



**NEIGHBORHOOD
LIVABILITY**
JANUARY 22, 2013

Alignment with Council Priorities

- **Resolution passed Thursday, January 10, 2013**
 - Officially adopts Council Priorities as strategic direction
 - Assigns performance indicators to measure progress (and acknowledges that other indicators may be added)
 - Establishes KCStat and Performance Management meetings as primary mechanism for monitoring progress on Priorities
 - Gives strategic direction to PM and KCStat efforts
- 

PRIORITY

Target blight by redeveloping, repurposing and clearing vacant lots and buildings in collaboration with the community

INDICATORS

- 1. % of dangerous buildings demolished**
- 2. % of Land Bank properties sold, reused or repurposed**

LAND BANK & DANGEROUS BUILDINGS RESOURCES

FY2013-14 Submitted Budget General Fund:

Program Name	FY2013-14 Submitted Budget
Dangerous Building Demolition	\$ 600,000
Strategic Neighborhood Demolition	\$ 1,000,000
Grand Total	\$ 1,600,000

FY2013-14 Submitted Budget Land Bank Fund:

Program Name	FY2013-14 Submitted Budget
Land Bank Dangerous Building Demo.	\$ 500,000
Land Trust Weed Control	\$ 1,189,045
Administration of Land Bank	\$ 707,955
Grand Total	\$ 2,397,000

FY2013-14 Submitted Budget Private Property Abatement:

Program Name	FY2013-14 Submitted Budget
Private Property Abatement	\$ 500,000

PERCENT OF DANGEROUS BUILDINGS (DB) DEMOLISHED OR REHABBED

**Unknown
Trend**

Resolution Type	May 1, 2012	May - Dec 2012		Dec 31, 2012	% Resolved
	Properties on DB list	Properties Added	Resolved	Properties remaining on list	
City Demo	803	708	106	1,214	19.6%
Owner Demo			74		
Owner Rehab			117		
Other Resolution			272		

LAND BANK INVENTORY: UNDER DEVELOPMENT

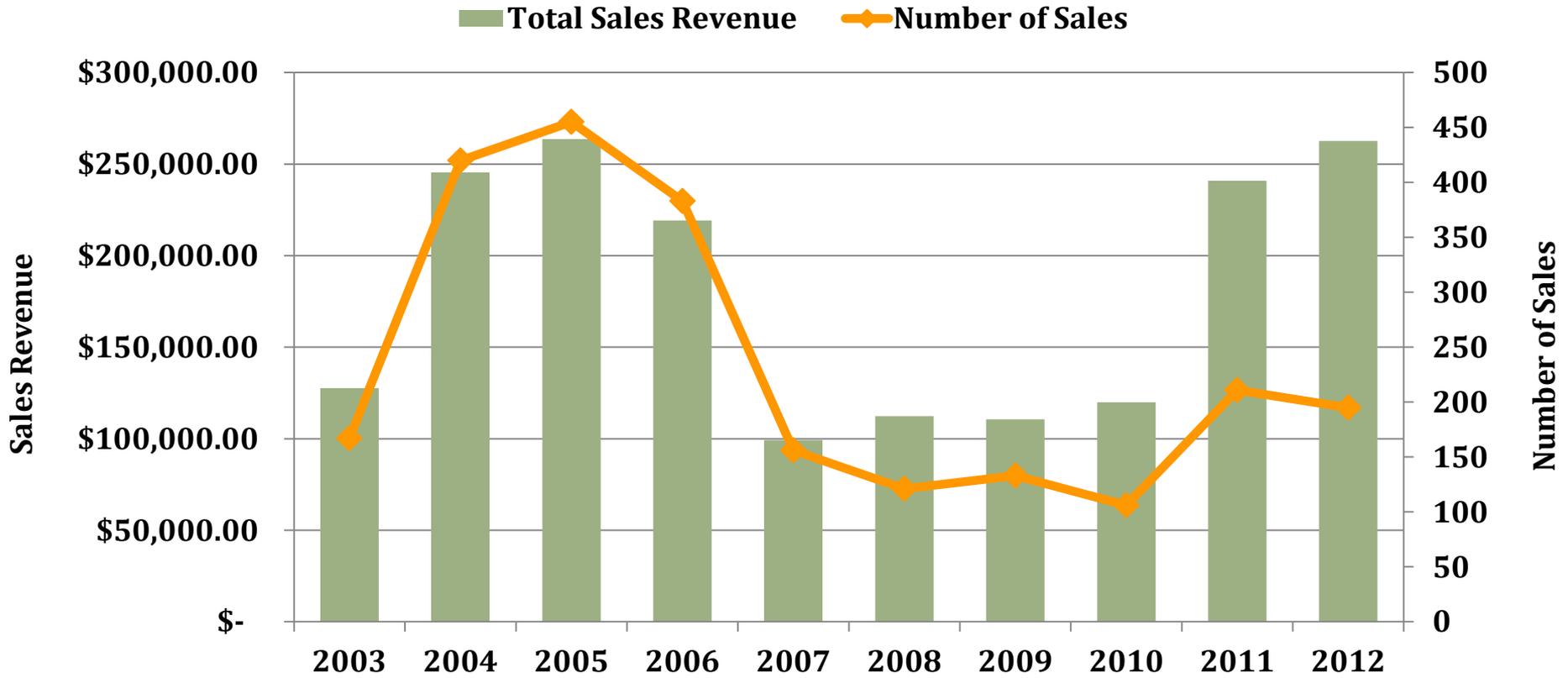
Unknown
Trend

Setting up the Land Bank:

- **Establish policies for reuse of properties**
- **Assess inventory once properties are transferred**
- **Design website for marketing properties**

**FY2013-14 Anticipated
Revenue from sale of
property: \$164,000**

LAND TRUST SALES AS BENCHMARK



LAND TRUST AND DEMO MAP



Click on Sign to add text and place signature on a PDF File.

PRIORITY

Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.

INDICATORS

- 1. % of citizens satisfied with customer service**
- 2. % of citizens satisfied with communication**
- 3. % of businesses satisfied with City services**
- 4. % of customers satisfied with 311 service request outcomes**

NEIGHBORHOOD LIVABILITY: CUSTOMER SERVICE AND COMMUNICATION

- **Dangerous Buildings**

- Neighborhood engagement meetings in targeted neighborhoods
- Tours of homes on dangerous buildings list with neighbors to assess renovation potential
- Dangerous Buildings listed on NHS website – *Future*: put list in in open data catalog

- **Land Bank**

- Website will be developed
 - Partnership planned with real estate industry
- 

PRIORITY

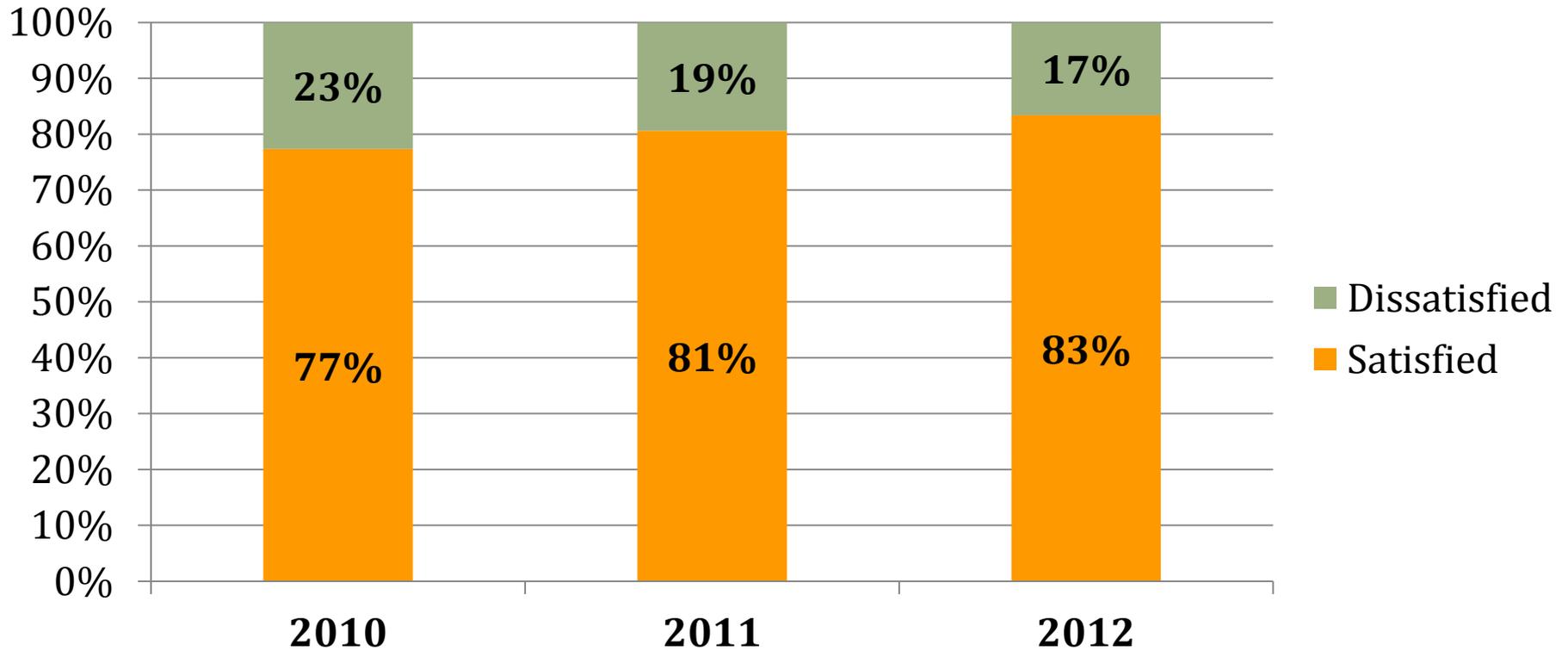
Provide the resources for effective basic services.

INDICATORS

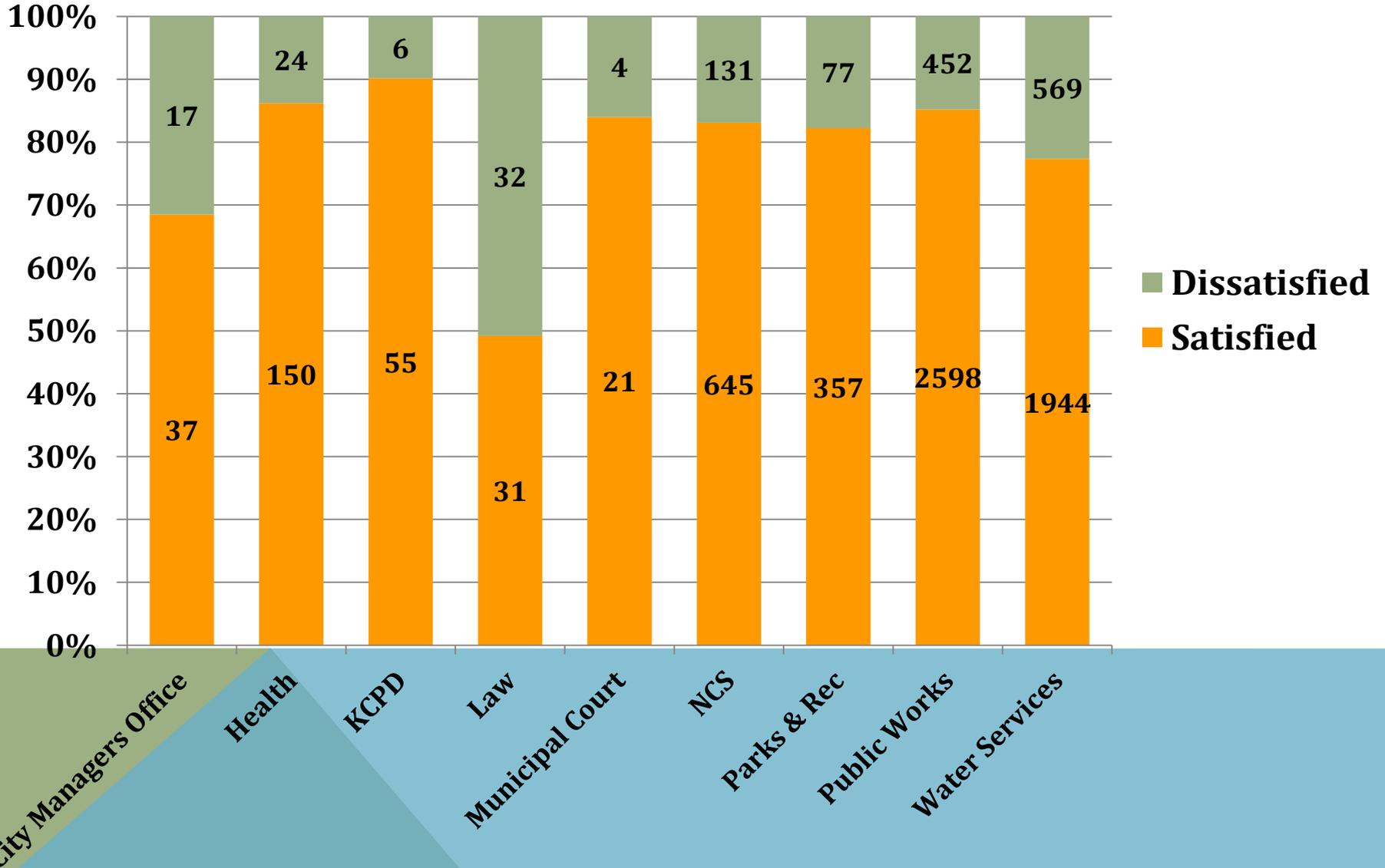
- 1. Overall customer satisfaction with 311 service requests**
- 2. % of 311 service requests completed within established timeframes**

CUSTOMER SATISFACTION WITH DEPARTMENT SERVICE ON 311 SERVICE REQUESTS

Positive Trend: 



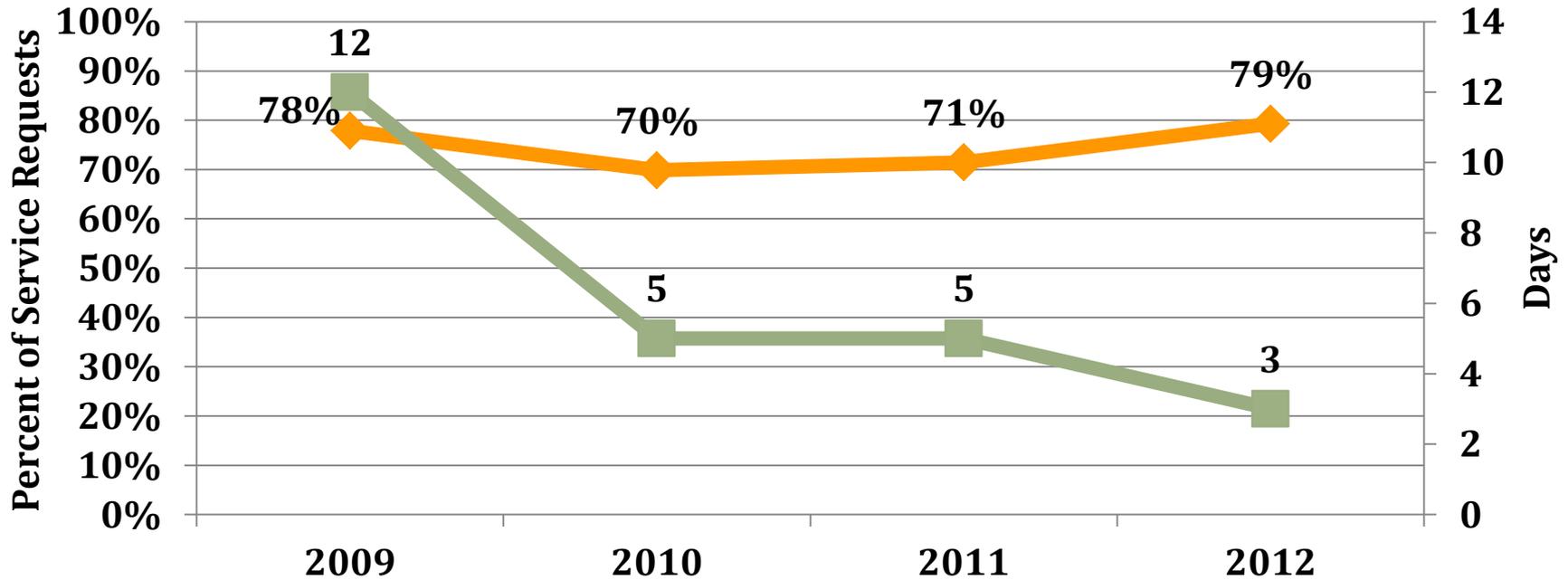
311 CUSTOMER SATISFACTION BY DEPARTMENT



PERCENT OF SERVICE REQUESTS CLOSED WITHIN ESTABLISHED TIMEFRAMES

Positive Trend: 

- ◆ Percent of Service Requests Closed within Established Timeframes
- Median Days to Close



PRIORITY

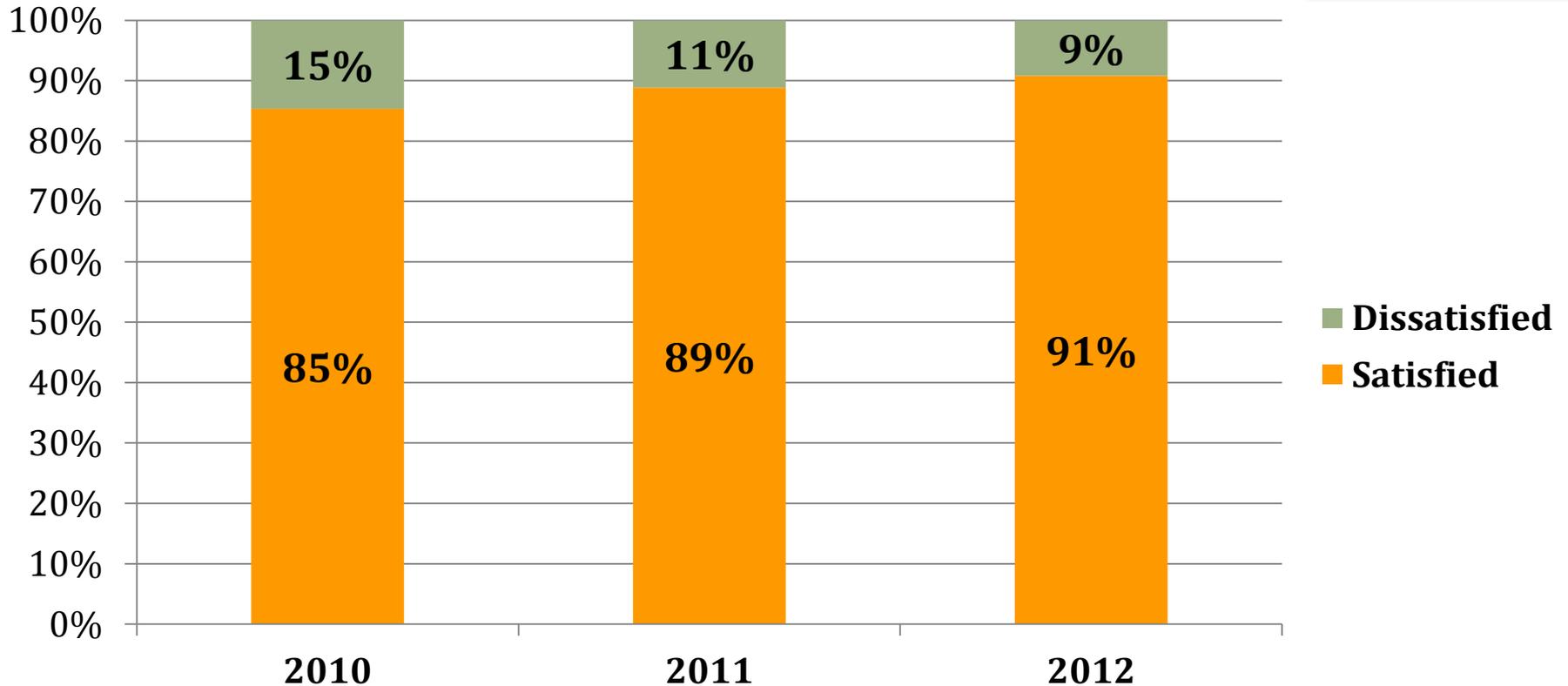
Emphasize the focus on the customer across all City services; engage citizens in a meaningful dialogue about City services, processes, and priorities using strategic communication methods.

INDICATORS

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311 CUSTOMER SERVICE SURVEY

**Positive
Trend:** 



In FY 2012, 52% of citizens indicated that they contacted 311; In 2007, that figure was only 25%

PRIORITY

Provide safe and well maintained parks, community centers and other facilities that provide amenities our residents want.

INDICATORS

- 1. Youth participation in city provided programming (Night Kicks/Hoops, Club KC)**
- 2. % of citizens satisfied with park maintenance**
- 3. % of citizens satisfied with community center programming**

PARKS RESOURCES IN FY13-14 SUBMITTED BUDGET

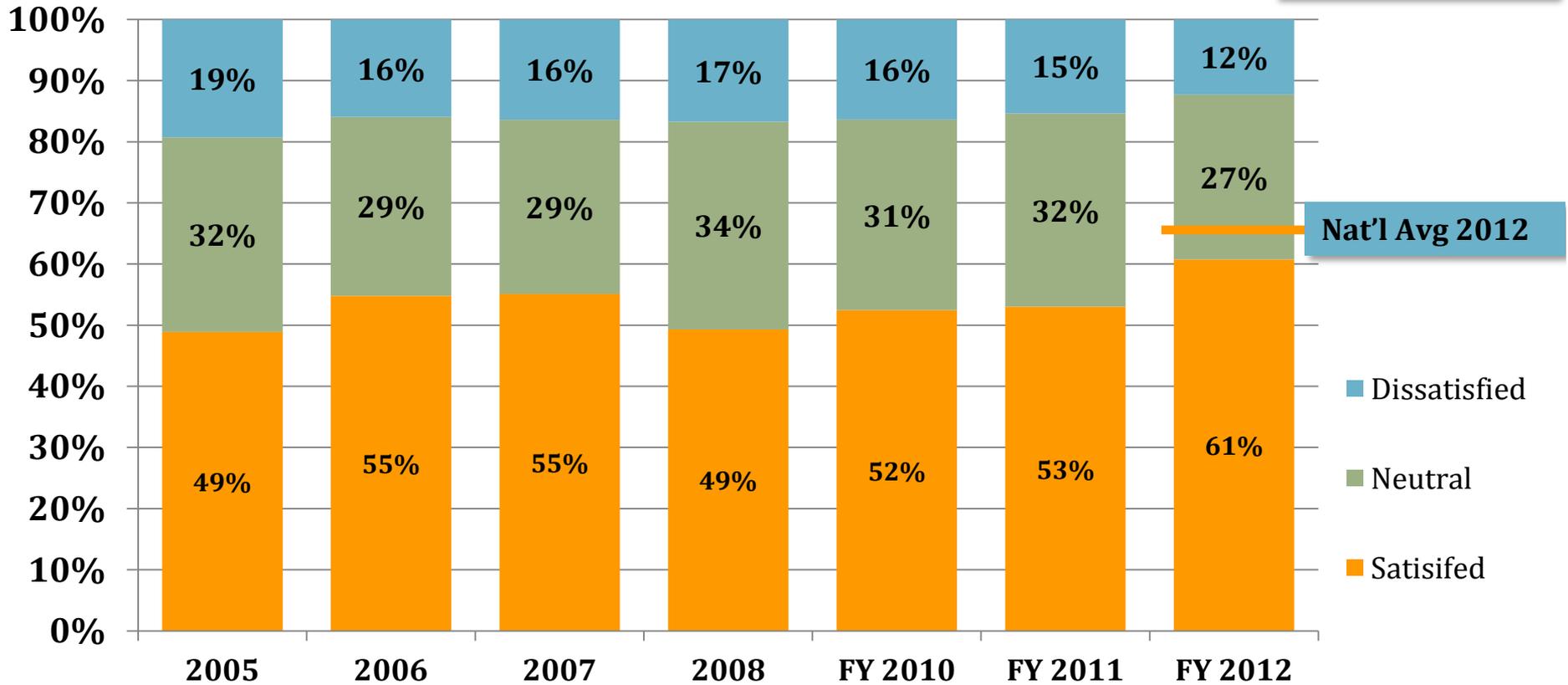
Program	Baseline Resources	Additional Resources	Total Submitted FY14
Park Maintenance	\$1,119,366	\$1,150,000	\$2,269,366
Summer Youth Activities	\$200,000	\$200,000	\$400,000

YOUTH PROGRAM PARTICIPATION

Positive
Trend: 

Activity Type	Total Participants		
	2010	2011	2012
Night Hoops	1,720	4,144	6,528
Night Nets	112	280	140
Night Kicks	2,046	1,480	1,400
Club KC	n/a	2,600	7,442
Combined Total	3,878	8,504	15,510

CITIZEN SATISFACTION: PARK MAINTENANCE



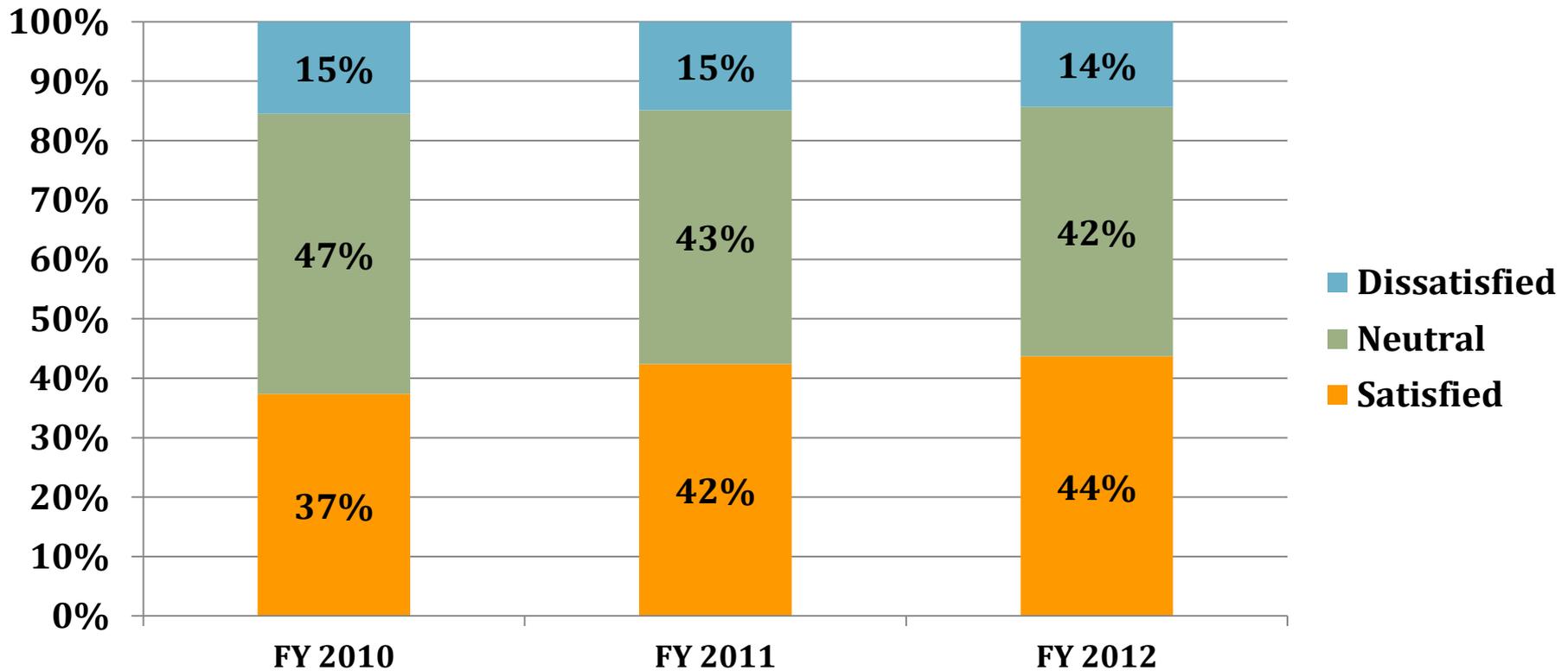
Parkland sq. ft. per Capita
KCMO = 1,139
Big City Nat'l Avg = 564

How do we know we are providing the programs and amenities that residents want?

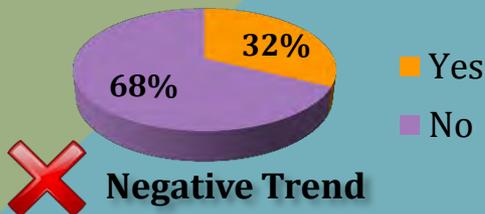
What is our target?

CITIZEN SATISFACTION: COMMUNITY CENTER PROGRAMMING

Positive Trend: 



Have you visited a KCMO Community Center?



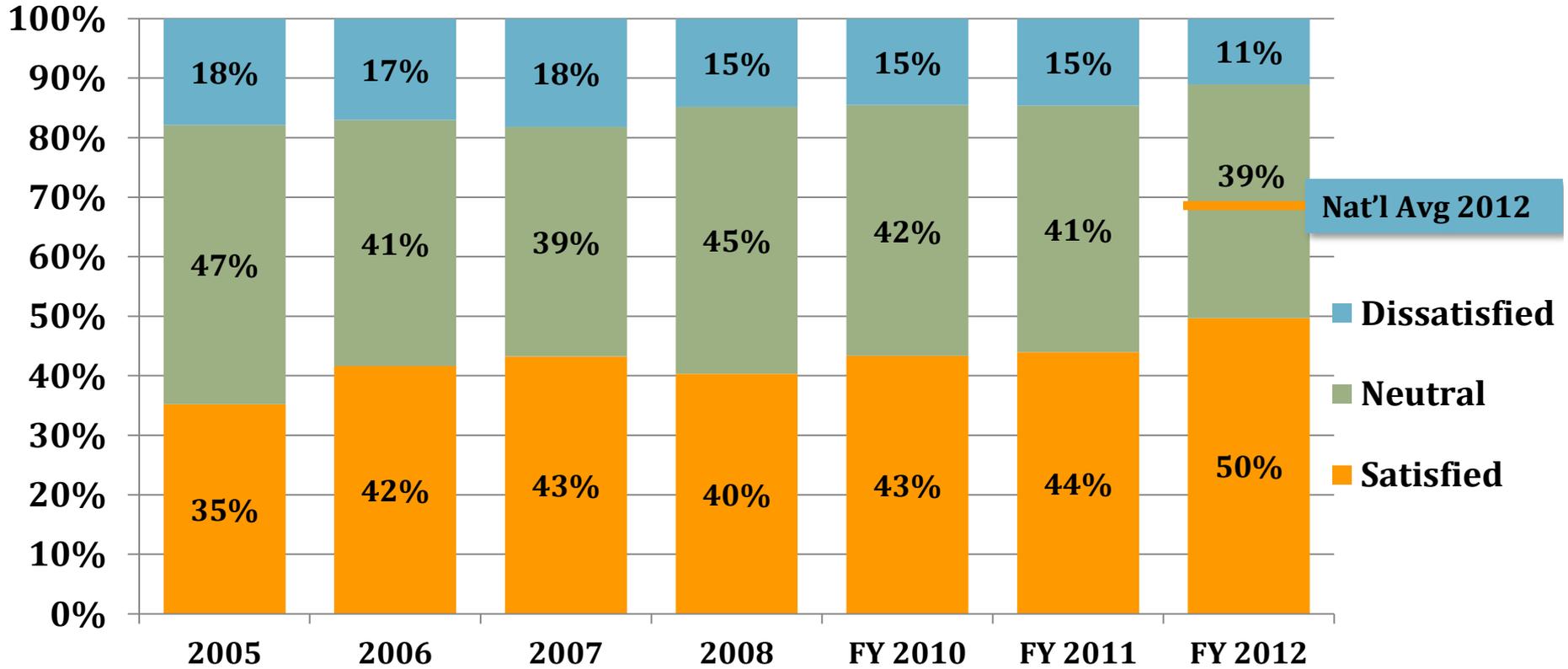
What is our target?

How do we know we are providing the programs and amenities that residents want?

What factors influence satisfaction?

COMMUNITY CENTER MAINTENANCE

Positive Trend: 



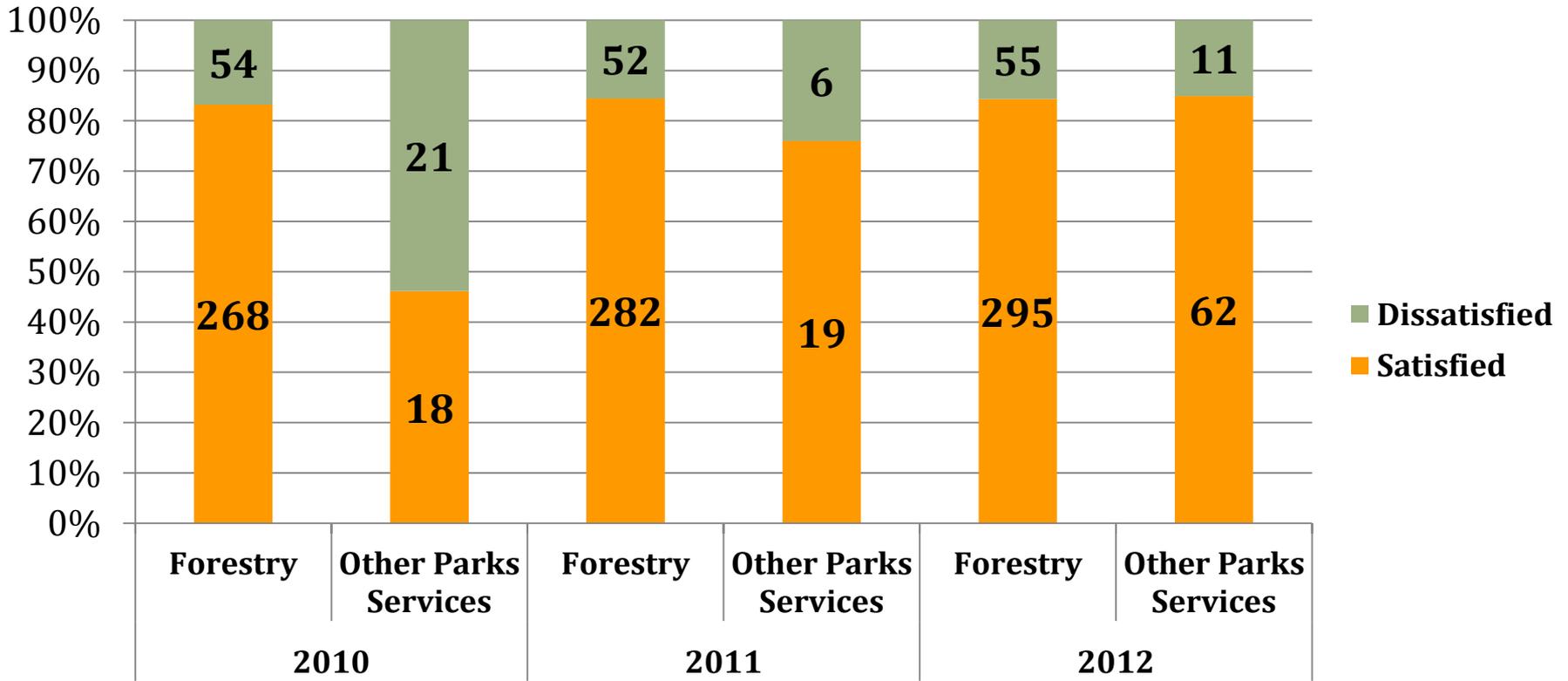
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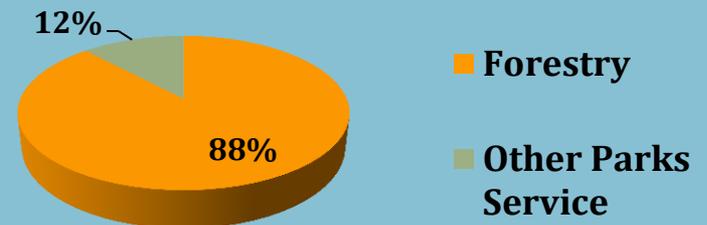
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PARKS CUSTOMER SERVICE: 311 USER SURVEY



Budget FY14 Additional Resources:
Forestry (Emerald Ash Bore = \$1.5m
Tree Trimming = \$575,000

Service Requests by Provider Group



PARKS COMMUNICATION EFFORTS

- **Use of Social Media (Facebook, YouTube, Twitter)**
- **eNewsletter (monthly), eCalendar (monthly), targeted emails to specific interest lists**
- **Parks segment in the City's "Weekly Report" and Parks Board meetings aired on Channel 2 and YouTube Channel**
- **Information booths at local Expos/Tradeshows**
- **Media relations/news releases and articles in KCMORE Magazine and Fountain Pen**
- **Year in Review book**
- **Neighborhood and Community Meetings**
- **Activities Guides distributed twice a year**
- **Regular Surveys solicited from citizens**
- **In progress: strategic roadmap**