



Unified Government of Wyandotte County and Kansas City, Kansas

Administration & Human Services Standing Committee

Fifth Floor Conference Room
701 N. 7th Street Trafficway, Kansas City, KS 66101

Chair Commissioner Christian Ramirez

*Commissioner At-Large, Dist. 2 - Andrew Kump, Commissioner, District 1 - Jermaine Howard
Commissioner, District 4 - Evelyn Hill, Commissioner, District 6 - Phil Lopez*

UPDATED AGENDA

Monday, May 18, 2026

Immediately upon adjournment of the earlier committee, or 5:00 PM

1. **Call to Order/Roll Call**
2. **Revisions to May 18, 2026, Agenda**
 - 2.1 Agenda Update adding new Item No. 4.1.
3. **Approval of standing committee minutes from April 13, 2026.**
4. **Committee Agenda**
 - 4.1 **RESOLUTION: LOVE YOU BLOCK GRANT OPPORTUNITY**

Synopsis: Adopt a resolution to support the application of the Unified Government of Wyandotte County/Kansas City, Kansas for a grant through the Love Your Block Program sponsored by the Bloomberg Center for Public Innovation at Johns Hopkins University, to fund resident-led community impact projects. The request for funding is in the amount of \$70,000.00. There is no match required for this grant.

It is requested that this item be fast tracked to the May 21, 2026, Board of Commissioners meeting.

Tracking #: 21508
 - 4.2 **PRESENTATION: LEGISLATIVE AUDITOR'S OFFICE**

Synopsis: An update on the Legislative Auditor's Office operation, programs, accomplishments, challenges, and upcoming priorities.

For Information Only.

Tracking #: 21241

4.3 PRESENTATION: 311 OVERVIEW AND NEXT STEPS

Synopsis: This presentation will spotlight the transformation of the 311 system—how it serves as the community’s front door for accessing non-emergency services and the critical role it plays in resident experience.

For Information Only.

Tracking #: 21240

5. Public Agenda

6. Adjourn

The Unified Government of Wyandotte County and Kansas City, Kansas will provide necessary, reasonable auxiliary aids and services, such as ASL translators, machine-readable copies of meeting materials, or on-site language interpretation. Individuals requiring any auxiliary aids or services should contact the Unified Government Office of the Clerk by emailing or calling UGclerkrequest@wycokck.org or 913-573-5260 at least 48 hours in advance of the meeting. Persons may address the Commission during the time set aside for Public Comment on each item scheduled or at any time by suspension of the rules. All persons must address the commission and state their name and address for the record. Comments shall be limited to three (3) minutes for each participant. Disruptive comments and behavior are not permitted and may result in removal from the meeting.

Some commissioners, staff, and the public may attend remotely via Zoom or by phone. All participants joining by phone should mute their phones when not speaking to avoid background noise. During the meeting, all speakers are asked to please announce yourself by name and title every time you speak so the public that is observing knows who is speaking. This is critical given the number of remote participants and is current guidance from the Kansas Attorney General.

El Gobierno Unificado del Condado de Wyandotte y Kansas City, Kansas, proporcionará ayudas y servicios auxiliares necesarios y razonables, como traductores de ASL, copias legibles por máquina de los materiales de la reunión o interpretación de idiomas en el lugar. Las personas que requieran ayuda o servicios auxiliares deben comunicarse con la Oficina del Secretario del Gobierno Unificado enviando un correo electrónico o llamando al UGclerkrequest@wycokck.org o al 913-573-5260 al menos 48 horas antes de la reunión.

Join from PC, Mac, iPad, or Android:

<https://wycokck.zoom.us/j/89749786825>

Webinar ID: 897 4978 6825

Phone one-tap:

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+12532050468,,89749786825# US

Join via audio:

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(Houston), +1 669 444 9171 US, +1 669 900 9128 US (San Jose), +1 386 347 5053 US, +1 507 473 4847

US, +1 564 217 2000 US, +1 646 558 8656 US (New York), +1 646 931 3860 US, +1 689 278 1000 US, +1

301 715 8592 US (Washington DC), +1 305 224 1968 US, +1 309 205 3325 US, +1 312 626 6799 US

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International numbers available: <https://wycokck.zoom.us/j/89749786825>

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Raise and lower your hand to be acknowledged by dialing *9.

To raise your digital hand from your PC or Mac, click the button labeled “Raise Hand” at the bottom of the window on the right side of the screen.

View the meeting live on our website at: [UGTV Live Stream](#) or via [YouTube](#).

**AGENDA UPDATE
ADMINISTRATION & HUMAN SERVICES
STANDING COMMITTEE MEETING
MONDAY, MAY 18, 2026**

ADDING ITEM

4. COMMITTEE AGENDA

Item No. 4.1 – LOVE YOU BLOCK GRANT OPPORTUNITY

Synopsis: Adopt a resolution to support the application of the Unified Government of Wyandotte County/Kansas City, Kansas for a grant through the Love Your Block Program sponsored by the Bloomberg Center for Public Innovation at Johns Hopkins University, to fund resident-led community impact projects. The request for funding is in the amount of \$70,000.00. There is no match required for this grant.

It is requested that this item be fast tracked to the May 21, 2026, Board of Commissioners meeting.

Tracking #: 21508

Unified Government of Wyandotte County and Kansas City, Kansas



Administration and Human Services Meeting
Commission Chambers
701 N. 7th Street Trafficway, Kansas City, KS 66101

Chair Christian Ramirez

*Commissioner, District 1, Jermaine Howard - Commissioner At-Large, District 2, Andrew Kump
Commissioner, District 4, Evelyn Hill - Commissioner, District 6, Phil Lopez*

MINUTES

Tuesday, APRIL 13, 2026

6:32 PM – 7:45 PM

Attendance:

Committee Members Present:

- Commissioner Ramirez (Chair)
- Commissioner Lopez
- Commissioner Hill
- Commissioner Howard
- Commissioner Kump

Committee Members Absent:

- None

Staff Present:

- Monica L. Sparks (Unified Government Clerk)
- SueZanne Bishop (Senior Attorney)
- Bridgette Cobbins (Assistant County Administrator)
- Wendy Green (Deputy Chief Counsel)
- Shawna Riley (Senior Human Resources Partner)
- Renee Ramirez (Director of Human Resources)
- Casey Meyer (Senior Counsel)
- Courtney Sachen (Senior Human Resources Partner)
- Dave Wimberly (Senior Human Resources Partner)

Call to Order:

Commissioner Ramirez called the meeting to order at 6:32 PM.

Revisions to Agenda: (Discussion Begins: 1:28:30)

The Clerk reported there was an agenda update issued: changing Item No. 4.1 and Item No. 4.7 on the agenda with additional documents provided.

Approval of Previous Minutes: (Discussion Begins: 1:28:43)

Commissioner Kump moved to approve the minutes from March 24, July 28, August 25, and September 22, 2025, and January 28 and February 17, 2026, meetings. The motion was seconded by Commissioner Lopez.

Vote: Motion carried 5-0

- Ayes: Lopez, Hill, Howard, Kump, Ramirez
- Nays: None
- Absent: None

Committee Agenda:**Item No. 4.1 - RESOLUTION: SELLING CERTAIN UNIFIED GOVERNMENT PROPERTIES TO THE PUBLIC (CHANGE PER AGENDA UPDATE) (Discussion Begins: 1:29:18)**

Deputy Chief Counsel Wendy Green presented a resolution for multiple properties in the Unified Government inventory that are not being used for any Unified Government purposes. The properties include:

- Properties along James Street and Central Avenue (purchased 1-2 years ago for possible Willa Gill Center relocation)
- Properties at 99th and Leavenworth Road (totaling approximately 6.26 acres across four parcels, owned since approximately 2006 when the cloverleaf was constructed at 435 and Leavenworth Road)

All properties are valued over \$75,000, requiring adherence to the 2006 joint ordinance and resolution procedure for property sales. The Unified Government will use outside counsel rather than a realtor to handle transactions. Properties must be advertised for public sale with appropriate signage per Unified Government policy.

The Chairman opened the public hearing. No comments were received. The Chairman closed the public hearing.

Commissioner Kump moved to approve the resolution. The motion was seconded by Commissioner Lopez.

Vote: Motion carried 5-0

- Ayes: Lopez, Hill, Howard, Kump, Ramirez
- Nays: None
- Absent: None

Item No. 4.2 - RESOLUTION: HOUSE SUBSTITUTE FOR SENATE BILL 244 (Discussion Begins: 1:37:52)

Casey Meyer, Senior Counsel, presented a resolution to implement a policy ensuring compliance with House Substitute for Senate Bill 244, which requires governing bodies of public buildings to designate multiple occupancy private spaces for us by individuals of one sex and take reasonable steps to ensure compliance.

The policy establishes a complaint process where staff members report complaints to supervisors, who then report to the Director of Human Resources Renee Ramirez or Director of Buildings and Logistics John Kelly for investigation.

Penalties for Non-Compliance:

- First violation: \$25,000 civil penalty against the Unified Government.
- Additional violations: \$125,000 per occurrence
- Individual violations possible after investigation and appeal process.

Exceptions include:

- Custodial/maintenance purposes.
- Medical emergency assistance.
- Assisting individuals requiring help.
- Law enforcement purposes.
- Safety threat prevention.
- Coaching/athletic training with precautions.
- Children under 9 accompanied by caregiver.

The Chairman opened the public hearing. The following comments were received:

- **Eva Garcia (Comment Begins: 1:47:19)**

The Chairman closed the public hearing.

Commissioner Lopez moved to approve the resolution. The motion was seconded by Commissioner Ramirez.

Vote: Motion carried 5-0

- Ayes: Lopez, Hill, Howard, Kump, Ramirez
- Nays: None
- Absent: None

Item No. 4.3 - APPROVAL: HR GUIDE REVISION: 5.13 PAID CHILDBIRTH AND PARENTAL LEAVE (Discussion Begins: 1:53:40)

Renee Ramirez, Director of Human Resources, and Courtney Sachen, Senior Human Resources Partner, presented the item. The HR team presented modifications to Policy 5.13 regarding paid childbirth and parental leave. Current benefits include:

- Paid Childbirth Leave: 240 hours (full-time), 120 hours (part-time) – equivalent to 6 weeks.
- Paid Parental Leave: 160 hours (full-time), 80 hours (part-time) – equivalent to 4 weeks.
- Benefits run concurrently with FMLA.
- No FMLA eligibility required for these paid leaves.

Key Changes:

- Language changed to prorate leave for non-traditional work schedules.
- Leave cannot extend past employment separation date.
- Employees who don't return may be required to reimburse the UG (case-by-case base).

The Chairman opened the public hearing. The following comments were received:

- **Eva Garcia (Comment Begins: 2:04:01)**

The Chairman closed the public hearing.

Commissioner Kump moved to approve the policy modification. The motion was seconded by Commissioner Lopez.

Vote: Motion carried 5-0

- Ayes: Lopez, Hill, Howard, Kump, Ramirez
- Nays: None
- Absent: None

**Item No. 4.4 – APPROVAL: HR GUIDE REVISION: 2.13 IDENTIFICATION BADGES
(Discussion Begins: 2:06:20)**

Renee Ramirez, Director of Human Resources, and Shawna Riley, Senior Human Resources Partner, presented the item. The policy clarifies requirements for wearing Unified Government identification badges while on duty, addressing security concerns including unauthorized personnel in buildings and tailgating through secure access points.

Key Requirements:

- All employees and volunteers must wear visible badges.
- Visitors must go through security.
- Immediate or end-of-day badge deactivation upon employment separation.
- Enhanced badge lifecycle management through Workday system.

Bridgette Cobbins, Assistant County Administrator, clarified ninth floor access protocols and security camera monitoring.

The Chairman opened the public hearing. No comments were received. The Chairman closed the public hearing.

Commissioner Lopez moved to approve the policy. The motion was seconded by Commissioner Kump.

Vote: Motion carried 5-0

- Ayes: Lopez, Hill, Howard, Kump, Ramirez
- Nays: None
- Absent: None

Item No. 4.5 – APPROVAL: HR GUIDE REVISIONS: 6.6 TAKE-HOME VEHICLE POLICY (Discussion Begins: 2:19:45)

Renee Ramirez, Director of Human Resources, and Dave Wimberly, Senior Human Resources Partner, presented the item. Due to elimination of residency requirements for Unified Government employees, the take-home vehicle policy required amendment to establish new parameters and maintain operational readiness.

New Requirements:

- Vehicles must be stored within Wyandotte County.
- Employees living outside Wyandotte County cannot store vehicles at residence.
- Departments may establish Unified Government facility parking for out-of-county employees.
- Emergency response time requirement: 60 minutes (some departments require 30 minutes).
- Employees must acknowledge guidelines before vehicle assignment.

IRS Compliance: Human Resources now manages imputed income reporting (\$1.50 each way commute = \$3/day taxable benefit) previously handled by Finance/Payroll division.

Bridgette Cobbins, Assistant County Administrator, explained the department-specific policies (especially public safety) are typically more restrictive and approved by County Administrator's office rather than full commission.

The Chairman opened the public hearing. No comments were received. The Chairman closed the public hearing.

Commissioner Kump moved to approve the policy amendment. The motion was seconded by Commissioner Lopez.

Vote: Motion carried 5-0

- Ayes: Lopez, Hill, Howard, Kump, Ramirez
- Nays: None
- Absent: None

Item No. 4.6 PRESENTATION: LEGISLATIVE AUDITOR'S OFFICE (Discussion Begins: 2:36:16)

Item No. 4.7 PRESENTATION: UPDATE FROM REGISTER OF DEEDS (Discussion Begins: 2:36:16)

Due to severe weather conditions (tornado watch until 11 PM with confirmed tornado in Franklin County), the Chair set aside these presentation items for next month's meeting.

SueZanne Bishop, Senior Attorney, confirmed no vote was required to set aside information-only items.

Adjournment: (Discussion Begins: 2:38:09)

Commissioner Lopez moved to adjourn the meeting. The motion was seconded by Commissioner Kump.

Vote: Motion carried 5-0

- Ayes: Lopez, Hill, Howard, Kump, Ramirez
- Nays: None
- Absent: None

The meeting was adjourned at 7:45 PM.

BJS



Report to Administration & Human Services Standing Committee

MEETING DATE	PRESENTER	DEPARTMENT
	<div style="border: 1px solid black; padding: 2px;">Minah Chapell, Staff</div> mchapell@wycokck.org x8740	Legal
AGENDA ITEM #4.1.		
RESOLUTION: LOVE YOUR BLOCK GRANT OPPORTUNITY		
BACKGROUND		
<p>Adopt a resolution to support the application of the Unified Government of Wyandotte County/Kansas City, Kansas for a grant through the Love Your Block Program sponsored by the Bloomberg Center for Public Innovation at Johns Hopkins University, to fund resident-led community impact projects. The request for funding is in the amount of \$70,000.00. There is no match required for this grant.</p> <p>At the request of the Mayor and Chair Ramirez.</p>		
RECOMMENDATION		
<p>Approve Fast Track</p> <p>Approve and fast track to May 21st Board of Commissioner meeting</p>		
BUDGET IMPACTS / FINANCIAL CONSIDERATIONS		
N/A		
LEGAL/ POLICY CONSIDERATIONS		
ATTACHMENTS		
Resolution for Love Your Block grant 2026, Love Your Block Presentation		

Approved by Mayor/Administrator to add to agenda.

RESOLUTION NO. R-____-26

A RESOLUTION TO SUPPORT THE APPLICATION OF THE UNIFIED GOVERNMENT OF WYANDOTTE COUNTY/KANSAS CITY, KANSAS FOR A GRANT THROUGH THE LOVE YOUR BLOCK PROGRAM SPONSORED BY THE BLOOMBERG CENTER FOR PUBLIC INNOVATION AT JOHNS HOPKINS UNIVERSITY, TO FUND RESIDENT-LED COMMUNITY IMPACT PROJECTS

WHEREAS, the Bloomberg Center for Public Innovation at Johns Hopkins University sponsors the Love Your Block program;

WHEREAS, the Love Your Block Program is a two-year civic engagement program that brings city leaders and residents together to strengthen neighborhoods “one block at a time”;

WHEREAS, the Love Your Block Program supports cities in engaging with their residents to design, develop, and deliver small-scale neighborhood improvement projects that make their communities and cities better places to live;

WHEREAS, the Love Your Block Program provides a two-year no-match grant focused on resident engagement, impact volunteering, and project management;

WHEREAS, the Bloomberg Center describes the Love Your Block Program as activating and building social networks between residents, their neighbors, and city hall and explains that the relationships between residents and city hall strengthened through Love Your Block can drive collective efficacy that is often bidirectional;

WHEREAS, the Bloomberg Center declares that the Love Your Block Program “is a proven starting point for cities to engage their residents more meaningfully and improve their communities in holistic, sustainable ways”;

WHEREAS, benefits as a grantee include: funding for program implementation and volunteer-led mini-grant projects; support for up to two Love Your Block Fellows; training, coaching, and programmatic support from the Bloomberg Center; peer-to-peer learning with current and former Love Your Block grantee cities; exclusive access to national experts, peer practitioners, and hands-on, in-person technical support at the Love Your Block annual convening; and recognition as a grantee city in the Bloomberg Center’s social media, the Center website, and other media;

WHEREAS, since its founding in 2009, Love Your Block has reached over 85,000 community members—creating nearly 800 art displays, cleaning over 550,000 square feet of graffiti, and removing nearly 7 million pounds of trash in cities nationwide—while a total of 50 U.S. cities across 33 states have received support through the program; and

WHEREAS, the application deadline for the 2026-2028 grants is June 1, 2026, and the award notification and Announcement is expected in August 2026.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE UNIFIED GOVERNMENT OF WYANDOTTE COUNTY/KANSAS CITY, KANSAS:

Section 1. The Unified Government Board of Commissioners hereby approves the application for and, should the grant be awarded to the Unified Government, its acceptance of the Love Your Block grant for a term of two years for a grant amount of \$70,000.00 for resident-led community impact projects and additional support in the form of Love Your Block Fellow(s).

Section 2. If the Unified Government is awarded the Love Your Block grant, the County Administrator and other officers, agents, and employees of the Unified Government are hereby authorized and directed to take such further action as may be appropriate or desirable to accomplish the purpose of this Resolution.

Section 3. This Resolution shall take effect and be in full force immediately after its adoption by the Governing Body of the Unified Government.

APPROVED AND ADOPTED BY THE BOARD OF COMMISSIONERS OF THE UNIFIED GOVERNMENT OF WYANDOTTE COUNTY/KANSAS CITY, KANSAS, THIS _____ DAY OF _____, 2026.

Christal E. Watson, Mayor/CEO

ATTEST:

Monica Sparks, Unified Government Clerk

Approved as to Form:

Angela J. Lawson, Acting Chief Counsel

Love Your Block Grant

REQUEST FOR APPROVAL TO PURSUE GRANT

MAY 18, 2026



About Love Your Block

The *Bloomberg Center for Public Innovation at Johns Hopkins University* provides two-year grants centered around resident engagement, volunteerism, and project management. The grant includes:

- **\$70,000** for resident-led community impact projects
- Support in the form of **Love Your Block Fellow(s)**
- Hands-on programmatic **support and training**



Eligibility Requirements

This grant opportunity is open to U.S. cities with

- A population of at least **50,000 residents**.
- A mayor whose term goes through **October 2028**
 - **Mayoral pledge** committing to “partner with the community for neighborhood improvement.”
- **Two (2) public servants** that could be designated to guide and implement a resident engagement program.



Grant Alignment

Here's how this opportunity aligns with our city's needs and interests.

- There is no match required.
- Livable Neighborhoods
 - Pre-existing programming dedicated to resident and neighborhood empowerment.
 - Cross-department coordination
- An Elected Body that understands the value of strong neighborhood leadership.



Ask

Livable Neighborhoods needs your support in the form of...

- Approval to apply for the 2026-2028 Love Your Block Grant due June 1, 2026.
- A mayoral pledge



Questions?

Minah Chapell

Program Coordinator, Livable Neighborhoods

mchapell@wycokck.org





Report to Administration & Human Services Standing Committee

MEETING DATE	PRESENTER	DEPARTMENT
	<div style="border: 1px solid black; padding: 2px;">Reed Partridge, Senior Audit Manager</div> RPartridge@wycokck.org x8043	Legislative Auditor
AGENDA ITEM #4.2.		
PRESENTATION: LEGISLATIVE AUDITOR'S OFFICE		
BACKGROUND		
<p>An update on the Legislative Auditor's Office operation, programs, accomplishments, challenges, and upcoming priorities.</p> <p>This item was added at the request of Commissioner Ramirez.</p>		
RECOMMENDATION		
<p>For information only</p> <p>Information only</p>		
BUDGET IMPACTS / FINANCIAL CONSIDERATIONS		
None		
LEGAL/ POLICY CONSIDERATIONS		
None		
ATTACHMENTS		
LAO Overview May 18, 2026		

Approved by Mayor/Administrator to add to agenda.



Legislative Auditor's Office Overview

May 18, 2026



Legislative Auditor's Office

Authority

Established by Charter: The UG Charter established the office of Legislative Auditor, formerly Wyandotte County Auditor.

Appointed by District Court Judges: The Legislative Auditor is appointed by the judges of Wyandotte County District Court and reports to the Chief Judge.



Legislative Auditor's Office

Function

The Charter describes the role of the Legislative Auditor as a “citizen oversight.”

Internal Performance Audit – The Legislative Auditor conducts independent performance audits of operations.

Ethics Program – The Legislative Auditor oversees the UG Ethics Program.



Legislative Auditor's Office

Other Functions:

Transactional audit

Non-voting member of RFP committees

New initiative – Fraud, Waste or Abuse

Reporting



Legislative Auditor's Office

Internal Performance Audit

Standards – Audits conducted using the U.S. Government Accountability Office standards (GAO).

Peer Review – The LAO received the highest level of validation awarded by the Association of Local Government Auditors.



Legislative Auditor's Office

Internal Performance Audit (continued)

Audit Topics

Risk Based

Management Recommendation

Focus

Fraud, Waste & Abuse

Compliance, Economy, Efficiency, Equity



Legislative Auditor's Office

Ethics Program

Ethics Code – Applies to UG elected officials, employees and representatives.

Ethics Commission – Five-members appointed by Chief Judge, DA, and LA.

Ethics Administrator – Supports the Ethics Commission.



Legislative Auditor's Office

Budget

Actual Expenditures			
2023	2024	2025	2026
857,637	693,236	735,950	-

Amended Budget			Original
2023	2024	2025	2026
785,682	840,868	767,474	788,082



Legislative Auditor's Office

Staff

6 Current FTE

1 Frozen position

1 Part-time contract employee – Ethics Administrator



Legislative Auditor's Office

Questions?



Report to Administration & Human Services Standing Committee

MEETING DATE	PRESENTER	DEPARTMENT
	<div style="border: 1px solid black; padding: 2px;">Crystal Sprague, Manager</div> clsprague@wycokck.org x8268	Innovation
AGENDA ITEM #4.3.		
PRESENTATION: 311 OVERVIEW AND NEXT STEPS		
BACKGROUND		
<p>The Performance & Innovation (P&I) Department supports the Unified Government by strengthening operational effectiveness through process improvement, technology modernization, disciplined project management, and data-driven decision support.</p> <p>A major focus of this centers on the 311 system, which serves as the community's centralized access point for non-emergency information and services. As call volume and resident expectations have grown, 311 has become an essential component of customer experience, requiring modern tools and consistent information delivery to support its mission effectively.</p> <p>The presentation outlines the significant evolution of the 311 division from 2019 to 2025, including repeated leadership changes, operational disruptions, and the challenges brought on by COVID-19. Despite these hurdles, the division has stabilized and made progress through internal reviews, process improvements, and stable staffing levels. Current performance data shows strong service levels at the call taker level, such as average call handling times, call volumes, and high call-taker quality scores, underscoring the dedication of frontline staff even while working within an aging technical environment.</p> <p>The summary concludes with the clear primary barrier facing 311: the outdated, unsupported Microsoft Dynamics CRM, which cannot provide modern routing, reporting, integration, or self-service capabilities needed for contemporary government service delivery.</p> <p>The proposed solution, a replacement CRM, aims to enable real-time updates, multimedia submissions, improved data quality, automated routing, and a seamless resident experience. This modernization is essential for meeting customer expectations, reducing operational inefficiencies, and positioning 311 as a forward-looking, reliable service gateway for the community.</p>		
RECOMMENDATION		
For information only		
BUDGET IMPACTS / FINANCIAL CONSIDERATIONS		
N/A		
LEGAL/ POLICY CONSIDERATIONS		
ATTACHMENTS		

Approved by Mayor/Administrator to add to agenda.

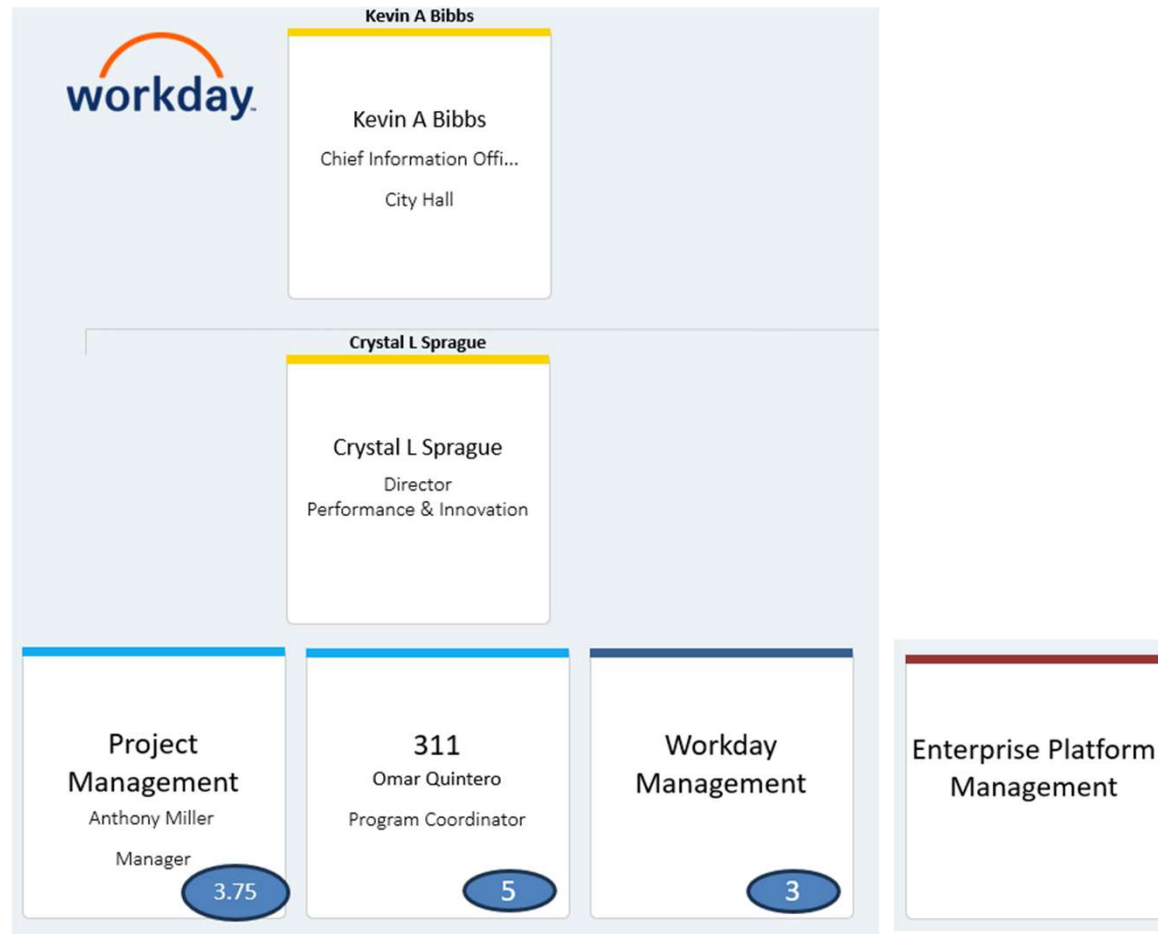


5.18.2026

Performance & Innovation
Department Report: Focus 3-1-1
Administration & Human Services
Standing Committee

Department of Performance & Innovation

Part of the Technology Department, P&I helps the UG improve how it works by combining process improvement, technology expertise, disciplined project management, & data-driven decision support.



Project Management

Delivering Public Projects with Clarity, Accountability, & Purpose



Enhanced, beyond traditional, Project Management



Serves the full project life-cycle



Combines PM skills with Business Process Analysis, Change Management & Technical Resources



Diverse Project Portfolio Across the Entire Organization



Customer Experience First Approach



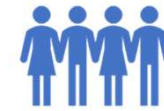
Workday (ERP) Management



Workday is an Enterprise Resource Planning System



Replaced a web of disconnected of legacy platforms, spreadsheets, paper files & processes



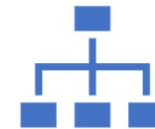
Supports all UG employees



19 Modules deployed between Fall 2022 – Winter 2023



Digital Processes managing full employee cycle & fiscal activities



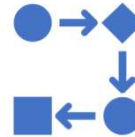
Workday Team manages governance, new initiatives, strategic planning & maintenance

311

Aims to provide residents with a simple, centralized way to access non-emergency information & services. 311 allows for issue reporting, request for services and get information quickly.



Evolution of 311



How 311 Works



Call Types



311 Performance

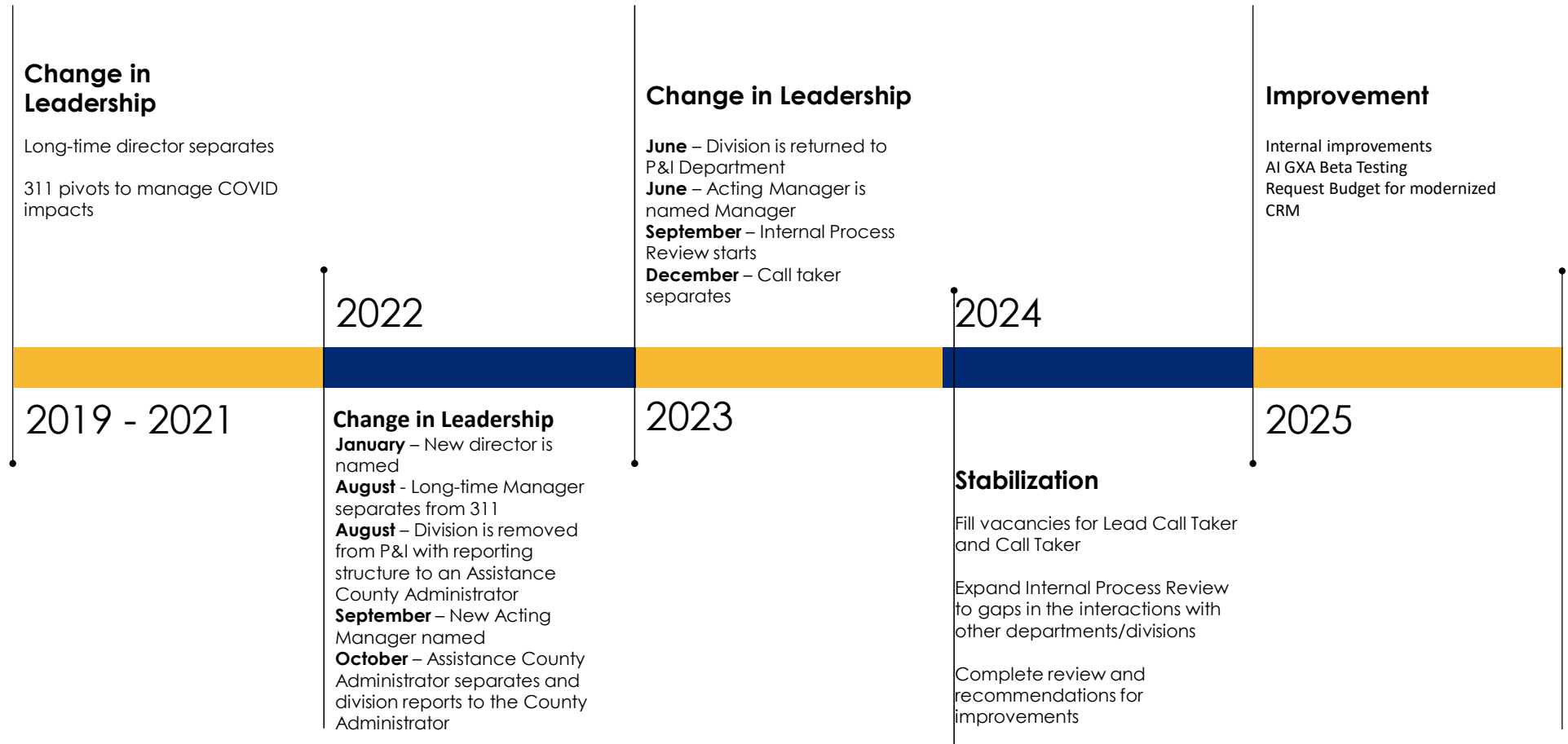


Improvements
Completed



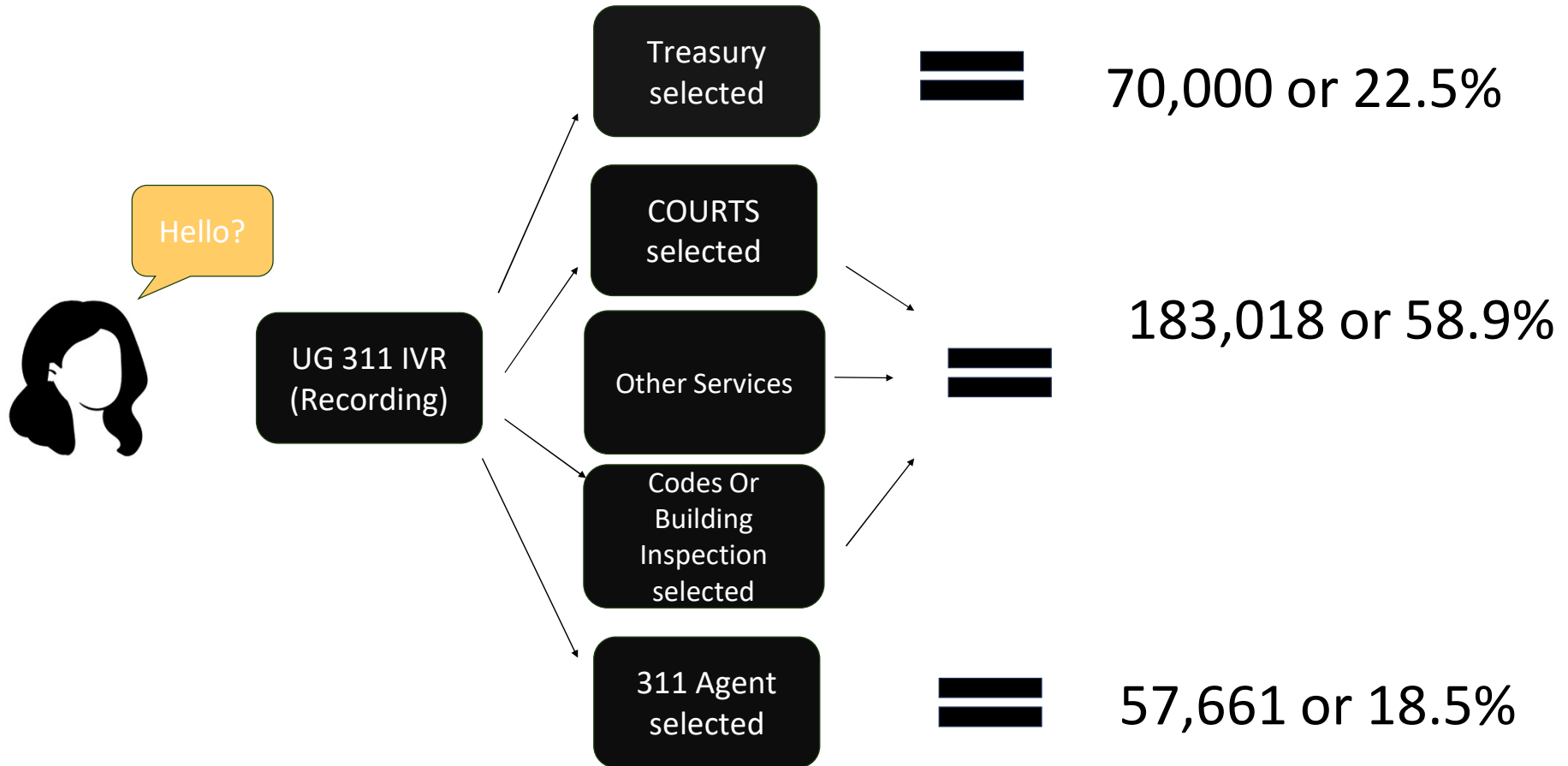
Meeting Customer
Expectations

311 Evolution 2019-2025



What Happens When Someone Calls 311

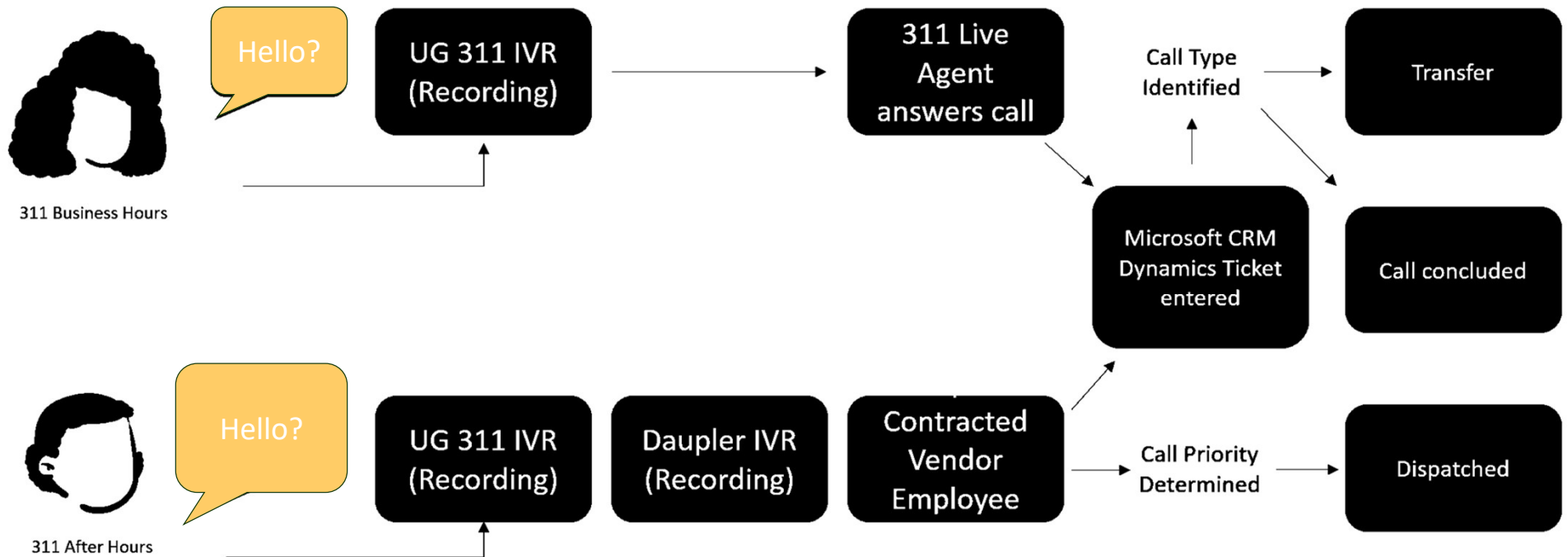
This is snapshot of calls in a 16-month period averaged to a 12-month period. The current platform does not support robust collection methods



What Happens When Someone Calls 311

Active

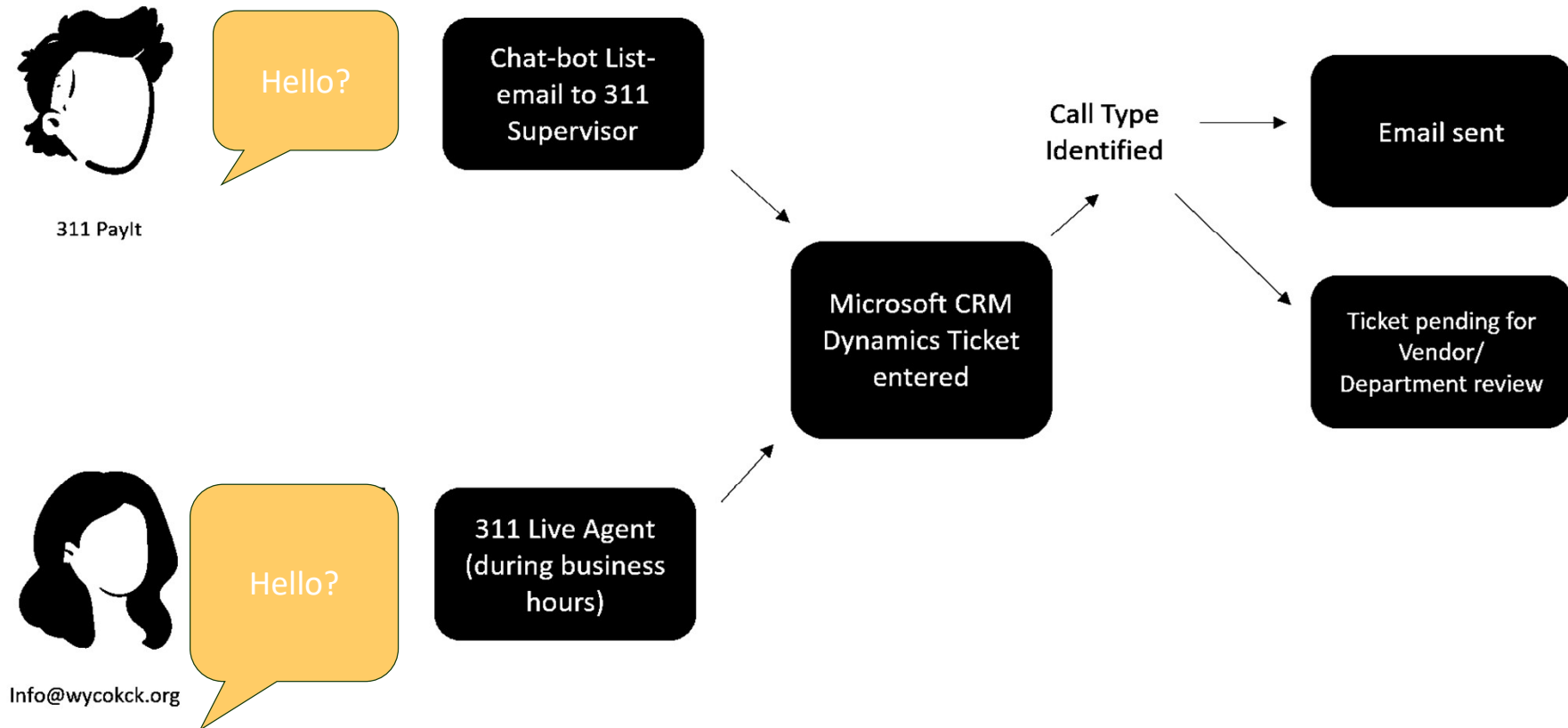
Average 85.8% Direct to a 311 Call Taker
3% other means, 11% after hours service



What Happens When Someone Calls 311

Passive

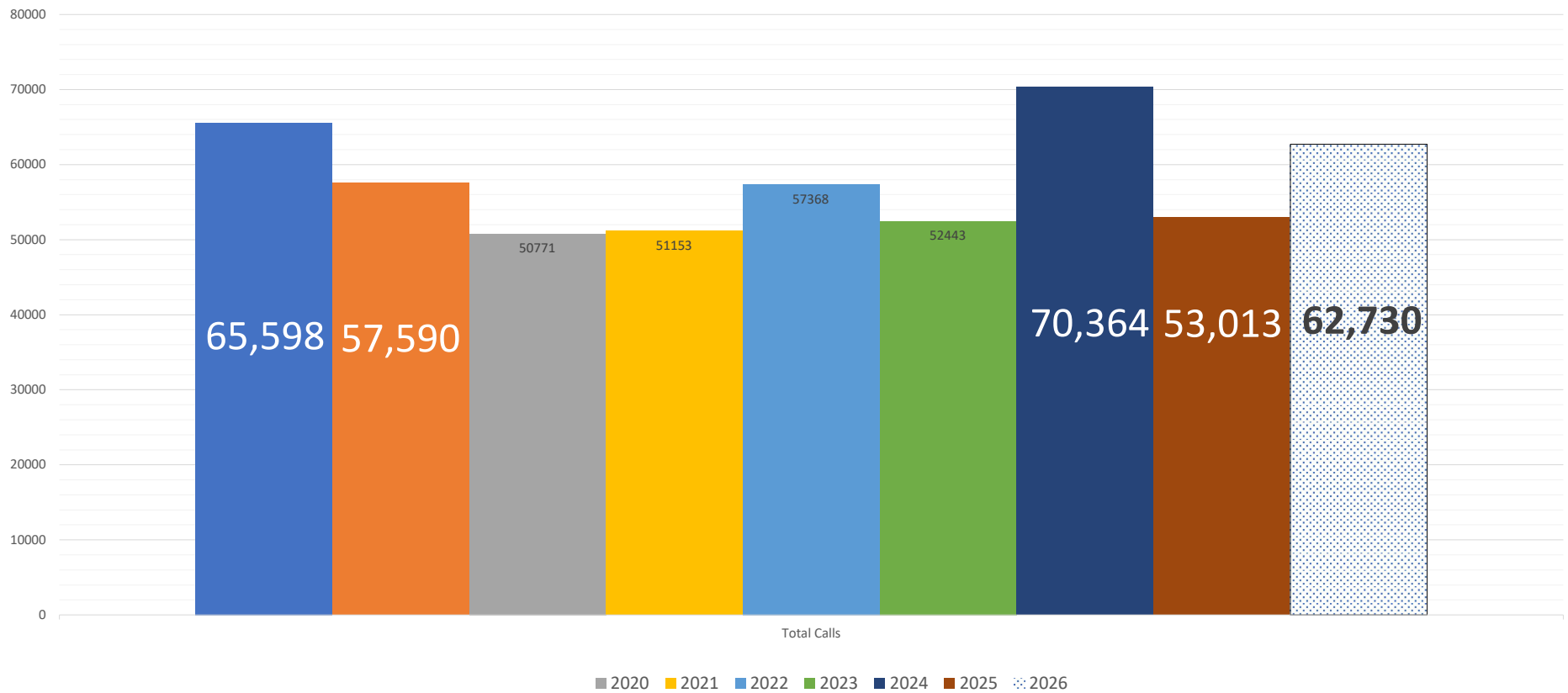
On average 2% from Payit (myWYCO or email)



Annual Call Volume and Statistics

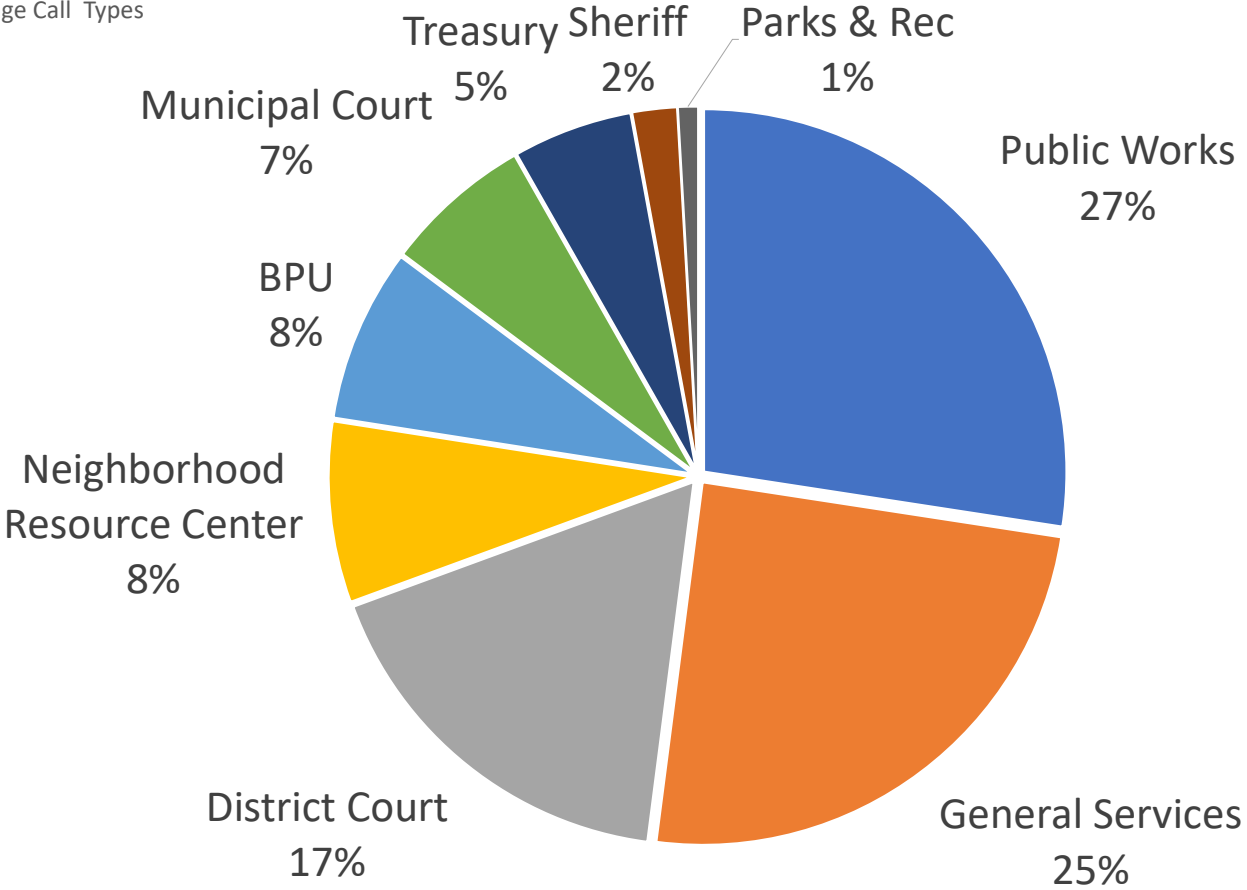
Includes all methods of communication directly with 311 staff

311 Annual Totals



Call Types – 311

Average Call Types



Other Program Information

80% Personnel costs make up the majority of the 311 budget

20% Non-personnel categories represent a much smaller portion of the budget

Supplier / System	Service	Annual Budget
Daupler	After hours call service	\$24,150
AT&T	Dedicated 311 phone line	\$20,875
Microsoft Dynamics (CRM)	Current database for call tracking	\$0.00
NiceIN Contact	Automated call routing (IVR)	\$85,300*

*Support for multiple departments & supported through DOTS Budget

Innovations 2025 & 2026

Provided Call Volume Relief for Other Divisions

Innovated Access to Information for Reps

Improved Consistency of Information Delivered

Assessed Data and Processes

Deepened the Engagement with Partners

Enablement for Continuity of Service

Performance Measurement

Call Rate

2 Minutes Is the average length of a call to a 311 operator

25 Per Hour Is the average number of phone calls each 311-call center team member

2 Minutes Or less is the average time between when a caller dials 311 to when a call taker is on the line

<1 Call Is “dropped” per day by 311-call center staff

184 Calls on average are answered by 311-call center staff each day

99.6% is the average daily score each call taker earns

Expectations of Service

Expectation of Service	Limitation
<p>A request/complaint should be tracked from start to finish</p>	<p>Outdated technology & lack of integration between UG work ticketing systems is a major gap. The Microsoft Dynamics instance lacks modern CRM functionality, does not support automated routing, and cannot easily interface with core systems like Accela or Lucity.</p>
<p>I should be able to ask for help the way that works for me, getting access to consistent information</p>	<p>Residents increasingly expect seamless multichannel interactions—web, mobile, chat, text, app submissions. The current system cannot support robust multi-media submissions, timely automated communications.</p>
<p>We cannot use call center data to anticipate trends or be proactive</p>	<p>A need for real-time reporting, geotagged service mapping, and a centralized knowledge base—all features missing or insufficient in the existing Dynamics setup. Without upgraded tools, the UG cannot efficiently track service delivery trends or optimize resources.</p>
<p>I should know the status of my complaint/request as it moves through the process to completion</p>	<p>The current platform does not offer a single customer profile accessible to residents and staff, and 311 cannot provide digital follow-up information or ticket status updates to customers. This results in a fragmented experience for both residents and internal departments. This includes self-service tracking and push notifications.</p>
<p>Divisions/Departments establish call center services, pulling front line support to phone calls</p>	<p>Inefficient call tracking and the lack of self-service, automated communications, work ticket tracking and access to consistent information leads to overwhelming call volume and overflow.</p>

Primary Barrier

Technology

- Because the UG's current Microsoft Dynamics instance is not licensed, not supported, and technologically outdated, the organization is unable to implement required improvements or integrations reasonably.
- Continuing to operate on an unsupported platform exposes the UG to operational risk, service continuity issues, and missed opportunities to improve resident experience.

Action Plan

Replacement for the CRM

- Supports 24/7 self-service & real-time status updates
- Integrates with work ticketing systems
- Provides multimedia submission, & automated routing
- Enhances data quality, reporting, & accountability
- **Meets resident expectations for modern digital government**



Performance & Innovation

Thank You!