

**STATE OF KANSAS)
WYANDOTTE COUNTY)) SS
CITY OF KANSAS CITY, KS)**

SPECIAL SESSION, THURSDAY, FEBRUARY 2, 2017

The Unified Government Commission of Wyandotte County/Kansas City, Kansas, met in Special Session, Thursday, February 2, 2017, with eleven members present: Bynum, Commissioner At-Large First District; Walker, Commissioner At-Large Second District (arrived at 5:05 p.m.); Townsend, Commissioner First District (arrived at 5:55 p.m.); McKiernan, Commissioner Second District; Murguia, Commissioner Third District (arrived at 5:55); Johnson, Commissioner Fourth District; Kane, Commissioner Fifth District; Markley, Commissioner Sixth District; Walters, Commissioner Seventh District; Philbrook, Commissioner Eighth District; and Holland, Mayor/CEO, presiding. The following officials were also in attendance: Doug Bach, County Administrator; Ken Moore, Chief Legal Counsel; Joe Connor, Assistant County Administrator; Bridgette Cobbins, Unified Government Clerk; Alan Howze, Chief Knowledge Officer; Maureen Mahoney, Asst. to Mayor/Chief of Staff; and Doug Bailey, Sergeant-at-Arms.

MAYOR HOLLAND called the meeting to order.

ROLL CALL: Philbrook, Bynum, McKiernan, Johnson, Kane, Markley, Walters, Holland.

NOTICE OF SPECIAL MEETING of the Unified Government of Wyandotte County/Kansas City, Kansas, to be held Thursday, February 2, 2017, at 5:00 p.m. in the 5th floor conference room of the Municipal Office Building, for an innovation presentation. Immediately following, the Commission will recess to the 9th floor conference room for an executive session regarding land acquisition.

CONSENT TO MEETING of the governing body of Wyandotte County/Kansas City, Kansas, accepting service of the foregoing notice, waiving all and any irregularities in such service and in such notice, and consent and agree that we, the governing body, shall meet at the time and place therein specified and for the purpose therein stated.

Doug Bach, County Administrator, said tonight we're ready to come forward with the presentation about a few different activities, projects that our Chief Knowledge Officer has been working on since coming into the Unified Government. There are many different areas of innovation that we're really getting into and processes that we're going through and I thought it was about time to come forward and show you how some of these are advancing and different timelines on it. One thing I do want to note is Alan Howze will go through and note many different things. We're really not set to dig into every project tonight so this may kind of simulate to go hey want's that and we can hit some of those, but we're not here to dig into every project that we're working on throughout the course of the various different areas. The intent of this is to kind of give you an overview of all the different areas and then kind of show some different timeframes and such that things are happening.

Alan Howze, Chief Knowledge Officer, said yesterday was actually my six month anniversary of joining the UG, August 1st. It has been a whirlwind. I thought it was appropriate to come back and give an update on the activities of the department. It is a new department for the Unified Government, a new structure, and there is a lot going on with it. I think one of the things I was fortunate coming into the organization is that there are a lot of great people, there is a lot of talent and good things are happening already so a lot of what we will see tonight is a reflection of that work and we're going to continue to do that.

I think it also reflects, you will see the aligned priorities of the Mayor, the Commission, the Administration and we're excited a lot of these things are lining up in ways that I think will really move the organization forward. I also wanted to say thanks to Joe Connor for his guidance and support through the first six months as well in helping me get a strong start out.



Just a quick overview of the responsibilities of the role, we've got functional areas of Department of Technical Services, GIS, Geospatial; 311 Contact Center and Innovation & Open Data. Responsibility for cross-department initiatives and supporting those and third is External engagement with local, regional and national partners. I want to pause just for a second and say this is a pretty unique structure among local governments. In fact, it may be truly unique, in terms of putting technical capabilities with the responsibilities for working on cross-departmental activities and external engagements. It creates the opportunity not only to be a strong support organization but to really be a catalyst for change in the organization and to be a connector with internal and external partners. I think we've got the potential for a powerful engine.



The priorities, we've got internal and external priorities. Internally starting with operational improvements, we were fortunate and we will talk about this here in a minute, shortly after coming onboard we began to merge our Public Safety IT organization with our DOTS organization and I think that provides some benefits for us and really focusing on IT modernization. I put that first because that really does have opportunities as we go through operational improvements to improve customer service. As we get better at moving data and information around and then looking at innovation and open data and how do we, again, think about creatively how do we solve some of these challenges.

Our external we have regional public sector partners, and again we will talk about this a little bit more, strong engagement with KCMO, with our other local government partners, with the startup and civic-tech community and national organizations as well. It's been a good relationship.

IMPACTS ALL PRIORITY GOALS



You heard last week about the new vision and I wanted to just emphasize the work that we're doing really impacts all the priority goals that have been laid out by the Commission. I think you will see throughout here we really cut across a lot of these different priorities in really trying to help departments in achieving these.

IT MODERNIZATION

Let's start with IT Modernization. As I mentioned one of the most exciting things in the first six months has been the incorporation of Public Safety IT with our DOTS organization and really creating a strong partnership where we're providing IT support services on day-to-day for PD. We're secreting a broader community of practice among IT professionals in the organization; we're supporting some of the projects like the rollout of the CAD/RMS and supporting project management. As we get into some of the new projects and thinking about the buildout of the fiber network to support the body cameras, the body camera implementation itself and projects like new e-ticketing software that the PD—we're working with them to implement as well. Around each of these we put a project management methodology to help to facilitate the smooth implementation of these projects.

Commissioner Philbrook asked are you going to say anything more about the CAD/RMS later on here. **Mr. Howze** said not exactly. I think to Doug's point earlier that if we want to take specific projects, we can come back and new a broader—**Commissioner Philbrook** said that's fine. Would you mine telling the public what this is? **Mr. Howze** said it's the Computer-Aided Dispatch and Records Management System for the Police Department and Fire Department and it was rolled out, I believe, earlier this year. It's the electronic records essentially for our Public Safety organizations.

PUBLIC SAFETY IT

- IT Support Services
 - Increase day-to-day support for PD
 - Creating IT community of practice – DOTS, PD, FD, Sheriff
 - Supporting rollout of CAD/RMS
- Project Management
 - Buildout of fiber network
 - Body camera implementation
 - E-ticketing – implement new e-ticketing system

1/24/17 6

Mr. Howze said the last point on the Public Safety IT, and this really applies to all of IT, as we're going into this in sort of the spirit partnership and of not doing technology for technology sake, but making sure it works for the officers. The things that we're doing make them safer and more affective at what they're doing and sort of keep that operational lens on all the work that we're doing across IT.



We have a number of IT Planning efforts underway. As we move to I think a proactive stance around information technology, I will just touch on these quickly, we've got infrastructure, the network. We're working starting out on a fiber plan for the UG and the broader community. There are a lot of opportunities and we will talk a little bit about this later whether it's economic development or operations or supporting things like body cameras. Those all require a high degree of connectivity and so we're looking at a more comprehensive plan to address those. We're looking at the next generation of the UG network so the internal switches, that's sort of stuff and taking inventory of our UG wide IT assets and make sure we understand what we have and where we're going what the replacement cycle is for all that so we can get better at budgeting for projects and equipment.

On the application side we're beginning to look at a Cloud strategy so all of our software now is hosted on premise here in our data center, our different data centers around the UG. We're looking at what are the options that make sense for the departments for the operations on sort of a case-by-case basis as well as a broader overall strategy. Related to that is IT Governance and an IT Governance structure. Again, it sort of lays out the timeline for projects, when things are happening so that we can be as effective as we can with the operations, but also with the taxpayer dollar about lining up projects and investments that make the most sense at the right time.

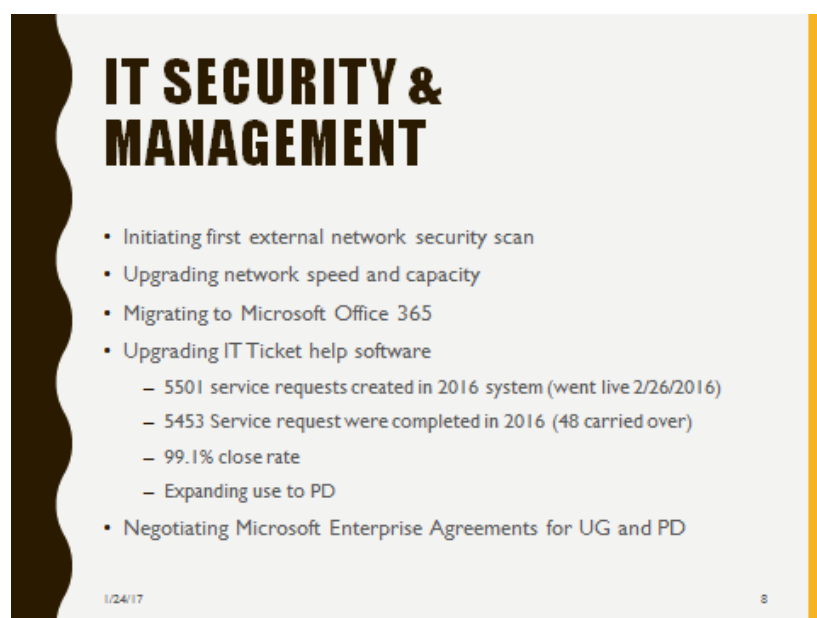
Things like introducing mobile payment and electronic signature capabilities that open up new opportunities for improved customer service and then really focusing on operational work and support as well. We're starting down a path with Public Works to do an IT needs assessment that combines with their strategic planning process that's underway. It's really thinking about how we can support departments in their work.

Another example is the Health Department medical records replacement and so in 2019 the Health Department's current software will no longer be supported so we have a long runway to begin to work with them on what that replacement looks like, what are the operational needs of the department and to help them through that decision-making process.

Commissioner Philbrook said I have a question about one of the Public Work's area which would be Animal Services. They're already online aren't they to receive money for dogs, cats, chickens and all that kind of stuff? Online registration and accepting money, that program is working? **Mr. Bach** said yes. **Commissioner Philbrook** said I just wanted to make sure it was working. I knew we had started it up and I wasn't sure if it was working well. **Mr. Howze** said we have engaged with them as part of the PD and a broader set of stakeholders around. We've taken the initiative to replace the ticketing system so that Animal Control Officers out in the field will be able to write citations directly and it will connect into the Records Management System and ultimately into the payment if as needed or a warning. We will be able to better track the full set of activities, that sort of thing.

Mayor Holland asked would there be an opportunity to partner with Cerner on the Health Department medical records? **Mr. Howze** said among the big two, I guess you might say in that space, so I think that's certainly a live possibility. Something we could consider.

Commissioner Philbrook said this is just rumor, I thought I heard that Cerner was working with our new department—the Wellness Center and they are working with them on that particular program. **Mr. Howze** said Cerner is the contractor. **Commissioner Philbrook** said in conjunction with KU. **Mr. Connor** said they are.



Mr. Howze said I will touch briefly on IT Security & Management. This is obviously important that we have a secure network and that we keep our data and information secure. This year in the first quarter we will be initiating our first external network security scans so we're getting a third party to actually look and test against our network to make sure that we are protecting our data as best we can.

We talked about upgrading the network speed and capacity both for City Hall as well as for some of the other locations like Public Works. We will be moving to Microsoft Office 365. That will largely be a transparent move for users, but will create a lot of new capability. It will remove sort of the caps on emails and box sizes and that sort of thing. Some of these things that are invisible to users will improve the ability to conduct business.

We will also be upgrading our IT Ticket help software. This was first installed in February of last year. It's going through an upgrade and you can see it's really giving you the ability to track in much finer grain detail the number of service requests, the types of service requests, it allows us to see things like password resets are a major category so now we know we can go after and figure out if there is something we can do to make that easier for users while maintaining our security. We will be expanding that use to the PD as well as part that integration.

We do have two Enterprise Agreements with Microsoft. One is for the UG and one for the PD. They both come due in the middle of this year so we're starting the process of figuring out how we're going to best negotiate those to get the maximum value.

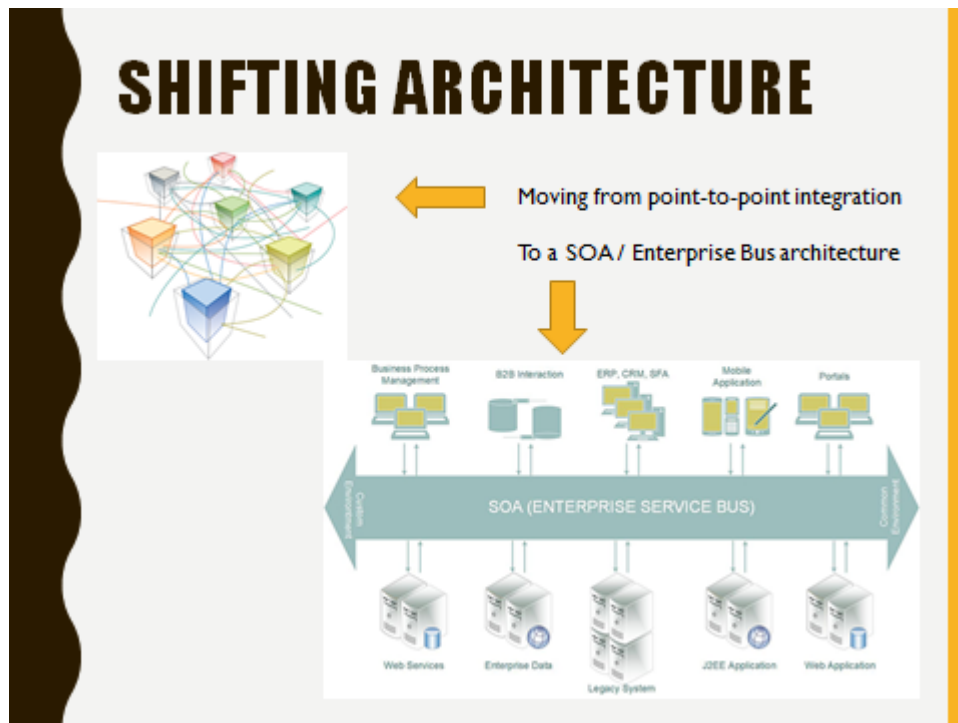


We have a number of major IT projects that are underway. The key to all of these, and that's why I put it to the first bullet, is that we have strong project management capabilities and we think about process redesign in the context of these software upgrades. That is really fundamentally where we get the benefit in the operations. It isn't so much from the technology; it's from the technology combined with the process improvements and the hard look at how we're doing business. I'm not going to go through all of these, but just to give you a sense we've got our financial system, our NRC system is getting upgraded, we will talk more about 311 in a minute, we talked about e-ticketing and so there are a number of these projects that are in

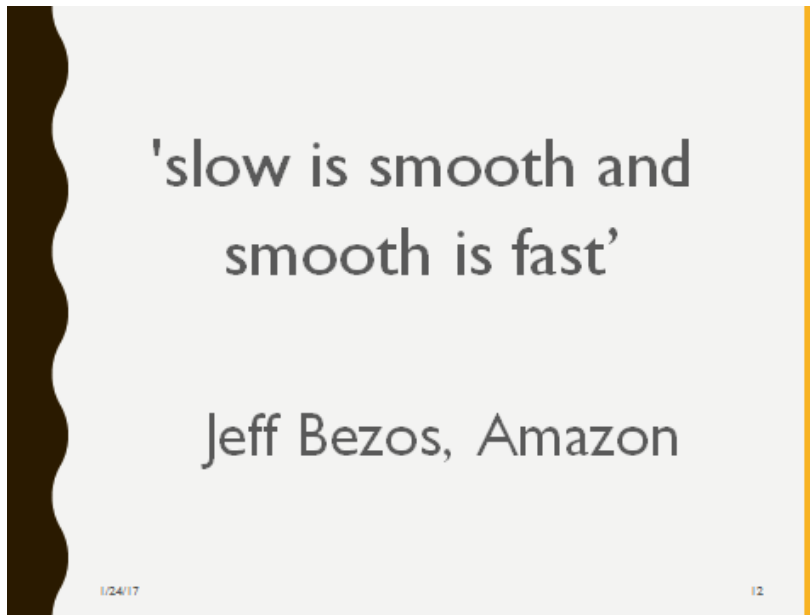
motion. It's ambitious but I think collectively the execution of these projects will be a significant step forward for the UG.



A lot of what those projects have in common, along with the infrastructure projects, the other thing is supporting information sharing. How do we move data around the organization? We have multiple initiatives to do that. For example, Next Request, 311, GIS; all of those are about how do you take information and make it available when needed to support the operations to support communications with residents. We are looking at the creation of a Neighborhood and Project Dashboard. We were having conversation earlier this afternoon with Commissioner McKiernan about Public Works projects, as an example, that comes up frequently where you're able to overlay the Capital planning schedule and projects onto a map and make that publicly available so the residents know what's coming, improve our Capital planning. All those pieces are sort of a part, but they all require fundamentally the ability for these systems to talk to each other and so that's what we're designing into it.



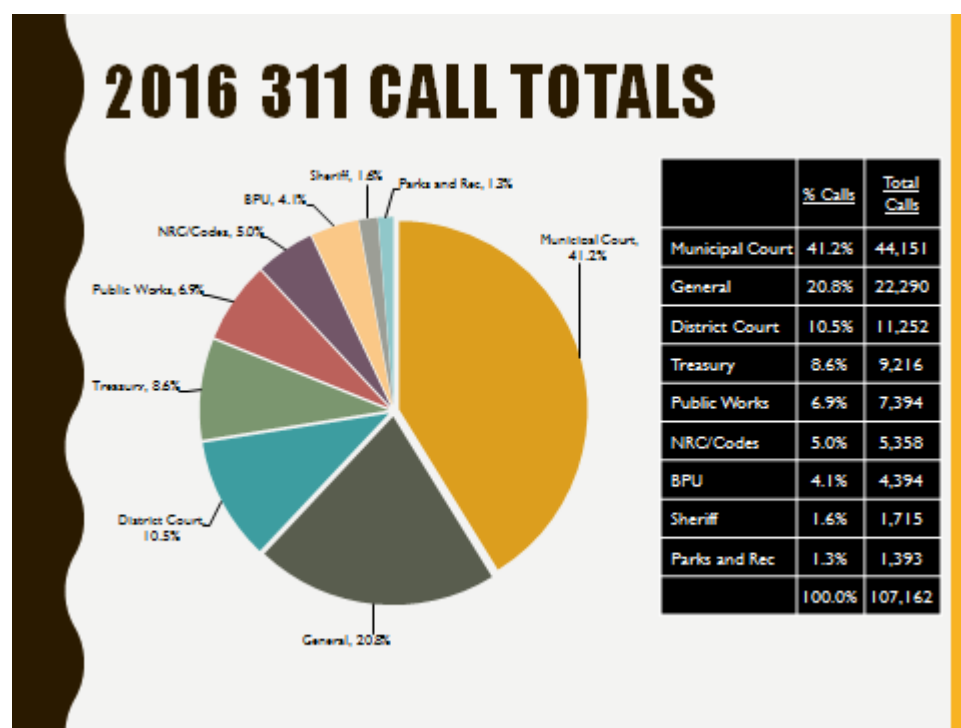
This is the only technical slide I will show you. Basically what we're moving from is this box up on the upper left which is point-to-point connections of systems. We're essentially stringing sort of spaghetti lines between different systems and where we're moving to is sort of a central integrated hub. It's called Enterprise Service Bus or Service Orientated Architecture is sort of the technical name of it where you are plugging systems into one place and then you route that data and information out to where it needs to go to support the other systems. It's a much simpler approach for management and maintenance of systems. It allows you to upgrade systems without breaking everything else which is a common problem. There are a lot of benefits to this and this is directionally where we're moving.



I just put this in here as one of my favorites quotes from Jeff Bezos and it has the Amazon thing too which is not bad, but the idea that slow is smooth and smooth is fast and we take deliberate haste in moving forward with the projects that we understand the full ramifications of the stakeholders that are involved that we do our due-diligence in planning. If we do that and we move forward with these projects then we will actually end up where we want to be faster than if we had moved without doing that. The example that I like to use is, I used to run paint crews in college and you go out there and spend 90% of your time scraping and sanding and you're covered in paint chips and the house looks worse than when you started, but if you just go ahead and put the paint on without doing that stuff, you're going to be back a year later and spending the same amount of money or more to fix it. It's true for painting and it's true for technology, it's true for lots of things and so that's the approach that we want to take with these projects.



I will talk next about customer service. We will talk about internal and external customers. There is certainly an emphasis on customer service across the organization and we want to be supportive however we can with departments in doing that.



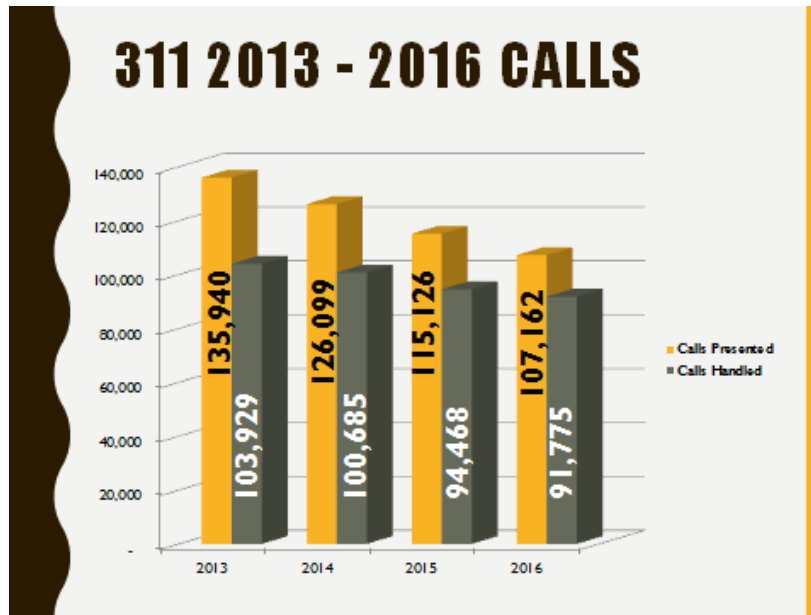
We will start with 311. This is the front door for the organization and this is where a lot of people come to get information about lots of different things. I wanted to give you a sense of the

call volume and what those calls consist of. We had about 107,000 calls in 2016 and to give you a sense of scale, it sort of jumps off the page when you look at it, is that Municipal Court is 40% of those calls. District Court accounts for another 10% and so over half the call volume is related to court related activities.

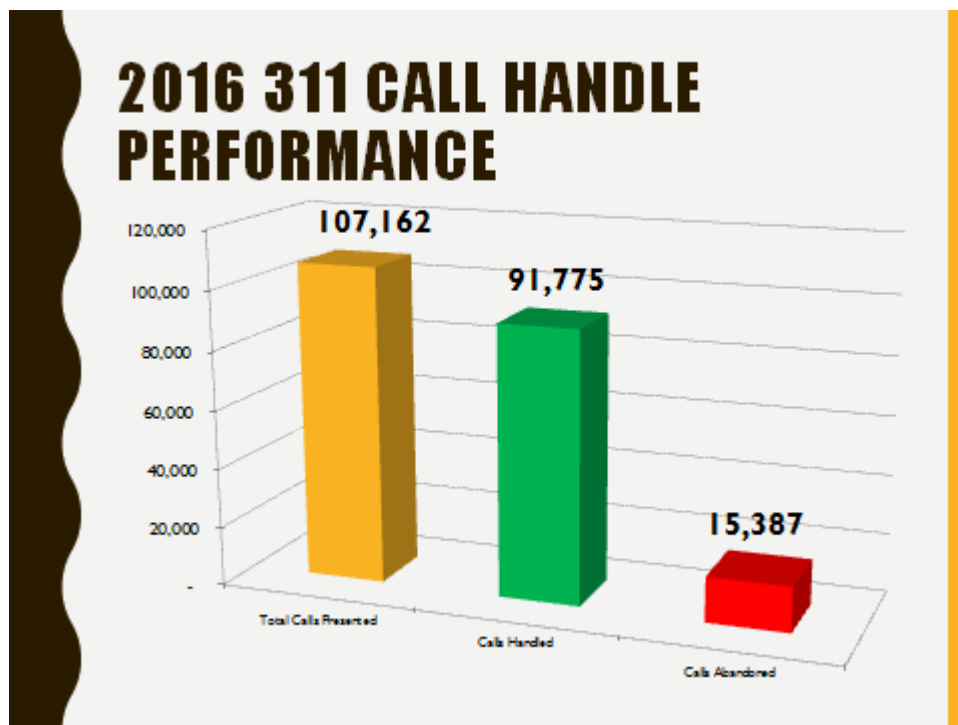
Commissioner Bynum asked when you say calls, do you mean telephone or do you mean every way that those requests come in? **Mr. Howze** said telephone which is the prominent channel today for service.

Mr. Howze said the other thing that this begins to tell us as we begin to look into the data is why are we having so many calls around Municipal Court and what it has allowed us to do is kickoff some work with Crystal Sprague in Municipal Court around what is this about? Are there things that we can do that make it easier for people to get the information they need either online or other places that allows them—helps them because we don't want them to get so caught up in missing court dates and that kind of stuff and so we're really talking about having some direct impact on people's lives and the data really helps us focus those efforts.

Commissioner Walker asked did you get an answer to your question as to why these people are calling and who is it that's calling. **Mr. Howze** said I don't know if I can answer the second part of that in terms of who is calling. In terms of why they're calling, it's when is their court date, what's the status of their—**Mayor Holland** said their ticket they have to pay. **Mr. Howze** said yes, it could be their ticket. It's a whole range of things that they call about. I don't have that sort of detail behind this. One of the things that we're doing in our upgrade in 311 is creating additional forms, not forms; but new forms that will capture additional detail that will actually help us to answer are they calling because they're calling about a ticket that they need to pay, are they calling because they want another court date, are they calling for all these various reasons?

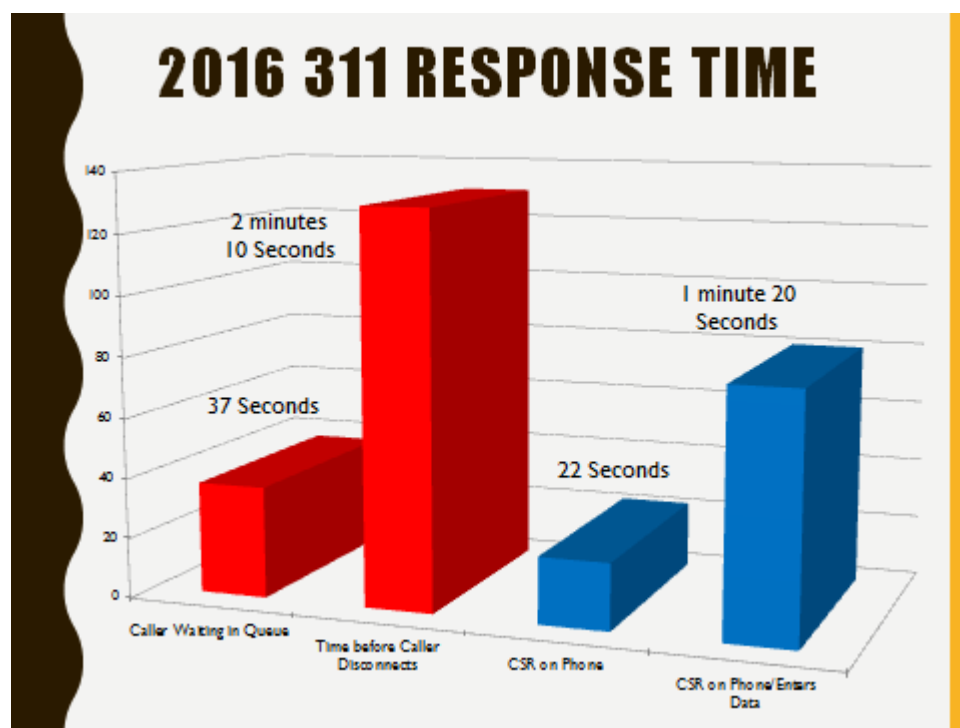


Mr. Howze said to give you a sense over time 2013 to 2016 we're starting to look at some of those longer term trends. You know there is a downward trend in the call volume. I don't exactly know what that is and we can go back again and ask were there incidents, storms or other things that would spike traffic in particular months so we can look at that. We can also look at how we are doing on calls handled over a period of time. Are we getting better at handling more of the calls that are coming in and so that's kind of the longer look at it.



We're also starting to look at the call handle performance. In other words, how many calls came into the center, how many calls were answered, how many calls did not get answered and we kind of wanted to give you the full unvarnished picture? This is our data, this is the information and makes that available to you and we're at about 90% I think of calls that get answered. We're looking at and starting into the process of looking at even by day of week and by hour of day when do those calls surge. When are we missing most calls and we started seeing some patterns, not necessarily surprising, but you can see with the data around 9 to 10 on a Monday and actually between 2 and 3 is another high volume time and we didn't necessarily anticipate that. You can look at it by day and by hour and begin to adjust our staffing and our surge capability accordingly.

Commissioner McKiernan said the calls that were abandoned, has that caller hung up or is that rolled to voice mail? **Mr. Howze** said in this case its caller hung up because we've got a queue so they are sitting in a queue. **Commissioner McKiernan** said they've gotten answered and it said please wait and the next person will talk to you and they gave up in the wait time. **Mr. Howze** said yes and you will see why on this next slide.



When we talk about wait time, we're talking about both averages and we're talking about peaks so we talk about the average caller waiting in the queue is 37 seconds. The average time before caller disconnects is 2 minutes 10 seconds. We really see that when those call lines surge and we're unable to answer those calls, two minutes is kind of the cutoff time. People get tired of waiting and I do the same thing when I call another company. Again, that gives us an understanding of okay, we need to make sure we're trying to push down on all of these times, but we know where the cutoff is, and the threshold is, for people when we're really starting to lose them.

Commissioner McKiernan asked is it possible—are the numbers inflated by people who hang up and call right back or are we able to sort that out from the data. **Mr. Howze** said we're not.

Mr. Howze said on the right side in the blue the average time that one of our customers' reps is on the phone and then once they serve the call they are on for about an additional minute to enter the data into our CRM system. Again, just to give you a sense of volume and staffing and timing.

311 CONTACT CENTER

- Resident survey shows opportunities to improve communications
- Courts are ~50% of 311 calls
 - Municipal Court = 40% - working together on customer service
 - District Court = 10%
- Creating a “closed loop” 311 system
 - Integrated workorder management – 311, PublicWorks, NRC
 - Customer notifications on status
 - Stronger performance management and reporting capabilities
- Enhancing the role of 311 in emergency response
 - 311 mobilized for Jan 13-16 ice storm threat
 - Working with Emergency Management to create protocols for 311

For our 311 Contact Center the resident survey certainly showed that was one of those areas of opportunity. We talked about the courts being 50% of the calls or were with Municipal Court. We would like to start working in 2017 digging into District Court as well and understanding what we can do to help there. Most importantly I would say is we’re creating this “closed loop” 311 system. This is integrating our 311 software with our business software in Public Works and NRC in Code Enforcement so that when a call comes in it’s not transferred over to another department, it’s actually entered right there and it generates a work ticket. That then is directly transmitted to the department and in that process it also creates the opportunity to communicate back to residents. You call in, it gets registered that we’ve received it; it registers if it’s being worked and it registers when it’s closed. We can control and support the communication back to the residents and that’s whether it’s through a phone call, whether it’s through the online channel; it will give us a lot more ability to I think be responsive in communicating with residents.

On the backside of that, we will also be able to see on the performance management and reporting how tickets are closing, if things are aging out, if there is additional training we

need to do with staff because tickets are getting held up in different places. Again, it will provide a lot more visibility across the entire workforce stream.

Commissioner McKiernan said I have shared this with you before, but I think closing the loop on 311 will have the single biggest impact on citizens. Out of all the good stuff that you're doing, those are the most common calls I get is that I called three times, the problem is not solved, I don't know what's going on; can somebody just tell me. I think this will be absolutely great. **Mr. Howze** said we're excited about it.

Mayor Holland said the 311 app, are you going to talk about that? **Mr. Howze** said I am.

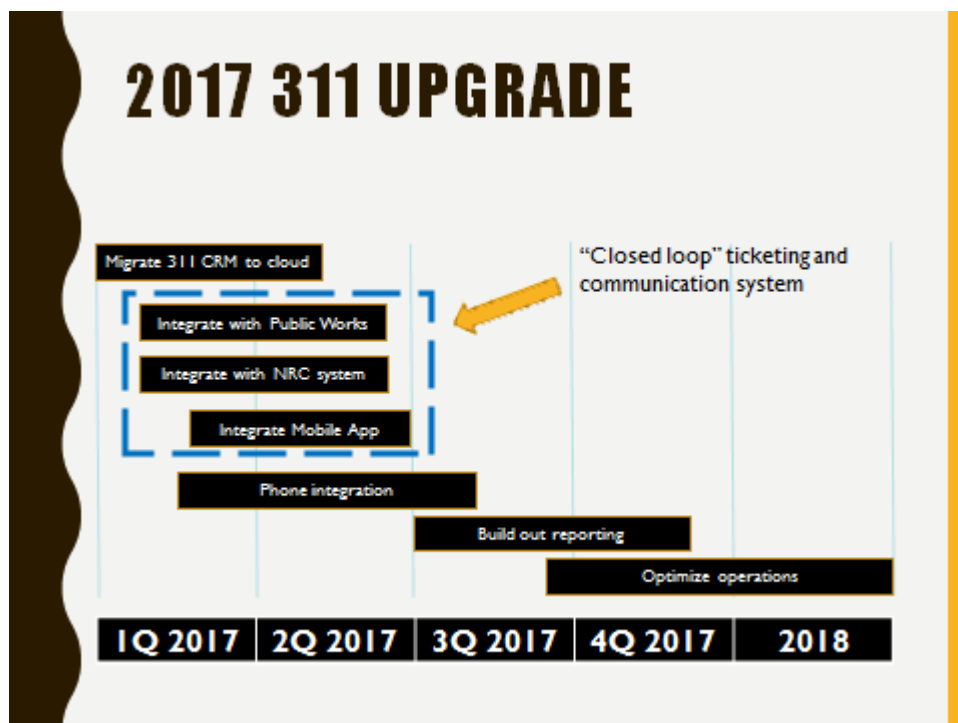
Mr. Howze said the last point there and I want to emphasize this as well is that the actions we're taking will enable 311 to be more of an integral part of our emergency response. You will see in a minute that we're looking at moving our CRM system up into the Cloud. That allows in the event this facility, the City Hall, becomes unavailable or we need to bring in extra call takers from different places, it would be a web base system essentially that you can get into. It will significantly increase our ability to be responsive in an emergency and there are lots of examples of this around the country, Louisiana and Baton Rouge and the flooding, where you see these incredible spikes in 311 services when you have an event like that. We're putting ourselves in a position to be able to better respond to that for the community.

Commissioner Walker said one of the things about 311 has been that if you call in and you voice your complaint, I have not seen data—I see it's nice that we answer the phone call and I'm sure that it's forwarded to the right department, but let's do some—I've got a pothole in my street, it needs to be patched. 311 I can call and report this but 311 has no independent power to verify that once it forwards it to the Street Department that pothole is fixed. The truth is, my experience has been, it can be weeks or months before it's even addressed. There has to be a conduit for 311 to a power in the Administrator's office or an ability to track whether that job is done. If nobody is held accountable—we've always had this inner-departmental problem where one department doesn't get any authority over another department's turf and that's been for 40 years. You don't want anybody monkeying with what you're doing in your department. It's sort

of a territoriality. Somebody has to account for 311 service calls or it doesn't get done. **Mayor Holland** said I think I will let the powers that be address that.

Mr. Bach said I believe that is what we're trying to accomplish within this close loop system, at least identified and that's where we bring in 311, Public Works and the Neighborhood Resource Center which are the primary areas that get this. When they get it at 311 it's creating a ticket and a tracking mechanism that's going out into the field areas that they can see it and it's making sure there is service going on, supervisors are seeing what it is, and it's information that is coming back to 311 to show us this is the area that—this is the timeframe they're working on and they do the ticket and they take it through the steps. If nothing is happening on it, then there is also flags built in this system that then come up and alert from either the department head or then it can come back and be in our office. That's how I'm seeing this work and, Alan, tell me if that's how you're designing and how it's working. **Mr. Howze** said that's right. **Mr. Bach** said so it is really to accomplish what you're talking about. **Commissioner Walker** said the end user is going to be the one to see it and you know that most people who call City Hall aren't calling to ask for policy changes in how we do our business. They have trash, they have street problems, a street light is out and they called the Police and nobody came. These are not insurmountable kinds of solutions to these problems. **Mr. Bach** said I agree.

Commissioner Philbrook said thanks for bringing that up Hal. That just triggers me thinking about okay so each of us has our own districts. Is there any way for us to know if things are being taken care of in an expeditious manner? You know, the individual commissioner, so if there is a problem around a certain area, it will pop and we can take a look and see. **Mr. Howze** said yes. We will talk about our GIS capabilities here in a minute and so almost the majority of these calls can be mapped to a place and location. **Commissioner Philbrook** said the reason I'm asking is because sometimes you will have certain little areas and you will get several people or several homes calling about something and if they don't call us, we don't know but that's why I'm asking. **Mr. Howze** said not that we don't want to get your calls but we would like to get less of them and this will provide an opportunity for them to do that. You will be able to see it. **Commissioner Philbrook** said I don't want to have to call, I agree, I don't want to. I have no complaints about people taking care of the issues.



Mr. Howze said just in terms of schedule, and I know this is a priority for the Commission and the Administration, sequence does kind of matter in this. What we're doing first is we're looking at getting our CRM system up into the Cloud and then building the connections, integrations with Public Works and NRC. We don't want to do it in reverse order so we end up building and then breaking and rebuilding. We will have that "closed loop" system. We will bring online a mobile application that will allow people to submit and get information via their phone. We're looking at further in the year telephony our phone integration for our call takers and then moving into building out the reporting capabilities that we just talked about behind it so you can begin to see what is and what hasn't been done, what has been done so aging out a request, that kind of stuff. Then really ultimately the purpose of this is to help to optimize some of the operations and give that information back to the departments and help them see with greater visibility what's happening in their own operations. That's the plan. It's an aggressive timeline so recognize that but we're aiming to move quickly on this and we've got a lot of the pieces in motion already.

GEOSPATIAL SERVICES

- Providing critical support across departments
 - Fiber network buildout
 - Land management and tax sale
 - Open Data
 - Fire station locations
- Supporting SOAR – many efforts have significant GIS component

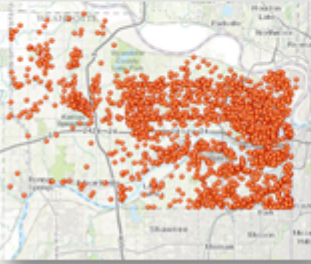


YOURDATA.WYCOKCK.ORG

Moving on to our Geospatial Services and really this is our mapping group and they provide a lot of support across a whole bunch of different initiatives. I don't want to spend too much time but things like our fiber network buildout, our open data; those are all sort of resting on our GIS platform. There are a lot of SOAR activities that are location based that are being led and supported by our GSS team including, for example, the tax sale. They created a new tax sale map that's interactive that you can go and see so they are really doing a lot of good work. I think you will hear from them later on this evening.

OPEN DATA

- Maps; Graphs; Bulk data
- Nearly 700 users with 4,400 page views
- 20 new data sets in 2017
- Open Data Committee




Explore Our Data Categories

Can't find what you are looking for? Let us know what you are interested in - take our survey!

Or

Play Dataset vs. Dataset to help us prioritize which datasets to release!

 Data Inventory
  Business
  Property
  Demographics

 Transportation
  Recreation
  Business
  All

Back in November we launched our Open Data Portal working with our “What Work Cities” partner. We are still tracking usage on this. We’ve gotten 700 users, give or take, the number of page views where I think we’re finding consistent with other localities that this is as much internal—it has as much value internally as externally so other departments can access different datasets and think about how they can use them. We set up our Open Data Committee that’s going to meet on a quarterly basis through 2017 and we will report back to the Commission at the end of the year. We’re moving quickly on that as well.

GSS LEADING MOBILE APPS

- Blight early warning
- Photo survey
- 311 Mobile application

Kansas City, KS - Photo Survey

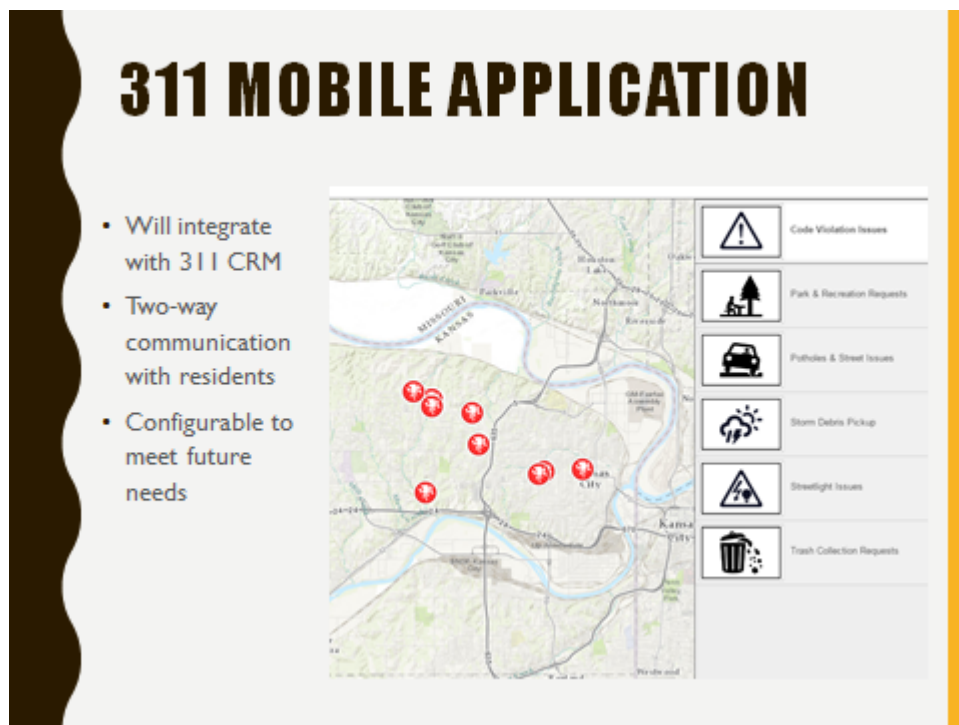
The Photo Survey app can be used to conduct rapid damage assessments, inventory blighted properties, target reappraisal efforts, and identify structures that could pose safety concerns.




Our GSS is leading a lot of our mobile application efforts. They have been piloting blight early warning application and this is really a first of the nation where we would take some of these indicators of blight and through algorithm essentially try to figure out what are those leading indicators, how do we know if a neighborhood is starting to move in a direction that we don't want and we can get in there earlier to try and help to mitigate that and to help the neighborhoods. That's an exciting one.

Photo survey is, again, allowing us to get better information about vacant properties and distress properties and I will show you in a second our 311 mobile application.

Commissioner McKiernan said I just want to say thank you to everybody that has worked on your data platform and data integration because you know I've always said I want to have that on my phone standing on a street corner, not tied to a desk here and although I've had lots of questions and interesting observations about it, it is so incredible to have all that data on very mobile friendly maps that gives me good data anywhere I am. I love it and I think you've done a great job with getting that off the ground. **Mr. Howze** said the team has done all the work and they've really been excellent on it.



I just wanted to show you the 311 mobile application. It is in development so it's not a thought, it's a thing. We're moving forward with it. We don't need to roll it out until we've got the other pieces and set. I've talked about sequence kind of matters in this and so we don't want to roll this out and then have it go to sort of it dead-ends where people are using it and the information isn't getting to where it needs to go in departments and they have a bad first experience. I just wanted you to know that is in fact happening. **Commissioner Philbrook** said what are those little red dots? **Mr. Howze** said those would be incident reports. If somebody reported a pothole, that would show up on the map. Part of it is that you can actually also see what other people have reported so if you say the street light is out, you can look on there and say we know three other people have reported it and it has been received and it's being worked so you may not choose to report it but at least you will have the information.

Mayor Holland asked will graffiti be on this as well. **Mr. Howze** said yes, we can put graffiti in it. It's fully configurable so we can put graffiti on there in the event, for example, a snow storm we could put in there something that said my street hasn't been plowed. You can adjust it. It's fully configurable to make it meet the needs that we have without costing a lot of money. That's

one of the challenges of some software. You say I want to make this change and we will send you the bill. This is a much more flexible system.



This is the second area. I'm going to move through this in the interest of time.

A graphic with a light gray background. On the left side, there is a dark brown wavy line. To the right of this line, the words "SUPPORTING COLLABORATION" are written in a bold, dark brown, sans-serif font, stacked in two lines. Below this title is a bulleted list of departments and groups. At the bottom left, the date "1/24/17" is written in a small font. At the bottom right, the number "25" is written in a small font. A solid yellow vertical bar is on the far right edge of the graphic.

- Customer service enhancements
- Cross-department working groups
- Technology planning
 - Public Safety: PD, FD, Sheriff, District Atty, Municipal Court
 - Public Works
 - NRC
 - Health department
 - Treasury
 - Parking Management
 - Legal department
 - Election Commission
 - WYEDC
 - Healthy Campus

We've got a lot of efforts underway and I've talked about a lot of them here this evening. Supporting Collaboration across departments; we really do see ourselves as helping departments with their needs, meeting their needs. Commissioner Walker, your point, we're not trying to get in other people's business or lane. They know their stuff and have execute against it, we're just trying to be as helpful as we can in helping them be successful.

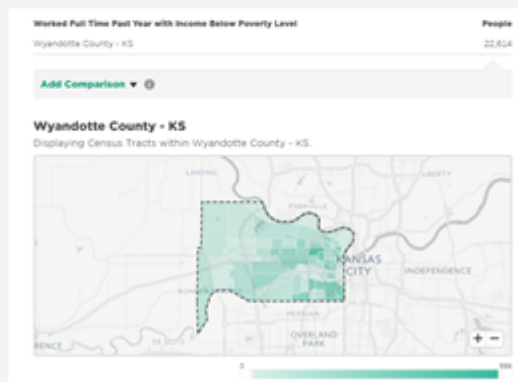
We're working on technology planning with a number of different departments. Again, sort of looking out to what is the one, three, five year timeline for existing systems for replacements operationally for what they're trying to do.



In conjunction with that we're looking at setting up a number of some cross-departmental working groups so SOAR is probably the best example of that where it has really brought forward a number of different departments. There are a number of other opportunities to do that on a much smaller more targeted scale for different things. We do have an Open Data Committee. Things like Drone Technology and as that merges as an operational capability of different needs we can bring different departments together to be thinking about it, work through it, what do we do with the video; all that kind of stuff. We can solve forward together as opposed to solving forward individually as departments.

WYEDC COORDINATION

- Supporting economic opportunity
- Planning fiber needs for economic development
- Connectivity as part of downtown economic development
- Piloting joint engagement with mySidewalk & data sharing



We are working with WYEDC and helping work jointly with them on things like fiber planning so there is a strong economic development component to having fiber connectivity. Whether that's for small businesses, medium size businesses, large businesses; it's become an essential part of business operations now. We're working with them on that, looking at it as part of economic development of downtown and we're piloting with them in sort of a joint engagement with this company called mySidewalk. They are a startup out of Kansas City to begin to pull different datasets together. WYEDC has found it to be very useful in being more responsive to inquiries about some different opportunities and places where you've got land and mapping that up with demographic data and all those sorts of things. They can be much more responsive to those needs so we're excited about that.



LOCAL & REGIONAL ENGAGEMENT

- KC Digital Drive
- KC Startup Foundation
- Digital Inclusion Coalition
- KCMO
- Academic partners: UMKC, KU, K-State
- Downtown Shareholders
- Livable Neighborhoods
- Google

Logos displayed: Liveable Neighborhoods, CODE for AMERICA BRIGADE, KU, KANSAS STATE UNIVERSITY, UMKC, KC DIGITAL DRIVE, kcsf, DIGITAL INCLUSION KC, and a stylized K logo.

1/24/17 29

We will talk about this starting with our local and regional engagements. There are a number of really strong I would say local partners that are interested in working and be part of helping our community be successful stating with KC Digital Drive and KC Startup Foundation. You may have heard from some of them we're getting them in front of the Commission to update on their activities. They have a lot going on that actually is directly applicable to our community. Both

have extended invitations to join their Board to be more deeply integrated with those organizations in the efforts that they're doing.

We're working with the Digital Inclusion Coalition to look at how do we close the digital divide and how do we make progress in that area.

We're working closely with KCMO. They have been really good partners with helping orient me in the community, but also engaging us and pulling us into opportunities that they see as well.

Commissioner Bynum said, Mr. Howze, I sit on the Board at Kansas City Area Transportation Authority and they are working on 1) regional transit; 2) they have recently taken on a huge IT Strategic Planning process, for lack of a better term, but do you see value in maybe meeting with folks over there? **Mr. Howze** said yes. I should have put them on this list. They have a new CIO that they brought over from the KCMO Police Department who has been very dynamic and so they are putting together that plan so, yes, we are engaging with them.

Commissioner Philbrook said I have a similar request because the Greater Kansas City Coalition and Homelessness is now across the state line, it's the whole area, Kansas City, MO, Jackson County, Wyandotte County and they are putting together a new IT program that would be more inclusive to bring those entities in and together. I would like to have you maybe have a conversation with them so we can plug into that information and vice-versa. It's very complicated, believe me, right now and I know you know that but I would like to have that conversation.

Mr. Howze said we're starting to work with our Academic partners as well, KU, we've had conversation with K-State and we have some active student projects with UMKC. They are helping us do some research and other stuff in this semester so we're excited to get that underway. Again, there are a lot of resources that we can reach out to that bring a lot into our efforts.

NATIONAL ENGAGEMENT

- WhatWorks Cities
- MetroLab Network
- Code for America
- Chief Data Officer network – Harvard Ash Center
- National Resource Network
- Next Century Cities
- NIST – Global Smart Cities “supercluster”



1/24/17 30

Likewise on National Engagements we have seven on this list here; there may be one or two that I missed, that we're working with on a national basis. We've talked about What Works Cities and they were very, very helpful in 2016 in both the SOAR effort and the open data effort.

MetroLab is us, KCMO, UMKC and KU; sort of an academic civic partnership on specific projects. Code for America we're part of this new Chief Data Officer network out of Harvard Ash Center. Again, a lot of national resources and networks that are trying to solve some of the same things we're trying to solve. To the extent we can learn from them and we can leapfrog from where we are to where we want to be. This has the opportunity to create a lot of value for our organization and for the community.



This piece here has been a busy six months as well in terms of reaching out throughout the community and had opportunities across a number of different media outlets to promote a positive story about what we're doing and the opportunities that exists in KCK and Wyandotte County so we will continue to do that as opportunities present themselves.

Mr. Howze said I just want to close by kind of reiterating what I started with which is there is a lot going on and I think it's a reflection of the people we have in our organization. They are putting their shoulders to the wheel to make a lot of this stuff happen. It's my privilege to be able to represent that to you all and we're excited about what 2017 has to offer and I look forward to the opportunity to come back and give you updates as needed and as requested. **Commissioner McKiernan** said we look forward to those opportunities too. It's great work.

Mayor Holland said I think this is what we had hoped for and had visioned when we authorized this position. We know we have great talented people all over our organization working in all these areas and to have this integrated approach and to have someone who has the task and the time to tap into local, regional and national resources for best practices and invite everybody to work together. It's a similar enthusiasm we saw with the SOAR initiative. A ton of great people

have been very frustrated with the task that is bigger than any one department. Getting to work together and seeing results I think we see similar issues with IT. Our DOT Department is great, our Geospatial is great, we have such great folks and having that integrated approach is really what we had hoped for with this. I commend Mr. Bach and Mr. Connor. It took a long time for this hiring process but I think you're doing a great job and I think it does seem like—it's surprising it's only been six months. I think it also shows how ready each of our departments were, really ready to go, just waiting for the opportunity for somebody to say go and people are off and running. Thank you for leading that charge.

Commissioner Johnson said I'm a pretty simple man. I try not to be too complicated in my thoughts. You have put together all of these departments and I'm sitting here and I'm just amazed what has transpired in six months. I see the goals and I'm just wondering how in your mind do you define success? I'm just a simple bottom-line kind of guy. I just want to understand your methodology and how you're going through all these various areas and going down through these different categories. How do you define success? **Mr. Howze** said I think I would start with people. If we have committed, engaged employees who are interested in doing their best work, then I think that is probably the first criteria for success because they can do a lot more than I can do I'll put it that way. Secondly, I would say we're aiming high and we may or may not get there, but it won't be for lack of trying and it won't be because we didn't set our sights high enough. If we can have a strong organization and we can move forward on our infrastructure, on our applications, the core business applications and the data integration; those three pieces really will enable us as an organization, the UG as an organization, to do a lot. Whether that's communication with residents, whether that's thinking about how we manage our business operations, how we do our planning for assets for Capital budget; those are all really of a piece. That's a long answer to a simple question. **Commissioner Johnson** said I commend you for the work you've done already. I think it's been pretty amazing and so I thank you for what you've done already.

Mayor Holland said that concludes this session. We will now accept a motion to go into executive session.

Executive Session:

Commissioner Markley made a motion, seconded by Commissioner McKiernan, for the Commission to go into Executive Session until 7:00 p.m. to discuss confidential matters regarding purchase price and property locations related to land acquisition as permitted under the Kansas Open Meetings Act; and that staff designated by the County Administrator be present to participate in the discussion. Motion carried unanimously.

Mayor Holland said we have a motion and second that we will go upstairs from this meeting for Executive Session and then we will reconvene at 7:00 p.m. downstairs in the Chamber for our regularly scheduled Commission meeting.

The Commission moved from the 5th floor conference room to the 9th floor conference room. The executive session started at 5:55 p.m.

Present for the Executive Session: Philbrook, Bynum, Walker, Townsend, McKiernan, Murguia, Johnson, Kane, Markley, Walters, Holland. **Staff present:** Doug Bach, County Administrator; Ken Moore, Chief Legal Counsel; Maureen Mahoney, Asst. to Mayor/Chief of Staff.

Staff present for the Executive Session and left the meeting at 6:45 p.m.: Joe Connor, Assistant County Administrator; Chris Cooley, GIS; and John Paul Jones, Chief of the Fire Department.

Staff present for the Executive Session at 6:45 p.m.: George Brajkovic, Economic Development Director; and Marlon Goff, Interim Director of Economic Development.

**MAYOR HOLLAND ADJOURNED
THE MEETING AT 6:54 p.m.**

dt

Bridgette D. Cobbins
Unified Government Clerk

February 2, 2017