ADMINISTRATION AND HUMAN SERVICES
STANDING COMMITTEE MINUTES
Monday, September 23, 2019

The meeting of the Administration and Human Services Standing Committee was held on Monday, September 23, 2019, at 5:38 p.m., in the 5th Floor Conference Room of the Municipal Office Building. The following members were present: Commissioner Markley, Chairman; Commissioners Philbrook, Johnson, McKiernan (substituting for Commissioner Kane), and Bynum. The following officials were also in attendance: Alan Howze, Melissa Sieben and Emerick Cross, Assistant County Administrators; Henry Couchman, Senior Attorney; Jeff Conway, Assistant Counsel; Justus Welker, Director of Transportation, Renee Ramirez, Director of Human Resources; Crystal Sprague, Court Administrator; Honorable B. Nichols-Brajkovic, Administrative Judge; Honorable M. Shultz, Judge; and Jay Doleshal Sergeant-at-Arms.

Chairman Markley called the meeting to order. Roll call was taken and all members were present as shown above.

Chairman Markley said we do have a revision tonight. We have received a summary of the proposed changes and the revised policy itself for Item Number 3, the UG Substance Abuse and Drug and Alcohol Testing Information. The item is still on the agenda, we just got slightly different information to go along with it.

Approval of standing committee minutes from July 22, 2019. **On motion of Commissioner Bynum, seconded by Commissioner Philbrook,** the minutes were approved. **Commissioner McKiernan** said, Madam Chairman, I'll abstain again because I wasn't present for that meeting. Motion carried.

Committee Agenda:

Item No. 1 – 19932…REQUEST: ELIMINATE ROUTE 115 KANSAS AVENUE

Synopsis: Request to eliminate the 115 Kansas Avenue fixed transit route due to sustained underperformance and transition existing resources to new microtransit concept designed to serve same area, submitted by Justus Welker, Director of Transportation.

Justus Welker, Director of Transportation, said my items one and two will kind of merge into one another so, we'll just kind of go through the slideshow and then take questions for everything at the end if that's okay. I'm here this evening to seek approval to eliminate the 115 due to sustained underperformance, and then transition those existing resources to a new microtransit concept. Microtransit is a relatively new transit phenomenon. It relies on flexible routing and scheduling using smaller vehicles within a restricted area.

115 Kansas Avenue

Connector/ Coverage route that provides a functional connection to both a regional hub and localized jobs.

- Primarily used for job access, with a majority of passengers boarding at the 47th Street Transit Center and alighting along Speaker Road in the Santa Fe Industrial Area.
- Only route in KCK that provides service in Turner.
- Destinations include 47th Street Transit Center, Santa Fe Industrial Area, Turner Recreation Commission, Jones Bar-B-Q, Happy Foods West, Terrace Pointe Apts., Cambridge at River Oaks Apts.

Route has been unsuccessfully realigned twice in attempts to boost ridership (October 1, 2015 & January 2, 2018)

115 Kansas Avenue	Full Time Equivalents (FTEs)								
	Dispatch II	Transit Operator		General Laborer	Director	Ops. Gen. Super.	Program Coord. AM	Program Coord. PM	Totals
		Assigned	Standby/ Relief						
	0.10	*2.00*	*0.86*	*0.04*	*0.07*	*0.05*	*0.05*	*0.06*	*3.32*

115 Data	2017	2018	2019 Projections
Route Miles	69.228	69.765	70.879
Ridership	16,321	15,320	17,549
Platform Hours	3,581	3,610	4,026
Fuel Charge	$17,305.02	$17,441.28	$17,743.41
Maintenance & Tires	$7,614.21	$7,674.16	$8,121.84
Wages	$178,337.07	$181,977.52	$185,691.34
Salaries	$19,539.14	$19,937.89	$20,344.79
Commodities/ Capital Outlay	$40,110.04	$40,928.61	$41,763.89
Service Cost	$262,906.37	$267,959.46	$273,665.27
Farebox Revenue	$(5,718.00)	$(5,167.00)	$ (6,094.21)
Total Service Cost	$257,188.37	$262,792.46	$267,571.06

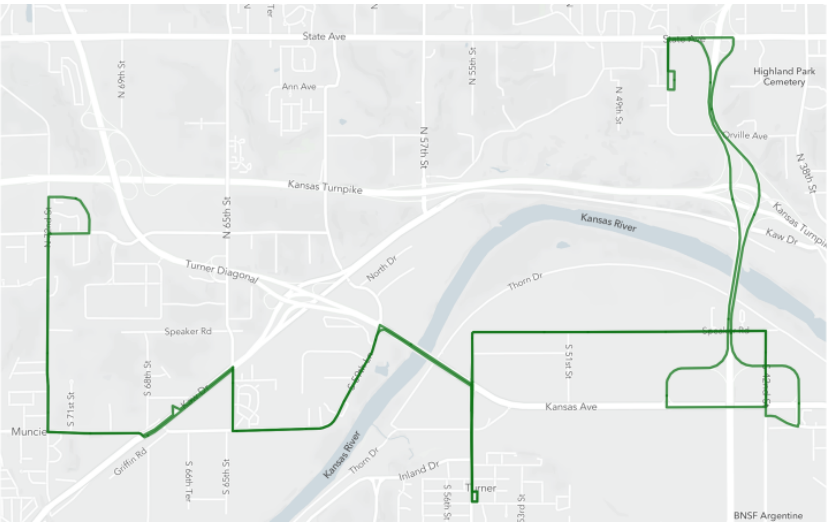
Reasons for Elimination

Sustained underperformance in all relevant performance categories.

Key Performance Indicators (Target)	3-Year Route 115 Average	3-Year Other Route Average	Route 115 Avg. vs. Other Route Avg.	3-Year Route 115 Average vs. KPI Targets	3-Year Other Route Average vs. KPI Targets
Cost per Unlinked Trip ($6)	$16.01	$6.66	-58.40%	-62.52%	-9.91%
Farebox Recovery (5%)	2.16%	5.38%	-59.95%	-56.88%	7.67%
Average Daily Ridership (90)	64	137	-53.23%	-28.56%	52.77%
Average Daily Boardings per Revenue Hour (7.08)	4.39	10.12	-56.68%	-38.06%	42.98%
Average Daily Boardings per Revenue Mile (0.47)	0.23	0.58	-59.90%	-50.13%	24.37%

Other routes include 102, 103, 113 & 116

We'll start with the 115 Kansas Avenue. This is a connector style route that provides a functional connection from our Transit Center at 47th & State to localize jobs. The majority of those jobs are along Speaker Road in the Santa Fe Industrial Area. It's the only route that currently provides service in Turner. Some major destinations within that route corridor includes the 47th Street Transit Center, Santa Fe Industrial Area, Turner Rec, Jones BBQ, Happy Foods West, Terrace Apartments and Cambridge at River Oaks Apartments. We've got some information related to the levels of staffing it takes to run that route. We provided some route cost for the last two years and projected 2019 route costs. Then some reasons for elimination. You can see how it performs against some key performance indicators that we kind of measure all of our routes against. It hasn't performed very well here recently, and we think we can do a lot better with the resources in transitioning those to microtransit.



Here's the route itself as it exists today. Again, it basically provides service to residents, to clients, who want to travel from 47th & State to jobs along Speaker Road.

Action: (Action was taken at the end of Item No. 2.)

Item No. 2 - 19933… REQUEST: IMPLEMENT MICROTRANSIT PILOT

Synopsis: Request implementation of microtransit pilot in the service area previously occupied by the 115 Kansas Avenue fixed transit route, submitted by Justus Welker, Director of Transportation.

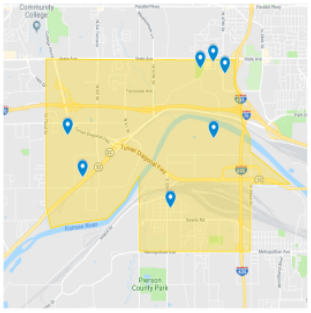
Micro-Transit

Micro Transit is flexible routing and scheduling using smaller vehicles within a restricted area.

Benefits

- Integration with fixed route system
- First-mile, last-mile option
- Coverage to low-density corridors and remote neighborhoods
- Curb-to-curb service
- No advance reservation required
- Dedicated app with real-time vehicle info
- Pay with exact cash, on website or through the app
- Wheelchair lift-equipped vehicles

Proposed Zone

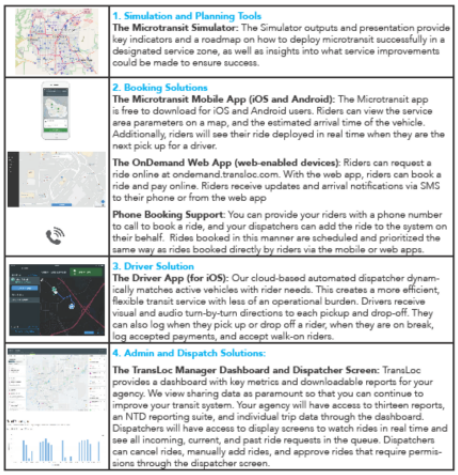


- 10 square miles
- Covers entire area currently served by 115 Kansas Avenue
- Destinations include 47th Street Transit Center, Aldi, Santa Fe Industrial Area, Turner Recreation Commission, Skyline Apts., Jones Bar-B-Q, Happy Foods West, Terrace Pointe Apts., Cambridge at River Oaks Apts., Amazon
- Zone includes approx. 3 sq. mi. of new service area in Turner

That kind of transitions us into microtransit. Again, microtransit is a flexible routing and scheduling using smaller vehicles within a restricted area. Some of the benefits of the microtransit is integration with our fixed route system. We're going to make a connection to 47th Street Transit Center. We're going to still accept all the fare media associated on those fixed routes, the fare structure will be the same. This can be a first mile/last mile option for those folks who don't live along the transit route. It will provide coverage to low density corridors and remote neighborhoods.

This is a curb-to-curb service so the vehicle will come to the individual making a reservation. There is no advanced reservation required. We'll have a dedicated app with real time vehicle info so the client can look up the vehicle and see where it is at any given time, when it's going to arrive, and etc. You can pay with exact cash on board through a website or through the app itself. All the vehicles will be wheelchair lift equipped.

That's the proposed zone we're looking at there. It's hard to see, but it's basically State Avenue on the north, 72nd Street on the west, South 42nd or 42nd on the east, and then Metropolitan on the south. The proposed zone is 10 square miles and covers the entire area currently served by the 115 Kansas Avenue. Has the same destinations. We've also added a couple more including Aldi and Skyline Apartments. The zone includes approximately three miles of new surface area in the Turner community.



1. Simulation and Planning Tools

The Microtransit Simulator: The Simulator outputs and presentation provide key indicators and a roadmap on how to deploy microtransit successfully in a designated service zone, as well as insights into what service improvements could be made to ensure success.

2. Booking Solutions

The Microtransit Mobile App (iOS and Android): The Microtransit app is free to download for iOS and Android users. Riders can view the service area parameters on a map, and the estimated arrival time of the vehicle. Additionally, riders will see their ride deployed in real time when they are the next pick up for a driver.

The OnDemand Web App (web-enabled devices): Riders can request a ride online at ondemand.transloc.com. With the web app, riders can book a ride and pay online. Riders receive updates and arrival notifications via SMS to their phone or from the web app

Phone Booking Support: You can provide your riders with a phone number to call to book a ride, and your dispatchers can add the ride to the system on their behalf. Rides booked in this manner are scheduled and prioritized the same way as rides booked directly by riders via the mobile or web apps.

3. Driver Solution

The Driver App (for iOS): Our cloud-based automated dispatcher dynamically matches active vehicles with rider needs. This creates a more efficient, flexible transit service with less of an operational burden. Drivers receive visual and audio turn-by-turn directions to each pickup and drop-off. They can also log when they pick up or drop off a rider, when they are on break, log accepted payments, and accept walk-on riders.

4. Admin and Dispatch Solutions:

The TransLoc Manager Dashboard and Dispatcher Screen: TransLoc provides a dashboard with key metrics and downloadable reports for your agency. We view sharing data as paramount so that you can continue to improve your transit system. Your agency will have access to thirteen reports, an NTD reporting suite, and individual trip data through the dashboard. Dispatchers will have access to display screens to watch rides in real time and see all incoming, current, and past ride requests in the queue. Dispatchers can cancel rides, manually add rides, and approve rides that require permissions through the dispatcher screen.

Here's a little bit about TransLoc, who's providing the software for the microtransit concept. Our next step, if we garner approval tonight, would be to do a simulation to see exactly how many staff and vehicles we need to operate this service. The booking solution. The client will be able

to book through the dedicated app, they can book through the website, they can still make a phone call and make a reservation that way. It will also be ride-hailing, so if somebody sees the vehicle, they can flag us down that way and make a reservation that way. There'll be a tablet on board for the driver to interface and also a tablet in the dispatch so they can run reports, look at key metrics, and that kind of thing. The way it operates is it's kind of semi-autonomous. It just runs in the background so we don't need dedicated staff to be checking on this every second like we do with our normal paratransit services. It just kind of runs in the background. We interject if we have a problem or if anything arises.

COST BREAKDOWN

Pilot program services	Estimated value	Program Price
Use case consulting, up to 2 Simulations	$70,000	Subsidized
Marketing & Branding consulting	$15,000	Subsidized
Customizable Rider education asset kits	Included	Included
Software system set up and testing	$15,000	Subsidized
On-site training	$10,000	Subsidized
Pilot analysis and final reporting	$5,000	Subsidized
Software licenses	$12,000	Included
Ongoing support and software set up optimization	$10,000	Included
Estimated Total Cost	$137,000	
Program Subsidization		$110,000
Grand Total		$27,000

TransLoc

The cost breakdown. This is a pilot program. It's going to be a one-year pilot. TransLoc is going to charge us $27,000. You can see they're going to subsidize a lot of those costs during the first year. We anticipate with a small zone our costs won't be much beyond this if we choose to operate this beyond the pilot program.

Cost Comparison	2019 Projected 115	2020 Proposed MicroTransit
Route Miles	70,879	26,580
Ridership	17,549	8,775
Platform Hours	4,026	4,026
Fuel Charge	$17,743.41	$7,000.00
Maintenance	$8,121.84	$3,100.00
Wages	$185,691.34	$145,000.00
Salaries	$20,344.79	$10,000.00
Commodities/ Capital	$41,763.89	$58,000.00
Service Cost	$273,665.27	$223,100.00
Farebox Revenue	$ (6,094.21)	$ (6,580.93)
Total Service Cost	$267,571.06	$216,519.07
Estimated Cost Savings	$51,051.99	

This is cost comparison based on the route we provide now, the 115, and what microtrend will look like in the future. We anticipate estimated cost savings of over $50,000, with the majority of that coming from the wages involved. We'll be able to reduce the ancillary staff required mainly in the dispatch office where it's not as hands-on as it is today. Also, our fuel charge will go down as we're not operating the bus up and down that fixed corridor all day long. We'll only operate the vehicle when we have a reservation to meet.

Again, I'm seeking approval to eliminate the 115 as of December 31st this year, transition those resources to the microtransit concept, and begin operation of that pilot program on January 1. We're going to have a robust public education and outreach campaign associated with this where we inform the residents and the clients of the change transitioning from the fixed route to the microtransit. We're excited. We feel like we may be able to transition this concept to other areas of the community in the future.

Commissioner Philbrook said basically, this is going to actually make it easier for our folks to use because then they can be there when they need to be there and get to work when they need to, instead of waiting for an hour or that sort of thing. It's much more convenient for them to know. That makes a big difference because I know that's, of course, the biggest complaints I would get. I'm looking forward to seeing how well this works. **Mr. Welker** said that's exactly right. The route operates now on 60-minute frequency. If you miss a bus, you have to wait an hour for the bus to come back. We anticipate being able to operate this service at 15-minute frequency.

Commissioner Philbrook said that's going to be phenomenal for folks that need to be able to get work, especially down through there. Did you say you're—I missed it. Did you say you're going up to Amazon to offer this? **Mr. Welker** said it's within the proposal. **Commissioner Philbrook** said that's the furthest north, though, right? **Mr. Welker** said State Avenue. **Commissioner Philbrook** said that ends up to State to the connector. Okay.

Commissioner McKiernan said just remind me, Justus. What are the hours of operation, start and stop? **Mr. Welker** said 5:30 to 8:00 pm. We'll maintain the same amount of service as we did before. **Commissioner McKiernan** said okay. The microtransit will mirror the hours of the

fixed route. **Mr. Welker** said correct. **Commissioner McKiernan** said but will decrease the wait time by a fourth? **Mr. Welker** said that's our hope. **Commissioner McKiernan** said beautiful, from an hour to 15 minutes.

Melissa Sieben, Assistant County Administrator, said I think that we're really excited about what Justus has brought forward for our community to try this. It's another example of a pilot; but if it works well, we can come back and talk about other things.

Commissioner McKiernan said it's certainly something that a lot of folks are trying to wrap their brains around is using more of a demand service like this, or a microtransit service like this to try to improve our provision of services and our moving of people and avoiding the larger costs of the fixed route. **Mr. Welker** said there is a concept in Johnson County that has done very well. Our pilot will be the first time that it's fully integrated with a fixed route system. **Commissioner McKiernan** said great. Thank you.

Chairman Markley said we've been having this discussion around our dinner table about how transportation services are going to morph in the world of Uber. I think this is an example of us trying to head in that direction and being a little more cutting edge about it.

I will note when I came into office, I got us a stop at Turner Rec. I'm a little bit sad to see that not used anymore. I think this is really going to serve our community in a much more usable fashion, and in a way that they're used to being served if they're using other rideshare services. **Mr. Welker** said I anticipate the stop at Turner Rec. We do have a shelter there. Since we do offer ride hailing on this service also, we can keep that stop in place and have that a designated ride hailing stop. If they see a vehicle coming by and they don't make a reservation, they can just wave their arm and we'll stop and put them on board. **Chairman Markley** said definitely for the short term, that stop and other places we have had stops will be great places for us to advertise this. If someone misses the marketing, they go to wait for the bus, they're going to see a sign that says, bus isn't coming but this is how you get what you need.

Chairman Markley said we do have action on both of these items. We have action on both Item No. 1 which is eliminating the route. Item No. 2 is doing the microtransit.

Action: **Commissioner Bynum made a motion, seconded by Commissioner Kane, to eliminate the 115.** Roll call was taken and there were five "Ayes," Philbrook, Johnson, McKiernan, Bynum, Markley.

Action: **Commissioner Bynum made a motion, seconded by Commissioner Philbrook, to implement the microtransit service.** Roll call was taken and there were five "Ayes," Philbrook, Johnson, McKiernan, Bynum, Markley.

Item No. 3 – 19950…COMMUNICATION: AMEND POLICY ON SUBSTANCE ABUSE AND ALCOHOL TESTING

Synopsis: Proposed amendments to the existing Substance Abuse and Drug and Alcohol Testing policy to comply with federal law for employees in safety sensitive positions within the Transit Department, submitted by Jeff Conway, Assistant Counsel.

Chairman Markley said we did get a handout. This is the item, team, where we had additional information come in on a blue sheet. So, this is our packet of re-revised information.

Renee Ramirez, Director of Human Resources, said in front of you this evening are some clarifications and amendments that are required for the substance abuse policy that governs the FTA (Federal Transit Authority) employees that are in the Transit Department. There's a combination of edits that are required by the DOT and some others that are required, what we would consider company policy.

Chairman Markley said if anybody read through the prior packet—do you want to summarize anything they might want to know about the difference between what we might have seen before and the new packet or is it just more administrative? **Ms. Ramirez** said a lot of it is merely administrative. For example, one of the company policy changes that I can pull out readily is, in our previous policy that we had for the Transit employees, we used to pull randoms using the employees' social security numbers. Many years ago, we changed the way we pull those numbers. We have a third-party administrator that changes, that pulls the randoms and we use their employee number, which is a four-digit number. We no longer use these social security

numbers. The policy was still reflecting that so it's clarification of that nature. Other clarifications that are outlined by the FTA are just clarification language that we needed to have. We had a desk audit performed by the KCATA that came back with some recommendations and clarifications that we needed to make in our policy.

Commissioner Philbrook said I just want to make a comment. I appreciate you also putting in here on some of these ones that are UG versus FTA requirements. I appreciate that. That way it kind of gives me an idea of where we're being picky and adding on, and that's not a bad thing. I appreciate you putting that in there so we know. **Ms. Ramirez** said thank you.

Action: **Commissioner Philbrook made a motion, seconded by Commissioner Bynum, to approve.** Roll call was taken and there were six "Ayes," Philbrook, Johnson, McKiernan, Bynum, Markley.

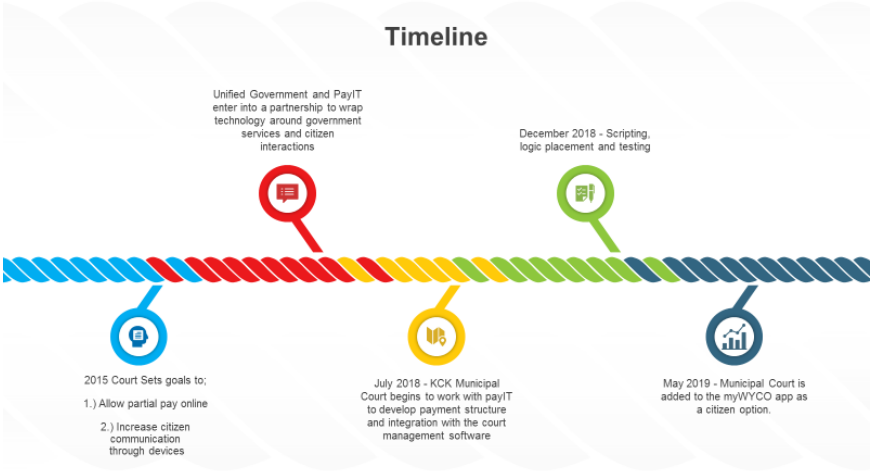
Item No. 4 – 19962…UPDATE: MUNICIPAL COURT MYWYCO

Synopsis: Update on Municipal Court's myWyco, submitted by Crystal Sprague, Municipal Court Administrator.

Crystal Sprague, Municipal Court Administrator, said I'm glad to have Administrative Judge Brockovich and Judge Schultz with me tonight to give you a little bit of information about the myWyco app and how Municipal Court has, in the last four months, adopted the myWyco app and changed some of our applications.

The myWyco app or PayIt and the collaboration between the Unified Government and PayIt came along at the right time for the court. We were looking for another online payment vendor. The one we had previously, citizens had to be seated at a PC or a laptop to be able to pay online. That was not conducive to the way the citizens wanted to interact with our court in making payments. Additionally, they were a payment only processor, so they didn't give us any room to grow in a smart, logic and technology services for the future, as well as some previous integration issues had caused some depletion of belief in that online payment mechanism.

This collaboration with the UG came along for us at the right time.



Previous to 2015, Judge, retired Judge Mo, and Judge Brajkovic at the time, were able to identify that first and foremost what the court needed was a good computer database to allow us to get ready for this next step into the future. They set two goals at the beginning of 2015 and those two goals around payments were clear and concise. Citizens should be able to make partial

payments online and secondly, we needed to increase our ability to communicate with citizens through mobile devices. So again, the collaboration between the Unified Government and PayIt came along at the right time for us.

In July of 2018, we started the process to integrate our database and create that bridge between our database and the PayIt application. This was a process that was going to be difficult for us. We are not a one-off payment solution. As you can imagine, there are as many different circumstances around an individual, as there are different ordinances and statutes that govern traffic law. We wanted to make sure we took our time with this integration, and we did not suffer the consequences from the previous integration.

Between July 2018 and December of 2018, we started that scripting process. We wanted that scripting process to be specific for citizens. Then in May of this year, we were able to go live and be added to the myWyco app. Commissioners, have you all been able to use the myWyco app for your personal business? Alright? **Commissioner Philbrook** said my comment is yes, but not with you guys. **Chairman Markley** said we frequently report code violations.

Ms. Sprague said May 2019, at the end of May, we were able to go live and we were added to the myWyco app. If you're a myWyco customer, every customer in their database received a notification that you can now pay your Municipal Court business online through the myWyco app.

So, what kind of results have we seen? They have been numerous in a short four months, but we have a lot of room to go. First and foremost, we've had an increased use of this smart technology

or smart logic. I know that that's a term that gets thrown around a lot but at the end of the day, it means that as a citizen, you're not going to our website, clicking around trying to find the information that is specific to your situation. You're not walking up to my window and having to explain to a clerk, who does this all day long and you've now done it one time in your life, what your situation is. You were able to get online, look your ticket up and we drive you to the right place.

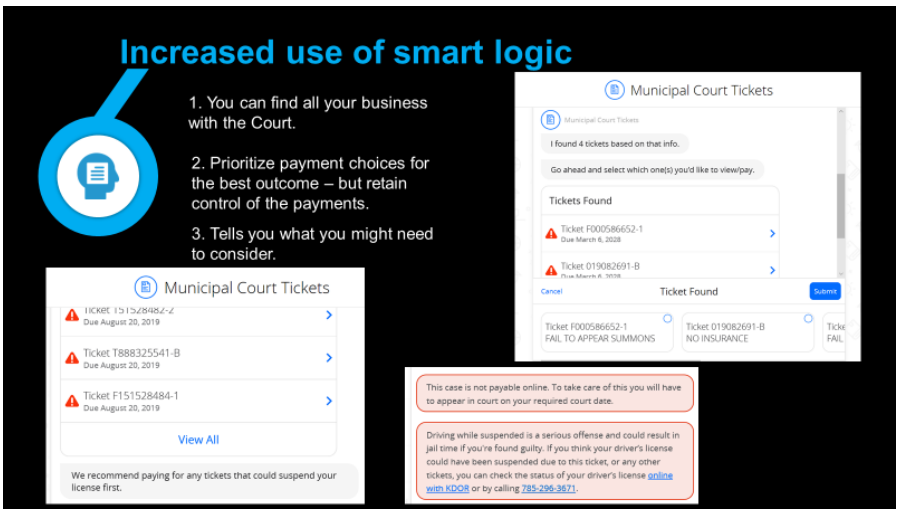
This is going to sound counterintuitive but the increase in the myWyco app has created a stronger citizen interaction. Let me back up there and talk about that for a minute. Unlike normal circumstances where you have your ticket, and you write your check, and you stick it in the mail, and you never hear about it again, in the interactions with myWyco app, you get an immediate response but then my staff follows up with you to say thanks for making that partial payment. Here's your next court date. They can communicate with you in the way that you want to be communicated with, not the way I've decided you need to be communicated with. If you want that notice sent via email and not regular mail, I can communicate with you in that way. If you want to have no communication with us at all, you just want to get your receipt, great, you have your receipt and we can move on down the road.

It's also reduced the impact of requiring citizens to come into the courthouse to do their business or find a stamp. I think sometimes those are equally as difficult in my house to find a stamp. But now our citizens can make their payments online and they don't have to do what we see so many of them have to do, which is take off an entire day of work because they do shift work and they can't take an hour off to run downtown and pay their ticket.

It's given us the ability to do push notifications. If your doctor's office and your beautician can remind you on your phone that you have an appointment tomorrow, I should be able to remind you that you have court tomorrow. So, if you are on the myWyco app, and you've done business, and you have a ticket that you're making partial payments on, you get that notification from us. Let's say life happened and you forgot. You get a notification the day after, hey, don't forget you missed….Here's a way that you can deal with that situation now to avoid being in a worse situation in the future.

We've also obviously had an increase because of my excitement level in mobile transactions. We have exceeded our goal that we set for ourselves, and we'll talk about that more in a little bit. But first and foremost, we met that number one goal that was set in 2015. Citizens

who are making partial payments do not have to spend gas money to come up here to make a $50 payment. They can do it from this mobile app.



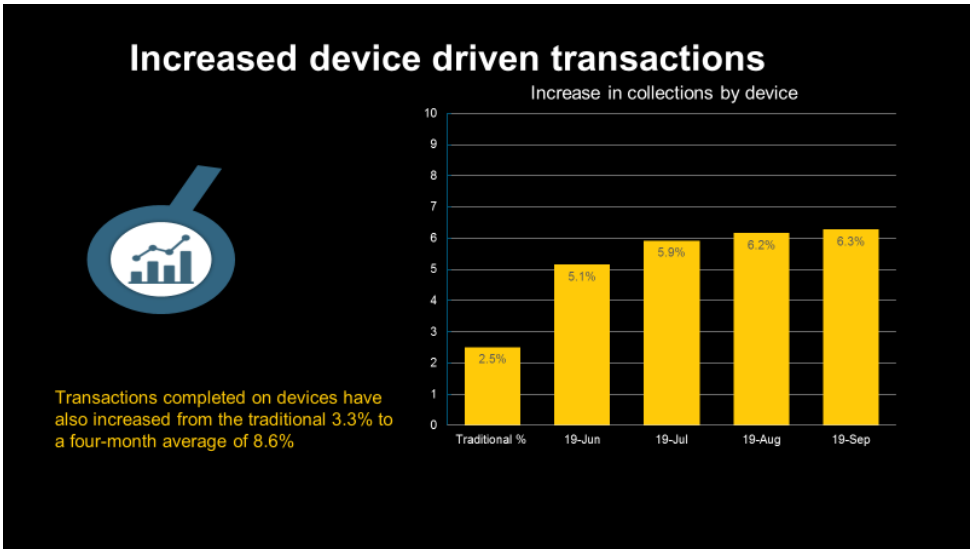
Let's talk about two of those in depth. One is that smart logic piece that we spoke about. These are only three examples of the smart logic that's built in that we are utilizing at this point. You can find all your business with the court. If you get on other online payment mechanisms and you say here is my case number or my ticket number and I want to make this payment, you are stuck making that payment for that one item. In this situation, you type in your name and your birthday, and it tells you all of your business with the court, so you don't miss anything. Additionally, it helps the citizen prioritize their payments, but still keeps them in control. They're still in the driver's seat. We don't take that away from them.

In the bottom left corner, you'll see three tickets listed with the "oh my gosh, this thing is on fire," little triangle and down at the bottom, it says we recommend paying these cases first because they could have an implication to your driver's license. We're not telling you; you have to pay them; we're just making a suggestion. Likewise, if you have a probation case, you might want to pay that one off first, versus pay that next ticket off in your payment plan.

Third, it gives citizens information that they might need without providing legal advice or legal direction. In the bottom right corner of your screen, there's an information box that pops up if there's an indication in our database that that citizen could have a suspended driver's license. We don't tell them what they have to do, we're just giving them possible information that they could use. From their phone, they can simply click on, "Go to the website" and check the status

of my driver's license, and it routes them back around to the State of Kansas so that they can check the status of their driver's license on their own and the telephone number if they'd like to call.

Commissioner Philbrook said I noticed that it had down at the bottom of there, a summons and some other things like that where people would probably like to know. Maybe we should all just get on there and check it out to make sure that there isn't something on there. **Ms. Sprague** said I always advise you running your license plate number because you never know. I'm getting ready to have a student driver and when she takes my vehicle, I'd like to know if she got a parking ticket. It just would be nice if I knew she got a parking ticket maybe before the letter came in the mail. **Commissioner Philbrook** said yes, congratulations, parents. Get on there and check it out.



Ms. Sprague said some additional information about an increased in those data driven transactions. This is not a blow your socks off kind of number to anybody but us maybe. We had traditionally been at 2.5% of all the monies that we collected were done so by mobile device or actually a PC. We are up to 6.3% in four months. To us, our goal of 5%,100% increase has been to us exceeded and we can only imagine that we have so much more room to grow. Additionally, the transactions completed on devices have increased. The number of transactions and the amount collected have both increased twofold or more.

Let's talk about a little bit of the future. So, we've got this door cracked open and our collaboration with PayIt is just going to blow the hinges off. These are four of the things that we're super excited about. One is making more cases payable. We have some, obviously, some rules and restrictions on what requires people to come into court. We have held back some of these cases to be payable to make sure we were confident with the application. Being able to pay diversion or probation cases online is what's happening next. We are using data to drive the priority. PayIt can tell us how many people look up what and whether or not they are successful in making those payments to help us say right here is where we should increase next or open the door a little wider.

Secondly, we are part of the digital services platform initiative through OpenCities. We've been able to put up digital forms online to allow citizens to do business with the court without coming in. PayIt and open cities already have a collaboration together so, we are now going to be able to post an online form to allow a citizen to maybe say apply for expungement and also make their payment online as well without coming in. That's really going to help citizens who live outside of a 50-mile radius to be able to do business of that magnitude with the court.

There's an existing relationship between PayIt and the Kansas Department of Motor Vehicles. You guys, most of you, I think all of you raised your hands. We probably all paid our car tags or paid for our card tags online. Commissioner McKiernan, did you have to go find your insurance card to do that? Nope, it pulls it straight from the database. That opens the door for the court to be able to say, if that's an existing relationship and a citizen has a fail to carry their

car insurance with them, and that's part of their citation, which requires a court appearance, can we go out and pull that insurance, deliver it to the court, now make your seatbelt ticket payable and keep you from having to come into court on that day.

Lastly, the thing I'm most excited about, but it's probably the fourth on this list of things to do. The idea that we can do bonding in the field will put us ahead of every other court in the area who are looking right now at bonding practices in the field, but they are mired with issues of application on the back end. Being able to have these two systems integrated might allow in the future for some defendants who have arrest warrants to post that bond in the field electronically. This can have incredible implications not only to our local law enforcement officers, but regionally. If a citizen is stopped in Johnson County in the City of Shawnee, the officer sees that they have a warrant, that defendant can pull their phone out and maybe post bond or make their payment right on the spot. Instead of having to be transported.

Commissioner Philbrook said the bonder company can get on there and show the bonding for a particular person. **Ms. Sprague** said one of the things I'm very proud of is we don't use bonding agencies. **Commissioner Philbrook** said that's why I'm asking. **Ms. Sprague** said our bonds are low enough to allow citizens to post them and, in most cases, are just the amount that's owed on the ticket. Having citizens be able to post that bond on their own or just pay the ticket off. Why take a bond if all they need to do is pay? **Commissioner Philbrook** said I'm just asking.

Ms. Sprague said all of this drives us toward this concept of citizen access, but to an efficient court. Having citizens have access to an inefficient court, does more harm than good. We want to make sure that we're an efficient court that citizens have access to. I'm glad we could briefly share some information with you. I appreciate the opportunity to look or to work with a local company that values the same things that the court values in citizen access and being able to wrap technology around. They're an amazing company to work with and we're very happy to be one of the first groups to be able to work with them. They've provided us some—would you like to model, Judge? They've provided us some t-shirts for the commissioners. If you would like them, they're on the back table. If you have any questions, please let us know.

Commissioner Bynum said I have a question a couple of slides back. I'm interested in your data on where you went from 2.5% to 6.3%. This is data of transactions completed on mobile devices. Is that right? **Ms. Sprague** said in collections. **Commissioner Bynum** said in collections by device. **Ms. Sprague** said by devices so, that could be your phone, your PC, your tablet, any device. It doesn't necessarily have to be mobile. **Commissioner Bynum** said so the change is that prior to PayIt, myWyco, 2.5% of all of your payments were by a device. **Ms. Sprague** said by a PC yeah. **Commissioner Bynum** said and now it's up to 6.3.%. **Ms. Sprague** said correct. **Commissioner Bynum** said so 93.7% are still being paid in another way. **Ms. Sprague** said in another way, either by mail or at the window.

Commissioner Bynum said and that's great. I mean, I appreciate the goal you set and the fact that you exceeded it.

Commissioner Bynum said, Deputy Administrator Howze, do you know off hand, I thought I saw very recently a statistic about Wyandotte County, which actually surprised me, saying that 80% of our folks have a mobile device. That is contrary to data that I have seen and worked with myself through my paying job, which deals with older adults. I've done a lot of work with digital inclusion for older adults. I realized those two things may be vastly different. That's why I'm asking you, do you agree that 80% of the population of Wyandotte County has a mobile device?

Alan Howze, Assistant County Administrator, said yeah, I think that's very reasonable. In fact, if you look at national data as well, the main groups are seeing the fastest growth and mobile adoption are actually the older, 55 and above, and those households that have the $30,000 and below in their income, which becomes for both of those groups, a lot of times the primary way that they access digital services period. The idea of desktop is not accessible to them. It's not part of their day-to-day life. Making these services available on a mobile application they can access from their phone is meeting them where they are.

Ms. Sprague said if I can interrupt really quick or interject. When we were at 2.5%, we had to be on a PC, which I don't have a PC. My poor eight-year-old does not have a PC at his house. We had to do full payments too. You didn't get to do partial payment. So now through PayIt, we can do a partial payment of $50 or more. This, for me, is a very encouraging leap because this is an entirely different culture shift for our defendants. Not only do we have to earn their trust that we know what to do with partial payments, we have to teach them that we do partial payments.

What PayIt has been incredibly helpful in my announcements is being able to say is hey, this is the same app you're going to be able to use to register your vehicle, and I think there's a little bit more buy-in. I just wanted to say that for us is a culture shift going from all or nothing now to partial. I anticipate that will keep going up the more we earn their trust.

Commissioner Bynum said I think you're right. It just has me thinking about ways that we can, again, help market use of the app and that this is just yet, for you, another way to have compliance and have somebody else inside the boundaries of the law rather than out there delinquent or, you know, possibly having fines add up and things like that. I'm just thinking about ways now that given that that's true, how can we help you promote that more?

Mr. Howze said one of the ways, maybe speak to/work with the Police Department as well turn to try and put this to all good. **Ms. Sprague** said we were able to revise the citizen ticket or the ticket that's delivered to the citizen at the time and list this information on the back. What's encouraging is the police officers, and I will hear citizens come back in and say this to my clerks, oh yeah, that's right. I could pay that online. The officer told me that when they issued me the ticket. Having that kind of support from the PD has been fantastic. I say PD, also the Sheriff's Department and KUPD. Having that kind of support has been fantastic. I think that the more we talk about it, the judges talk about it in the courtroom, the citizens talk about it and then we have a publication that's out on a regular basis, it's been listed in the publication.

Also, when you're paying your car tags and you register, you now get those mobile notifications, hey, don't forget, you can pay any tickets online as well. Every time that we do a release or we open up a bigger payment availability or different type of case that can be paid, PayIt will send out that notification to all of its registered users. That helps us out a bit.

We do have some ways to go from other court clerks that I work with. They're happy with a 15% online payment. I think that if we move in the right direction, we could be exceeding 15%, keeping in mind that we are also a high misdemeanor court. Unlike courts that are majority traffic violations, we have a high misdemeanor population. Those tickets are not going to be payable online until such time as we get to a place where they are making payments on a fine. So, keep that in mind. We are not an all traffic court. **Commissioner Bynum** said thank you.

Commissioner McKiernan said thank you for all the work. Assistant Administrator Howze has certainly got many emails from me. I must say that this application continues to evolve to get what I think is more user friendly and more useful. I'm looking at my app. I have 311 requests. I have my property tax on here. I have my vehicles on here, but now this last one.

You and I corresponded oh, I would have put in December about weird people who want to pay their parking ticket the same day they get it. At that time, we couldn't do it. **Ms. Sprague** said yes. **Commissioner McKiernan** said so I'm just curious, have we been able to shrink that lag between delivery of the ticket and ability to pay the ticket electronically. **Ms. Sprague** said I would love to tell you that the app did that, but my staff has done that. The app is fantastic, but only payment online once the ticket is filed and entered. We have dedicated a staff member who enters parking tickets and has gotten that entry window down to about 72 business hours. It's not immediate yet. I can't give the credit to the app, I have to give it to the staff that enters those parking tickets over and over again all day long. We did put a publication on the back of the ticket that says you might have enough to, I don't think we put a timeframe, but there could be a couple of days until you can find it.

Once we move into the concept of having mobile tickets, again, it would be simultaneous. In fact, even if there was a lag, what PayIt does for other organizations is it will take your payment and it'll hold your payment and it'll go out and hit the court system until it finds it. If there's a two-hour lag between the mobile ticket being filed and the ticket being issued, PayIt will accommodate them.

Commissioner McKiernan said I really appreciate your willingness to change the messaging on the ticket because it used to just say, go here. You can pay. It didn't say there might be a lag time, so I really appreciate the fact that you've made that change on the tickets, and that you're still looking for ways to continue to improve the utility of the system. **Ms. Sprague** said absolutely. **Commissioner McKiernan** said well done. **Ms. Sprague** said thank you.

Mr. Howze said I might just add one piece, I think, to your point, Commissioner, because you see it, actually, in delinquent real estate made adjustments to their language and their notifications. Treasury did the same thing when they reformatted the bills last year to put online payments first. Courts have done that, and these little sorts of nudges make huge differences in

how people, and the choices people make about how they pay. It was sort of deliberate across multiples or departments as we go through these projects to think about how are people receiving that information, either visually reading it, and then acting on that, and then ordering those choices in a way that that sort of steers people. They have options but steers them to the online choice that's easier for them and easier for the organization to work through as well.

Ms. Sprague said for example, Commissioner, what I'd say is, we changed our process to do hard mail notification. For any defendant who was issued a parking citation, we take a myWyco app business card and we throw it in every single one of those envelopes.

Commissioner Philbrook said I'm going to go back to the percentage of people that have devices. I'm going to get down in the weeds on this and ask for a clarification. When you say 80%, are we talking about from birth to death? What age group are we talking about? Are we talking families? What is that of? **Mr. Howze** said I'm not sure exactly the statistic Commissioner Bynum was referring to, but the Pew Research Center has done national studies on mobile adoption, over time, and I think the last one was in 2018. That's where we look at the adoption across those different age groups. I can see it in my third grader now talks about her classmates having mobile devices. It used to be something that you got it in high school, but you can see it kind of trickling down into the younger age groups, and you can see it expanding into older age groups as well. That's a roundabout answer to your question.

Chairman Markley said I'll just say for my Argentine neighborhood, there was a survey at around the time I came on the Commission. The specific question was, do you have access to the different devices? Maybe the third grader doesn't have a phone, but they get to play on mom's phone and that would count as access. That was the way that question was phrased. It was 75% at that time, so I can see that kind of falling into the same statistical window.

Commissioner Philbrook said okay, so it's kind of a glittering generality sort of thing. Okay. Well, I'm just asking because I'm trying to understand when we start talking data, what we're saying.

Mr. Howze said I think it's also important to note that we're preserving multiple channels. They can come in if they prefer that. If it makes them more comfortable, they can do it by mail, if that's their preference. They also now have this other channel that allows them to do their business online to not have to come physically to a cashier window to conduct that

business. We are trying to provide more options and more choices, but preserving those, recognizing that not everybody wants to do their business the same way.

Commissioner Philbrook said I know 10 years ago, I probably, if we'd had this, I probably would have had to have a 10-year-old get on there and do it for me. Fortunately, I know how to do it now. Thank you.

Chairman Markley asked, any questions from the public. Come on up to the mic. State your name and city of residence and you have three minutes.

Paveel Suheena, Kansas City, KS, said I think that an app is not the ideal scenario. I would prefer a website if that was an option, because apps they clutter my screen. I just try to avoid apps in general because an extra step to install software. Also, I heard about different payment methods. I think the future of online currency is bitcoin. If that could be an option, I think that would be amazing. If you could make the software available for sale for other cities, I think that would be also great so that people don't have to start from the bottom up to invest so much money in software.

Chairman Markley said thank you.

Commissioner McKiernan said there is a website. **Ms. Sprague** said yes, Commissioner. Thank you for those comments. Absolutely, you can go to the website and pay on a desktop if that's what you would prefer. It gives you the same feel and the same options. **Chairman Markley** said thanks.

Action: For information only.

Public Agenda:

Item No. 1 – 19963…APPEARANCE: TSCHER MANCK

Synopsis: Appearance of Tscher Manck regarding children's safety and gun violence among teens in Wyandotte County.

Action: **(**Ms. Manck was not in attendance.)

Item No. 2 – 19964…APPEARANCE: PAVEL SUHEENA

Synopsis: Appearance of Pavel Suheena regarding values as outlined in his September 9, 2019, request.

Pavel Suheena, Kansas City, Kansas, said I recorded my video ahead of time so I don't mess up. The video played: I came here tonight as a resident of the city for you and the audience to bear witness to my values. I believe that building codes on private property should be voluntary. Aesthetics, like mowing the lawn, be voluntary. Acceptable obscenity and copyrighted movies and videos and images should be expended upon only if the author tells real people in the audience to physically harm other real people in the real world should it be illegal. Victimless crimes such as bestiality, buying underage looking wife dolls or consenting cannibalism should be legal. All recreational drug use should be legalized. Wearing clothes in public should be voluntary. Age of consent should be voted on by the public every 100 years. Consenting public fighting should be legal as long as they don't maim each other or break bones. Traffic signs and lights should be recommendations, not enforceable by fines or considered as crimes if exceeded. Feeding wildlife in a city should be legal, and a rooster isn't too loud for a city either. Business licensing and gun licensing should be voluntary. Medical treatment, such as vaccinations, should also be voluntary. Finally, we should remove recurring taxes on land, buildings, and income.

I encourage the people in the audience to take back the freedoms that government has taken from us by voting in representatives that respect human liberty and to those who insist on criminalizing victimless crimes. I urge you to look back at the spirit of our founding fathers who foreseen oppressive governments, such as we have today, that disrespect human liberty and autonomy. The price of freedom is eternal vigilance.

On a side note, I'm aware of informal ways of communication that pin age groups to numbers one through four can be represented as patterns in backgrounds of videos. I think that is interesting information for you too. Thank you.

Action: **For information only.**

Adjourn

Chairman Markley adjourned the meeting at 6:36 p.m.

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