



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

Monday, May 18, 2026

6:37 PM – 7:44 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)
- Alan Howze (Assistant County Administrator)
- Minah Chapell (Livable Neighborhoods Program Coordinator)
- Reed Partridge (Legislative Auditor's Office)
- Crystal Sprague (Performance and Innovation Director)

Call to Order: (Discussion Begins: 1:44:53)

Commissioner Ramirez called the meeting to order at 6:37 PM.

Revisions to Agenda: (Discussion Begins: 1:45:12)

The Clerk reported there was an update on the agenda: adding Item No. 4.1 to the agenda.

Approval of Previous Minutes: (Discussion Begins: 1:45:20)

Commissioner Kump moved to approve the minutes of the April 13, 2026, meeting. 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: LOVE YOU BLOCK GRANT OPPORTUNITY (Discussion Begins: 1:45:45)**

Ms. Chappell presented a resolution to support the Unified Government's application for a Love Your Block grant through Bloomberg Center for Public Innovation at Johns Hopkins University. This item is requested to be fast-tracked to the May 21, 2026, Board of Commissioners meeting.

Grant Details:

- Amount: \$70,000 over two years (2026-2028)
- Purpose: Support resident-led community impact projects
- Additional support: Up to two Love Your Block fellows and programmatic training
- Requirements: US cities with 50,000+ residents, mayoral tenure through October 2028, mayoral pledge for community partnership, two dedicated public servants

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

Commissioner Kump made a motion to approve the resolution with a fast-track to the May 21, 2026, Board of Commissioners meeting. The motion was seconded by Commissioner Howard.

Vote: Motion carried 5-0

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

Item No. 4.2 - PRESENTATION: LEGISLATIVE AUDITOR'S OFFICE (Discussion Begins: 1:52:45)

Mr. Partridge presented an informational presentation on the Legislative Auditor's Office operations, accomplishments, challenges, and priorities.

Key Points:

- Office established by charter in 1997, evolved from Wyandotte County Auditor's Office
- Position appointed by District Court judges for independence
- Two main programs: Internal performance audit and ethics program
- Follows Government Accountability Office (Yellow Book) standards
- Undergoes peer review every three years (last passed December 2023)
- Ethics Commission has five members appointed for four-year terms
- Budget shows significant vacancies in 2024-2025; fully staffed in 2023
- Six FTEs total: five call takers and one program manager
- Ethics program operates part-time with contracted administrator

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

This item was for information only, and no action was required.

Item No. 4.3 - PRESENTATION: 311 OVERVIEW AND NEXT STEPS (Discussion Begins: 2:08:53)

Ms. Sprague completed a comprehensive presentation on the 311 system's current operations, challenges, and modernization needs, requested by the Committee Chair Ramirez to address resident service improvements.

Key Points:

Current Operations:

- Located within Performance and Innovation Department (900 square feet)
- Only 18.5% of calls to 311 reach actual 311 operators (rest routed via IVR)
- 24/7 operation including after-hours contracted support (11% of interactions)
- Over 85% of contacts via phone, 2% through digital channels (My Wyco app, email)
- 2025: 70,000+ interactions; 2026 projected: 62,000 calls
- Public Works maintains top call category

Budget Information (2026):

- 80% salary and benefits
- \$24,000 for after-hours support
- AT&T dedicated line costs
- Microsoft Dynamics CRM at \$0 cost (unsupported, outdated)

Recent Improvements:

- Enhanced BPU collaboration
- Assisted clerk's office with senior rebate scheduling
- Rerouted 1,000+ annual calls from clerk's office to 311
- Implemented performance measures
- Beta-tested agentic AI solution with Treasury (multilingual)
- Launched fraud, waste, and abuse reporting hotline

Performance Metrics:

- Call takers average 184 calls per day
- 99.6% daily quality score
- Under two-minute wait times
- Six FTEs: five Call Takers, one Program Manager

Funding Requests:

- 2026 Amended Budget: \$150,000 for CRM replacement and basic integrations
- 2027 Budget: \$250,000 for full platform implementation with broader integrations
- Ongoing operational costs required for maintenance and improvements

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

This item was for information only, and no action was required.

Adjournment: (Discussion Begins: 2:50:33)

Commissioner Howard made a motion to adjourn the meeting. The motion was seconded by Commissioner Lopez.

Vote: Motion carried 5-0

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

The meeting was adjourned at 7:44 PM.

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