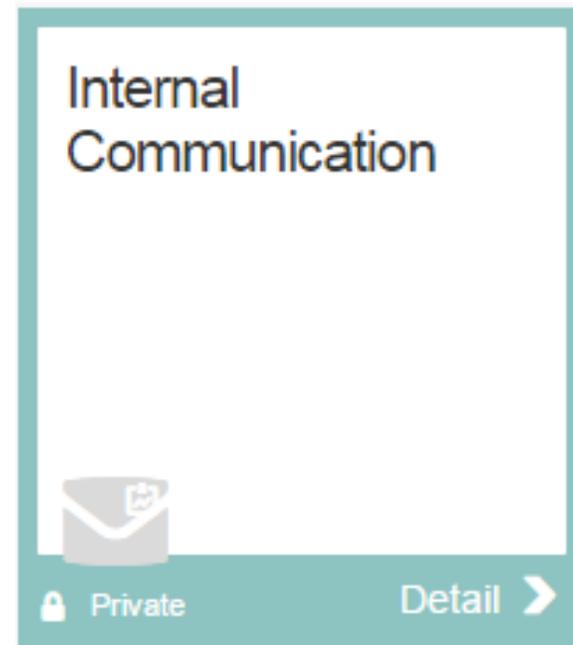
- Department Reports

DEPARTMENT REPORTS

How departments are working to communicate with diverse populations:

Department/Division	Short Description
Fire	Researching and developing multilingual approaches to interact with culturally diverse populations
Fire	Developing recruitment programs to help ensure that KCFD employees reflect the diversity of our community
Health	Implementing the Cultural Competency Language Access Initiative to communicate more effectively with persons with limited English proficiency or who are deaf or hard of hearing
City Manager's Office/311	Update to city-employee interpreter list

INTERNAL COMMUNICATION



OBJECTIVE:

**DEVELOP STRATEGIC CITYWIDE
COMMUNICATION/MARKETING
PLANS FOR INTERNAL
COMMUNICATION.**

**I.) REQUIRE EACH CITY
DEPARTMENT TO DEVELOP A
COMMUNICATIONS PLAN TO
ENHANCE INTERNAL
COMMUNICATIONS, WITHIN AND
BETWEEN DEPARTMENTS**

Related Measurements:

- Employee knowledge of their department
- Management communication with employees

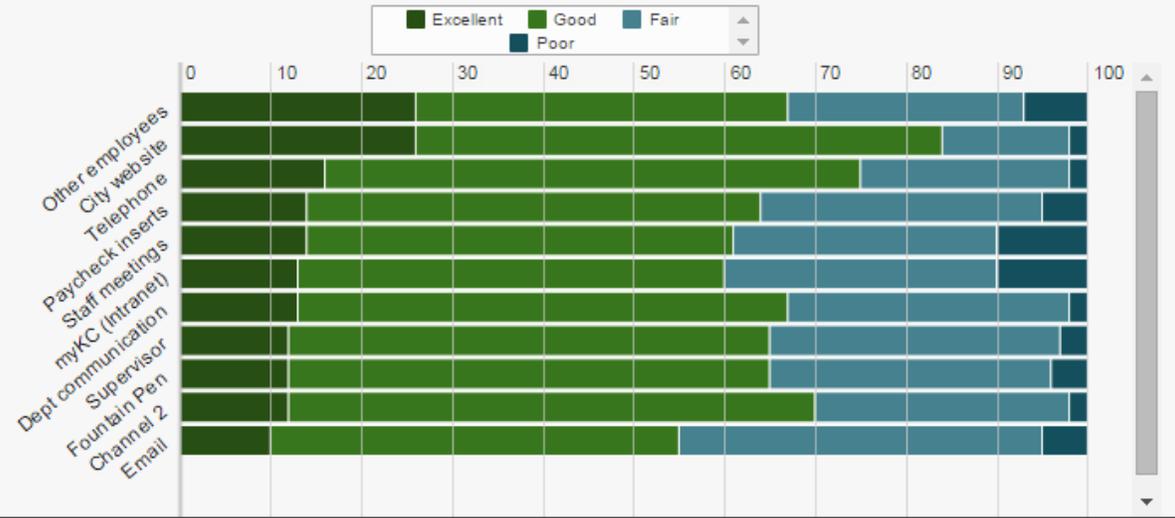
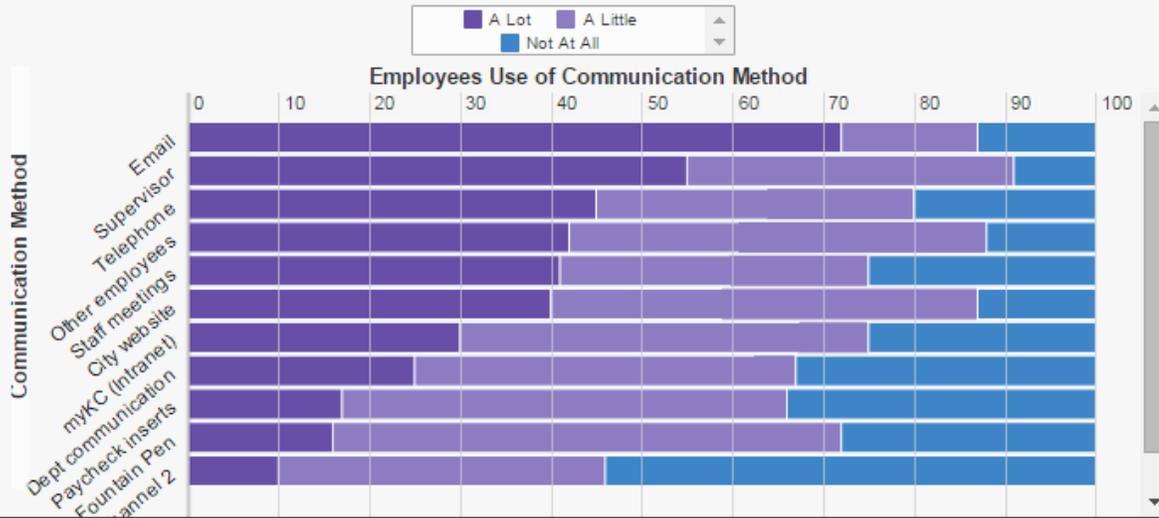
HOW CITY EMPLOYEES GET THEIR INFORMATION



OPENDATA KC

Internal Communication Methods

The chart below and to the left shows what methods use to communicate with each other. Email and Supervisors are the most frequently used communication channels. The chart on the right shows how employees rated each communication method. Other Employees and the City website were the highest rated communication tools. This data came from the 2014 Elevate KC survey, an internal employee satisfaction survey.



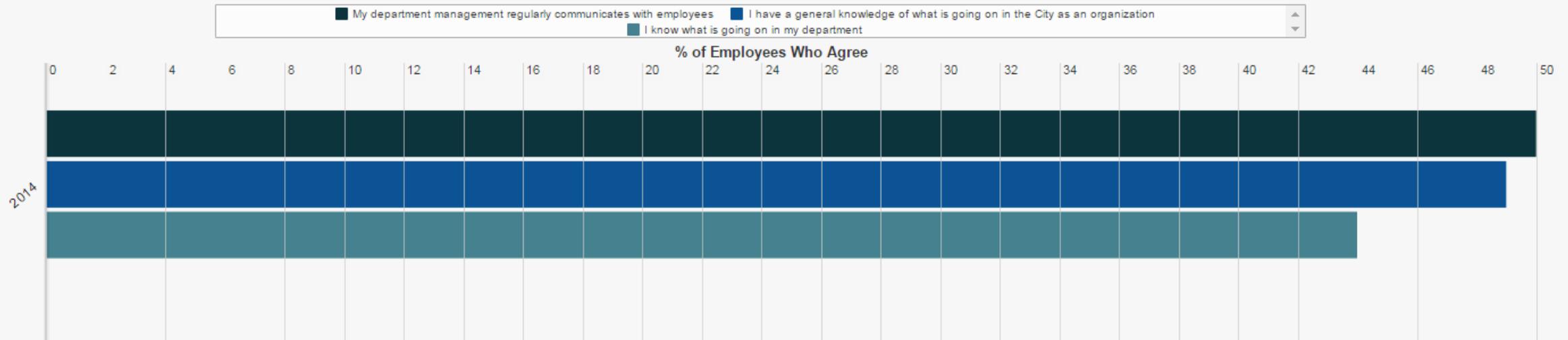
CITY EMPLOYEES' KNOWLEDGE OF THE ORGANIZATION



OPENDATA KC

Internal Communication

The chart below shows the percent of employees who "strongly agree" and "agree" with a series of questions regarding employee communication. Roughly 50% of employees agree that their department management regularly communicates with them and that they have a general knowledge of what is going on in the City. A slightly lower percent of employees feel that they know what is going on in their own department. This data came from the 2014 Elevate KC survey, an internal employee satisfaction survey.



Final Thoughts or Questions?

