



Unified Government Clerk's Office

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NOTICE OF GOVERNMENT EFFICIENCY TASK FORCE MEETING

A meeting of the Government Efficiency Taskforce of the Unified Government of Wyandotte County/Kansas City, Kansas, will be conducted in a hybrid format on Thursday, September 19, 2024, at 4:00 PM.

We invite you to view the meeting in person in the 9th-floor conference room, 701 N. 7th Street, Kansas City, Kansas, or via a Zoom webinar.

Please click the link below to join the webinar:

<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fus02web.zoom.us%2Fj%2F87514449915%3Fpwd%3DvvtNnDPJfliD9uQCgEhau2P5VmgfnH.1&data=05%7C02%7Cmspark%40wycokck.org%7C3e625702c8b94b817ca308dcd2a1d979%7Ce79d495b4d8d47d5a9718554b20282ff%7C0%7C0%7C638616842304616427%7CUnknown%7CTWFpbGZsb3d8eyJWljoimC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ik1haWwiLCJXVCi6Mn0%3D%7C0%7C%7C%7C&sdata=On7V6yRpbkEbly4krdPsBYL6vf2ndVhG6Dmxz2Ggcgo%3D&reserved=0>

Meeting ID: 875 1444 9915

Passcode: 975711

One tap mobile

+13462487799,82739844364# US (Houston)

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Dial by your location

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+1 669 900 9128 US (San Jose); +1 719 359 4580 US

+1 253 205 0468 US; +1 253 215 8782 US (Tacoma)

+1 689 278 1000 US; +1 301 715 8592 US (Washington DC)

+1 305 224 1968 US; +1 309 205 3325 US

+1 312 626 6799 US (Chicago); +1 360 209 5623 US

+1 386 347 5053 US; +1 507 473 4847 US

+1 564 217 2000 US; +1 646 558 8656 US (New York)

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877 853 5257 US Toll-free

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<https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fus02web.zoom.us%2Fu%2Fkuuutpi3G&data=05%7C02%7Cmspark%40wycokck.org%7C69df65960cf24efb63c108dc4475da69%7Ce79d495b4d8d47d5a9718554b20282ff%7C0%7C0%7C638460520517188472%7CUnknown%7CTWFpbGZsb3d8eyJWljoimC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6Ik1haWwiLCJXVCi6Mn0%3D%7C0%7C%7C%7C&sdata=UCUbnM84uPVNITK6M%2FKeVVIZsTRpROHZVtxfhotIP18%3D&reserved=0>

Government Efficiency Taskforce Meeting

701 N. 7th Street, KCK

9th floor Conference room

Zoom link: <https://us02web.zoom.us/j/87514449915?pwd=vvtNnDPJfliD9uQCgEhau2P5VmgfnH.1>

September 19, 2024

4:00 pm

Agenda

- Updates from any of the committees
- Review Presentation from 311
- Open discussion of recommendations
- Adjournment

Mayor Garner's Government Efficiency Taskforce
Meeting Minutes
August 22, 2024

Government Efficiency Task Force was called to order by Chair Duane Beth at 4:00 PM in the 9th Floor conference room at City Hall, 701 North 7th Street.

Attendees: Paul Soptic, Pam Hicks, Elnora Jefferson, WD Young, Victor Harris, Garry Johnson, Mike Jurich, Mike Scott, Ian Abbot, Gary Johnson. Norine Spears, CeCe Harlin, Diane Willington, Bette McGill, Lisa Amayo, Jeff Conway and Kelsey Saunders, Legal

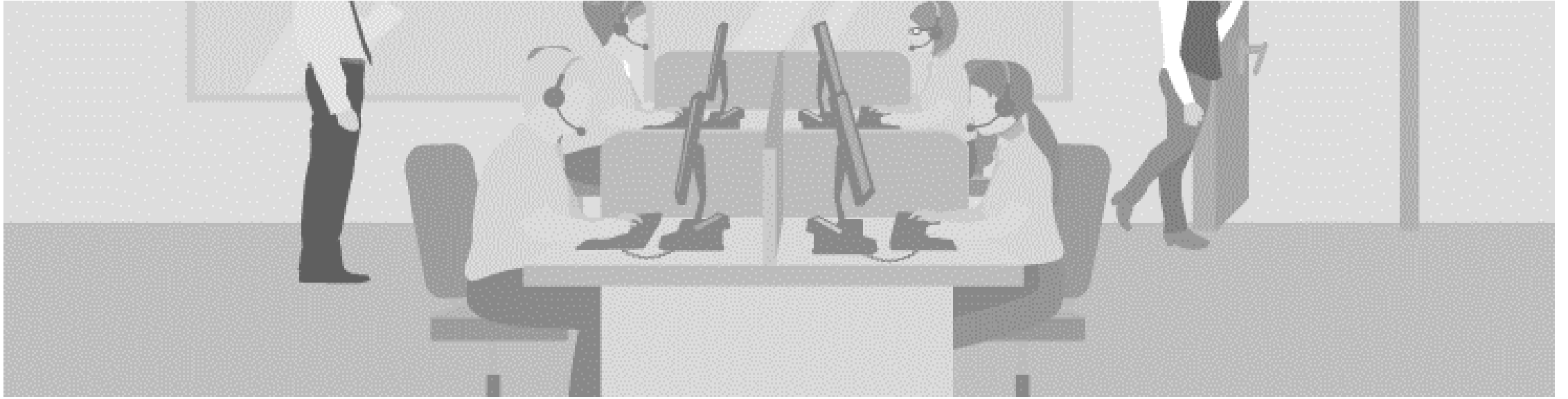
- There were no committee reports
- Review of the focused task of addressing code enforcement
- There was a presentation by 311 Manager Chrystal Sprague
 - There was discussion of recommendations based on the attached presentation
- Meeting was adjourned at 5:00PM

Next meeting will be September 19, 2024, at 4:00 pm, 9th floor conference room City Hall, 701 North 7th Street, KCK

Unified Government 311 Call Center Overview



Unified Government 311 Call Center Overview



01

Evolution of UG 311

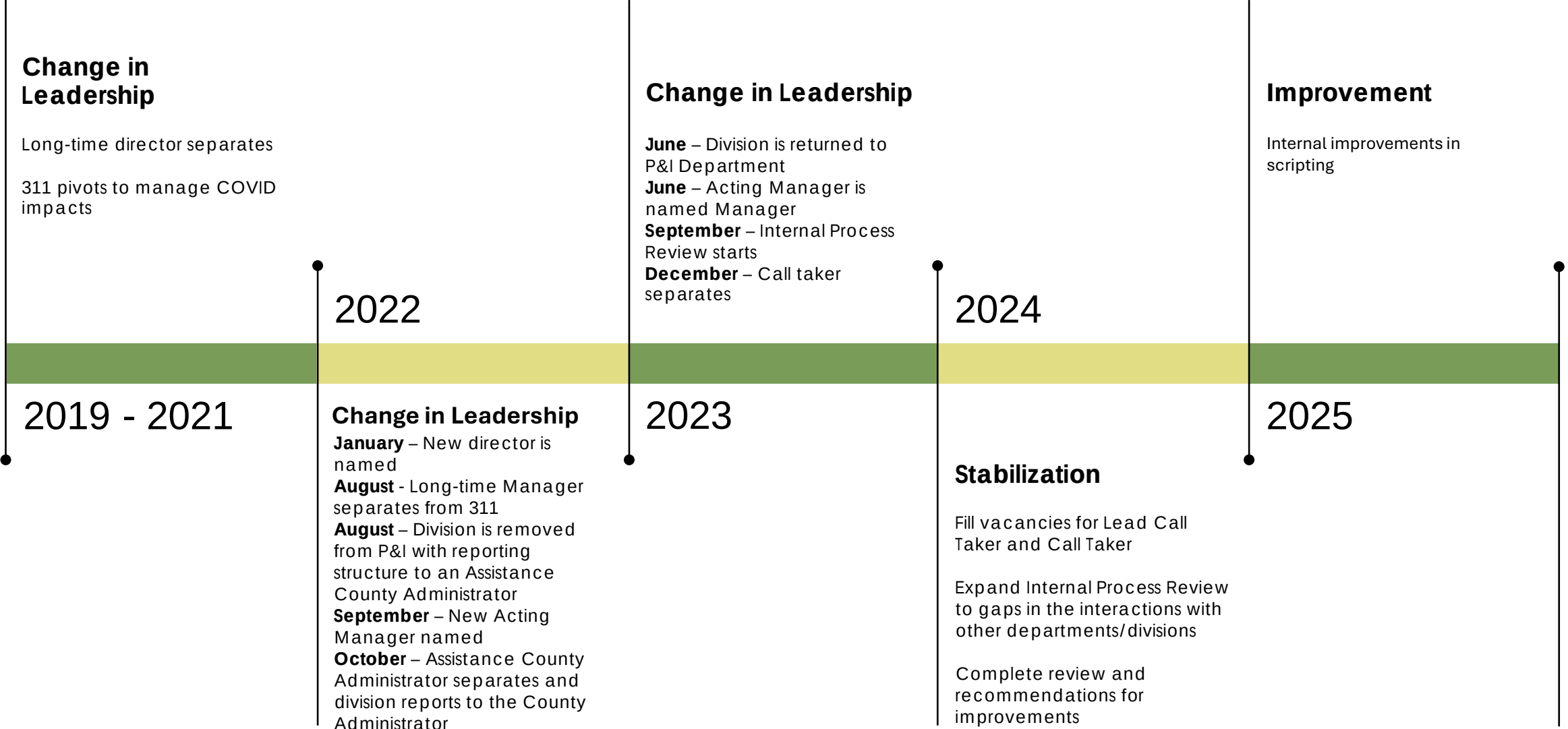
02

Data & Statistics

03

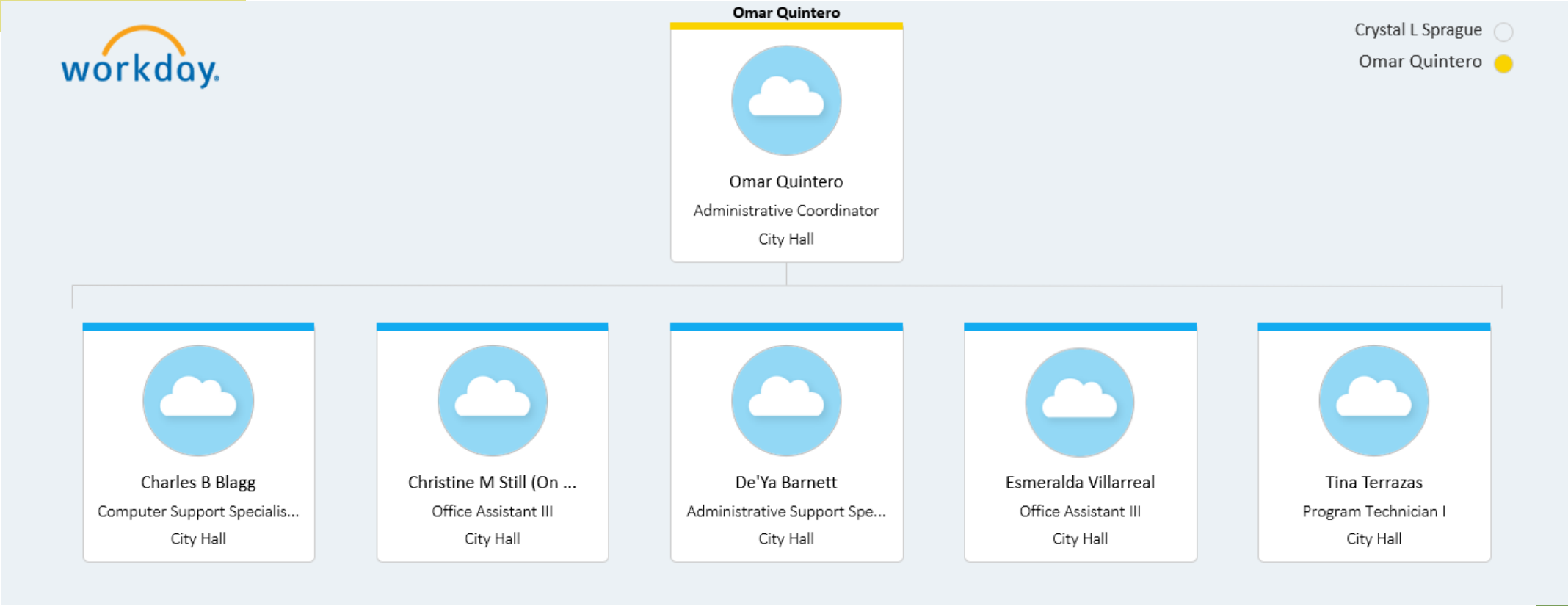
Future

Evolution



Current Structure

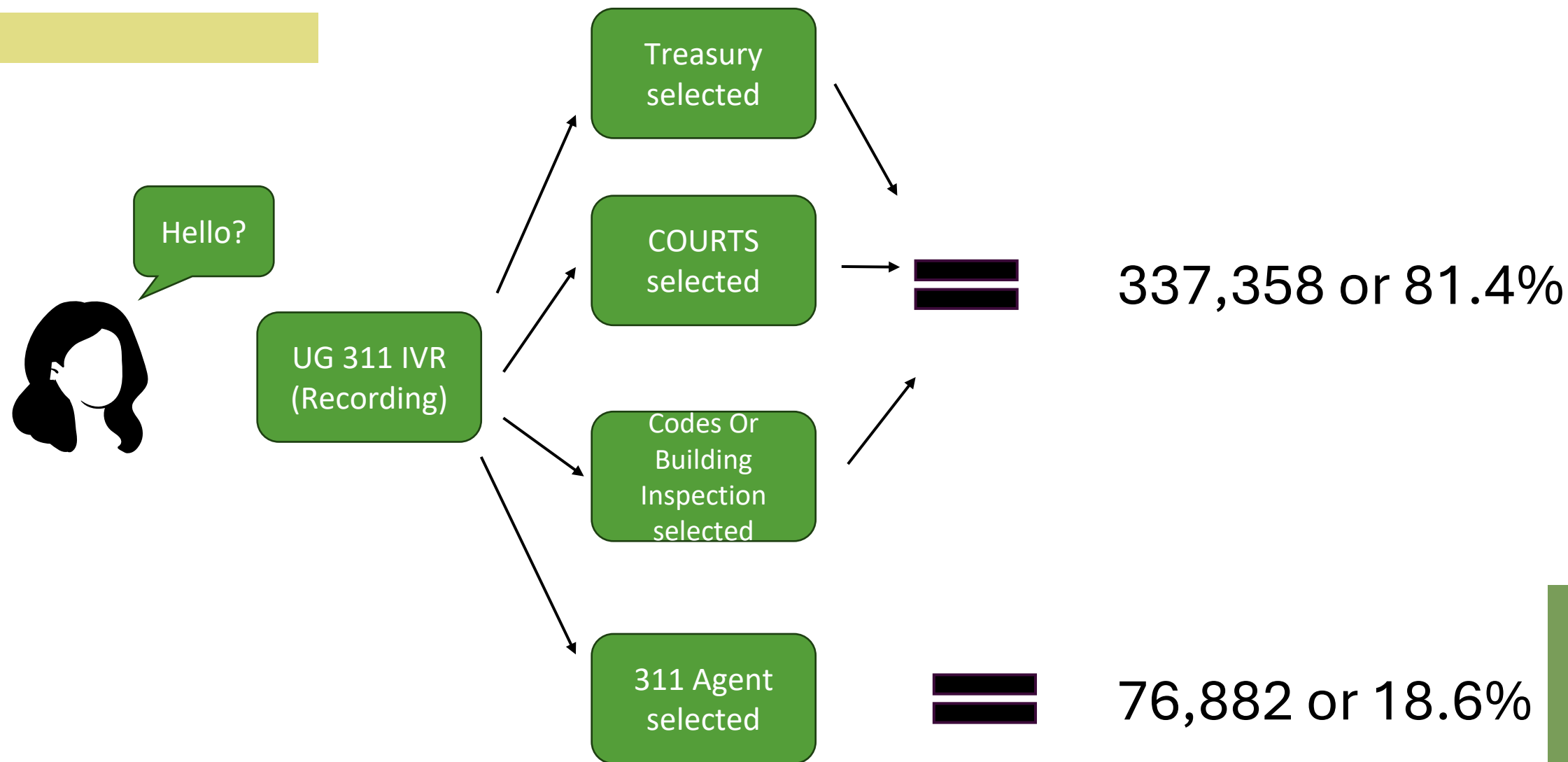
Combined experience of 106.25 years. Average of 17.5 years with the UG.



What Happens When Someone Calls 311

Active

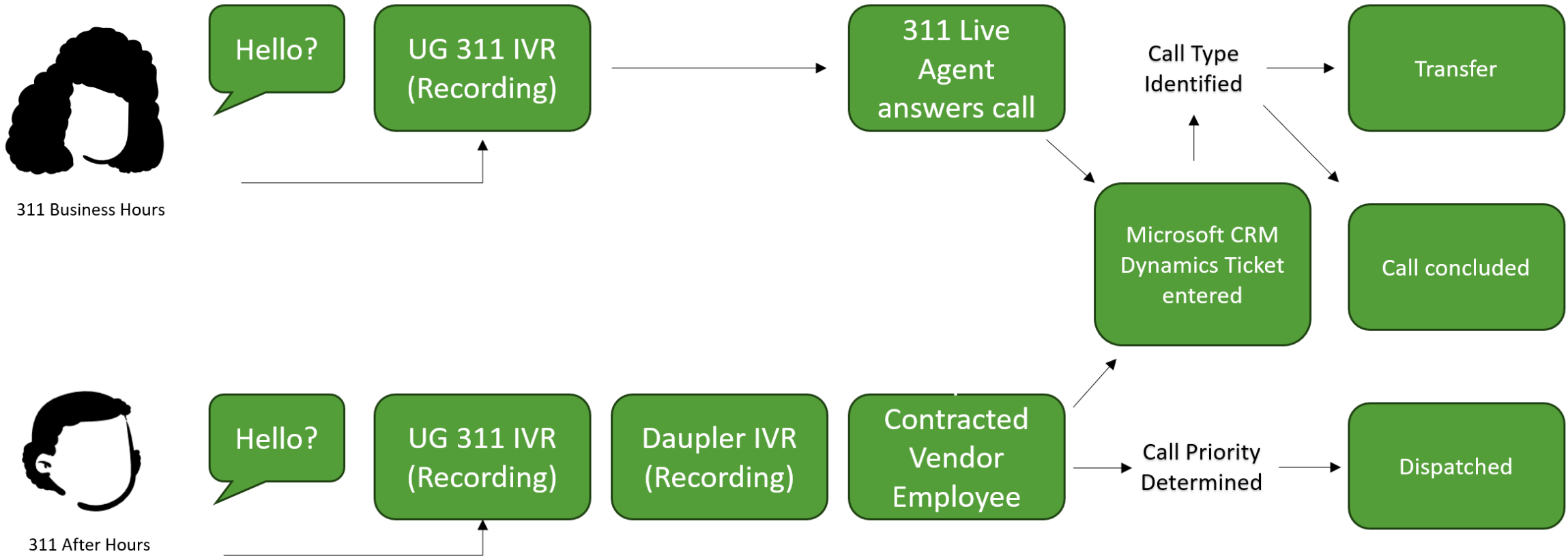
16-month time frame January
2023 through April 2024



What Happens When Someone Calls 311

Active

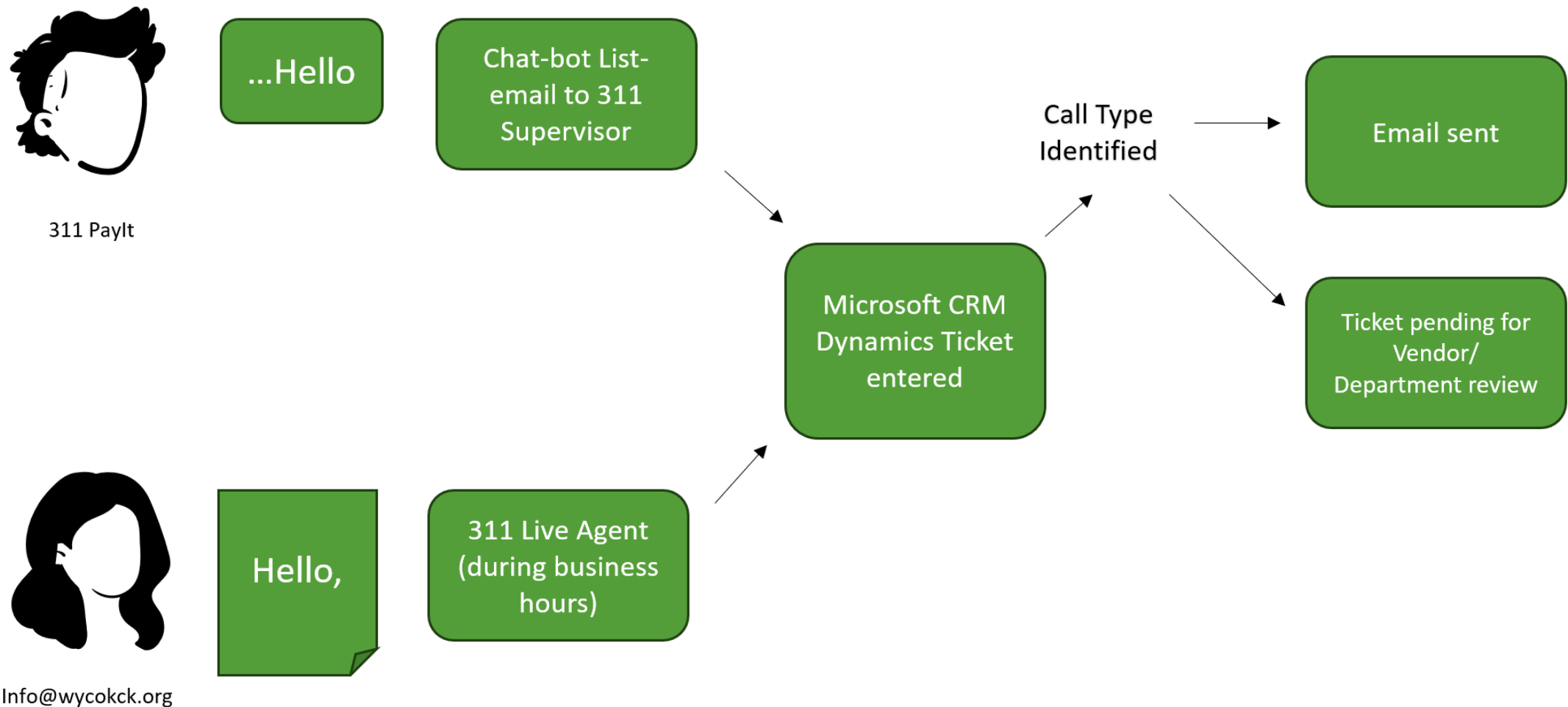
2023 average 85.8% Call Taker
13% other means, 11% after hours



What Happens When Someone Calls 311

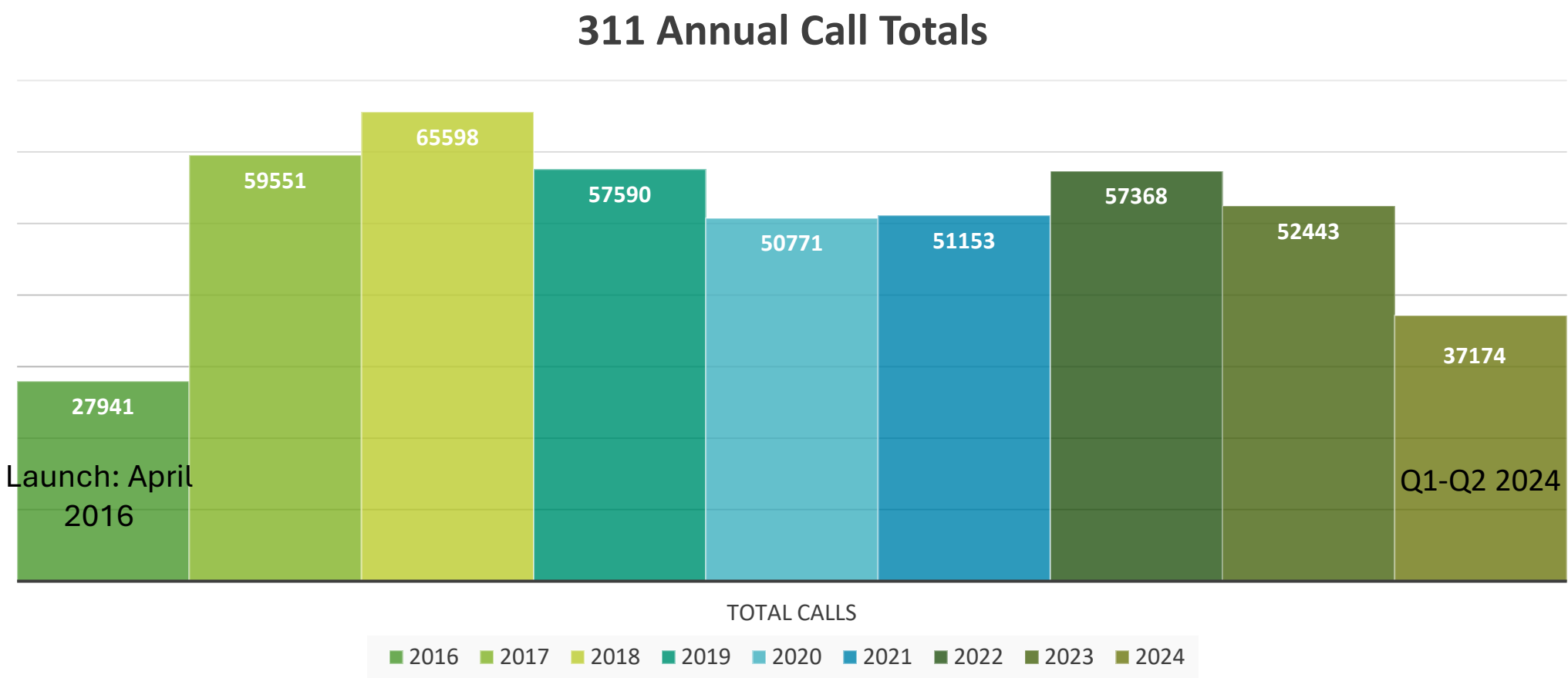
Passive

2023 average 2% from Payit or email



Annual Call Volume and Statistics

Includes all methods of communication directly with 311 staff



Most Frequently Addressed Call Issues – 2024

Solid Waste = Average 30%

Addressing common service requests such as waste collection. This would also include requests for bulky item pickup and complaints about Waste Management Services

Streets & Public Works = Average 8.1%

Reports of potholes and street maintenance issues. This might also include streetlights out of service or snow removal issues. Storm debris information

General Service = Average 20.4%

Courtesy transfers to other departments and general assistance questions like location of services. Shared information about senior citizen rebate and other special programs

Board of Public Utilities = Average 10.1%

Questions about utility billing, service interruption and service start-up

District Court = Average 11.3%

Inquires about court dates, fines owed, and other matters related to the District Court

Neighborhood Resource Center = Average 5.3%

How do I complete a task like getting a permit or building license. Follow-up about codes violations, building inspection, rental licenses cases filed.

Municipal Court = Average 5.7%

Fielding questions about court dates, fines owed, suspensions and reinstatements

Treasury = Average 3.9%

Assistance with the how-tos for tagging and titling, paying personal property tax



UG 311 – Strengths



People

Call Center staff



24/7

311 currently can respond to callers around the clock



Current Placement in Performance & Innovation

Business analysis built in

As Departments undergo change 311 can be considered as a compliment as the change is occurring



Call Taker Performance Data

With data on each call taken, managers can intervene, listen in and coach on call quality and performance.



Call Recording & Review

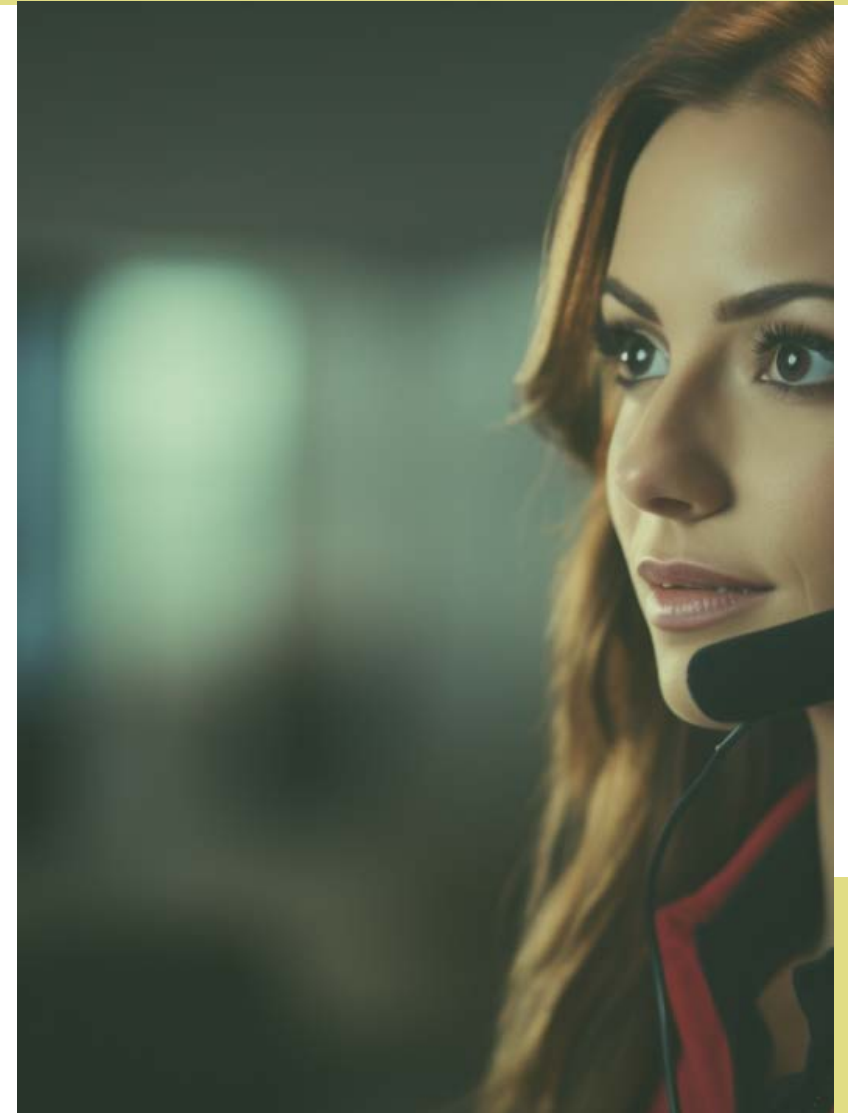
Call logs and activity can be tracked and reports on in real time. This includes recording of every call coming into the call center.



Community Responsive

Bi-lingual call takers

Critical Support when change happens



How does technology help us manage the work?

Call Rate



Agent Name	Team Name	Login Time	Unavailable Time	Inbound Handled	Inbound AHT	Inbound Active Talk Time	Inbound Hold Time	Handle Time	Avg Handle Time	Hold Time	Held	Avg Hold Time	Holds	Refused	Refusals	Working Rate
	311 Team 1	123.49	37.72	56	2.24	77.13	10.82	125.66	2.24	10.82	32	0.34	35			1
	311 Team 1	223.54	71.92	88	2.58	134.03	23.69	227.13	2.58	23.69	48	0.49	53	1	1	0.9888
	311 Team 1	110.07	41.3	53	2.09	66.95	2.58	110.84	2.09	2.58	24	0.11	25			1
	311 Team 1	133.67	46.53	61	2.26	76.6	14.69	137.73	2.26	14.69	38	0.39	45	1	1	0.9994
	311 Team 1	157.52	52.22	69	2.39	100.13	12.53	164.79	2.39	12.53	43	0.29	50	1	1	0.9994

So, what does all that mean by the numbers?

Call Rate

311 Call Center handles less than 20% of the dials to 311

21 seconds is the average hold time of a caller who reaches a 311 operator

11% of all calls are placed after or before business hours

30% of calls taken are related to Solid Waste (Trash Service)

If our call center was full staffed each day of the year,

And if our call center was open on holidays,

And we handled around 52,443 (2023) phone calls,

THEN

Our call takers would have **an average of 2.38 minutes for each call.**

Private Sector Best Practice for Average Call Duration is 6-8 minutes.

Identity : What will 311 be when it is at it's best?



One Stop Shop

Caller can call a call center, lodge a request and get full resolution from an assigned call taker. This would include a work ticketing system, assigning calls to others for completion and required updates on the status of the work without direct contact with the assigned worker.



Tiered Support Entry Point

Caller can get most questions resolved through call taker scripts and available self-service access. More complex requests in need are sent to a subject matter expert.

Could also leverage a work ticketing system for communication back to the Caller.



Transfer Service

Caller can be transferred to a department for service or can get basic questions answered about location and hours.