



**INDEPENDENCE**

★ MISSOURI ★

A GREAT AMERICAN STORY

[IndependenceMO.org](http://IndependenceMO.org)

# STRATEGIC PLAN

## 2021 Top Priorities



**Reduce Crime  
and Disorder**



**Stabilize and  
revitalize  
neighborhoods**



**Enhance Public  
Health**



**Communicate  
more effectively  
internally and  
externally**



**Reduce Blight**

## What is Our Target?

- Implement a better process that tracks and responds to citizens.
- All front line employees will complete customer service training.
- Use social media to better communicate with our citizens
- Use new methods and technology to reach all internal and external audiences.



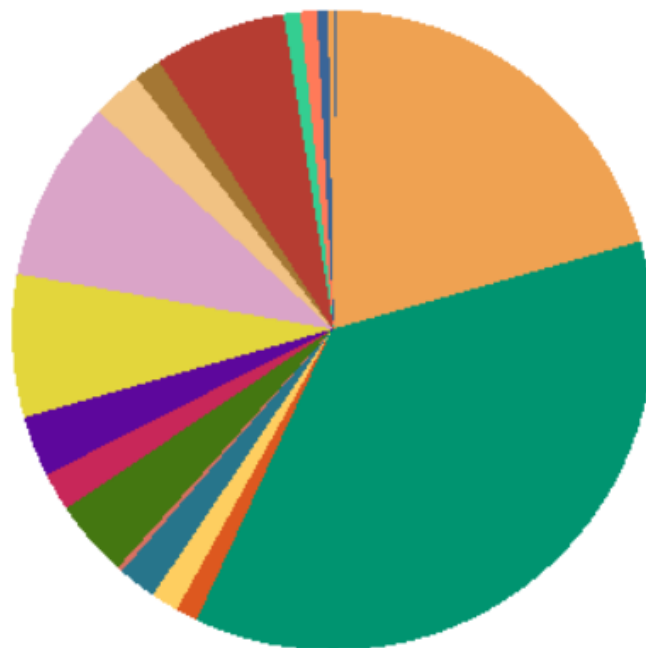
## Back to Basics

- Provide 4 different options for reporting concerns
- Staff enters complaint regardless of Department
- The system notifies the assigned person by email to start working the case
- The system has the ability for photos, updates, tracking and public notes to be uploaded
- Staff closes cases with automatic notification to staff, and citizen with update
- Utilizes statistics to produce reports and improve our services to community



## Service Request Report 10/1/2021 - 10/22/2021

**Total number of new service requests opened: 576**

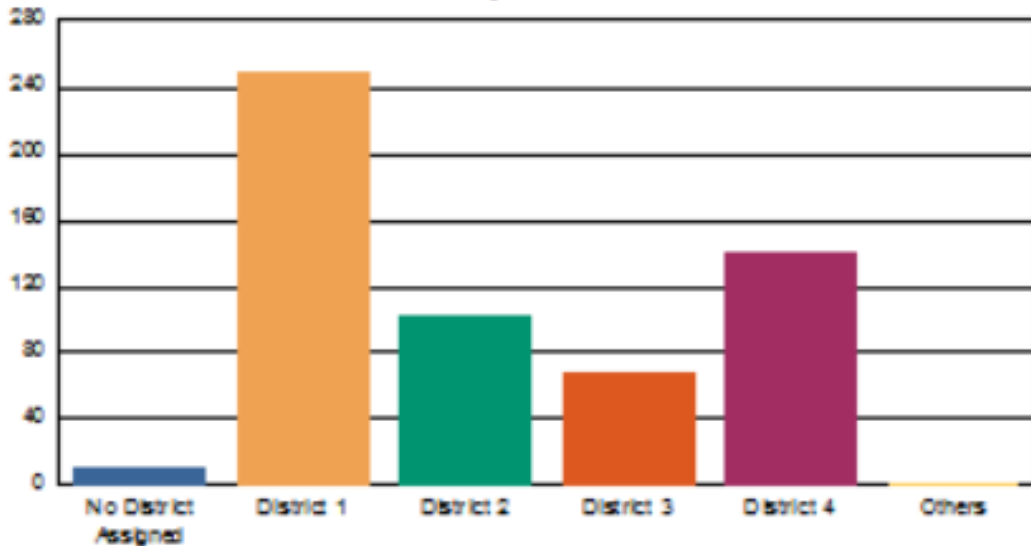


No Department Assigned	0.2%
CD-NEIGHBORHOOD SERV	20.3%
CD-NEIGHBORHOOD SERVICES	38.5%
CD-REGULATED INDUSTRIES	1.0%
FD-ADMINISTRATION	0.2%
HAS-ANIMAL SERVICES	1.4%
IPL	1.7%
MO-MANAGERS OFFICE	0.5%
MS-ENGINEERING	3.8%
MS-ENVIRONMENTAL	1.7%
MS-FACILITY MAINTENANCE	3.1%
MS-SEWER MAINTENANCE	7.3%
MS-STREET MAINTENANCE	9.0%
MUNICIPAL SERVICES	0.2%
PD-PATROL	2.4%
PD-SPECIAL OPERATIONS	1.4%
PD-SUPPORT SERVICES	0.2%
PRT-PARK MAINTENANCE	6.6%
PRT-RECREATION	0.7%
PRT-TOURISM	0.9%
STREET	0.5%
WTR-ADMINISTRATION	0.2%
WTR-CUSTOMER SERVICE	0.2%
<b>Total:</b>	<b>100.0%</b>

Top 5 problem descriptions in new service requests:

Trash/Rubbish	103
Excessive Vegetation	58
Open Storage	40
Non-Operable Vehicle	29
Proactive Officer Investigation	27

**New Service Requests Per District**



**District breakdown from 10/1/2021 to 10/22/2021:**

<b>No District Assigned</b>	<b>12</b>	
<i>Lighting Issue at City Facilities</i>		3
<i>Business Licensing Questions</i>		2
<i>Tree Trim/PowerObstr</i>		2
<b>District 1</b>	<b>250</b>	
<i>CE - Trash/Rubbish</i>		45
<i>CE - Open Storage</i>		33
<i>CE - Excessive Vegetation</i>		15
<b>District 2</b>	<b>103</b>	
<i>CE - Trash/Rubbish</i>		17
<i>CE - Excessive Vegetation</i>		14
<i>CE - Proactive Officer Investigation</i>		9
<b>District 3</b>	<b>68</b>	
<i>CE - Excessive Vegetation</i>		8
<i>Basement Sewer Backup</i>		6
<i>CE - Zoning</i>		5
<b>District 4</b>	<b>141</b>	
<i>CE - Trash/Rubbish</i>		37
<i>CE - Excessive Vegetation</i>		20
<i>Basement Sewer Backup</i>		7
<b>Others</b>	<b>2</b>	
<i>Sinkhole</i>		2

# Customer Feedback

“LOVE the #IndepNowApp!!! I feel like I have a voice again and for the first time ever, I’m feeling very proud to be an Independence, Missouri resident.”

“It works absolutely perfect for me. Excellent results. Just one example: a huge 2 foot hole at a bus stop. I took pics and uploaded to the App. They filled the holes in 24 hours. The results have been shocking!!”



Questions?

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