



INDEPENDENCE

★ MISSOURI ★

A GREAT AMERICAN STORY

IndependenceMO.org

STRATEGIC PLAN 2022-2026

Independence for All STRATEGIC PLAN 2022 - 2026



Purpose Statement:

Our quality neighborhoods, 21st century jobs, growing economy, safe, family-friendly community, and cultural diversity makes Independence, Missouri a nationally recognized city with a unique history and sense of place.

Our Mission:

Transforming our community through engagement, innovation, and sustainable services.

Goals

Objectives

CUSTOMER-FOCUSED

Improve customer service and communication

Improve customer experience and service

Communicate more effectively internally and externally

FINANCIALLY SUSTAINABLE

Ensure City finances are stable and sustainable

Control long-term costs

Increase efficient use of financial and human resources

Improve long-range financial planning and decision-making

QUALITY

Achieve livability, choice, access, health and safety through a quality built environment

Reduce blight

Improve visual appearance

Improve public infrastructure and facilities

Reduce crime and disorder

Increase perception of safety

Enhance public health

Stabilize and revitalize neighborhoods

ECONOMY

Increase economic prosperity of the community

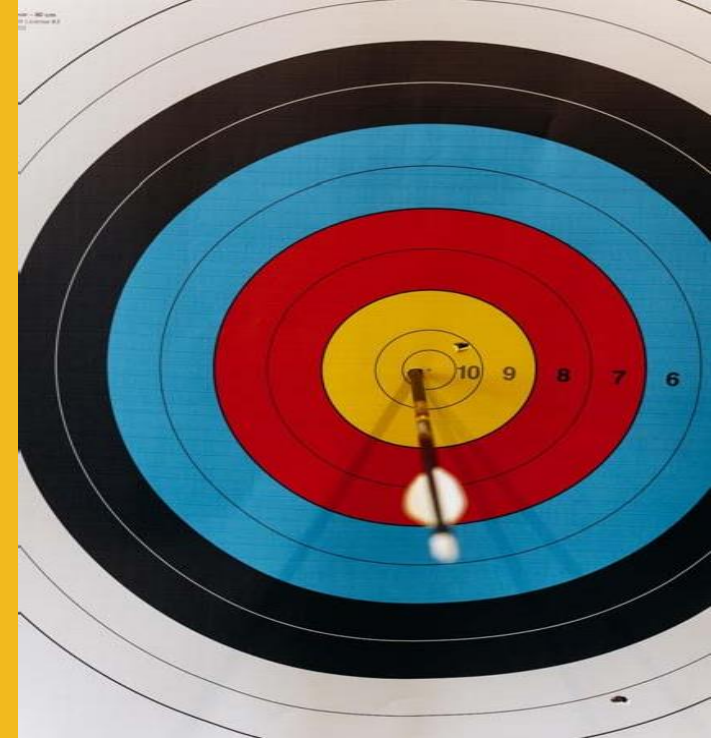
Attract and retain quality employers

Grow business and industry



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.

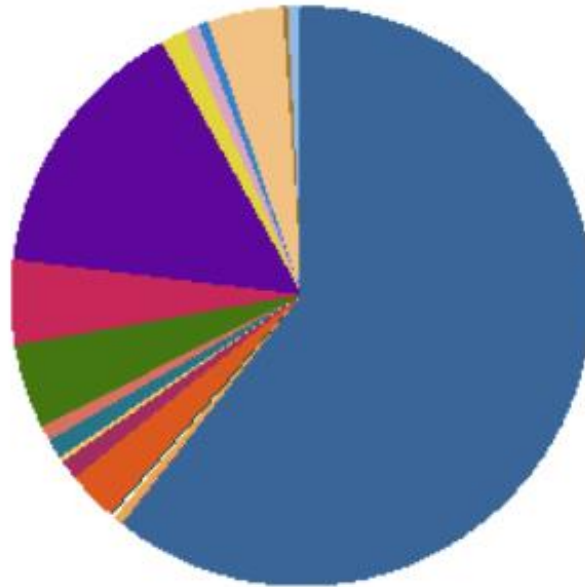


What's New?

- Added categories for tracking purposes and ease of submission
- Pin drop option
- Customer Survey
- GeoCode Button
- Condensing Categories

Service Request Report 1/1/2022 - 2/7/2022

Total number of new service requests opened: 839

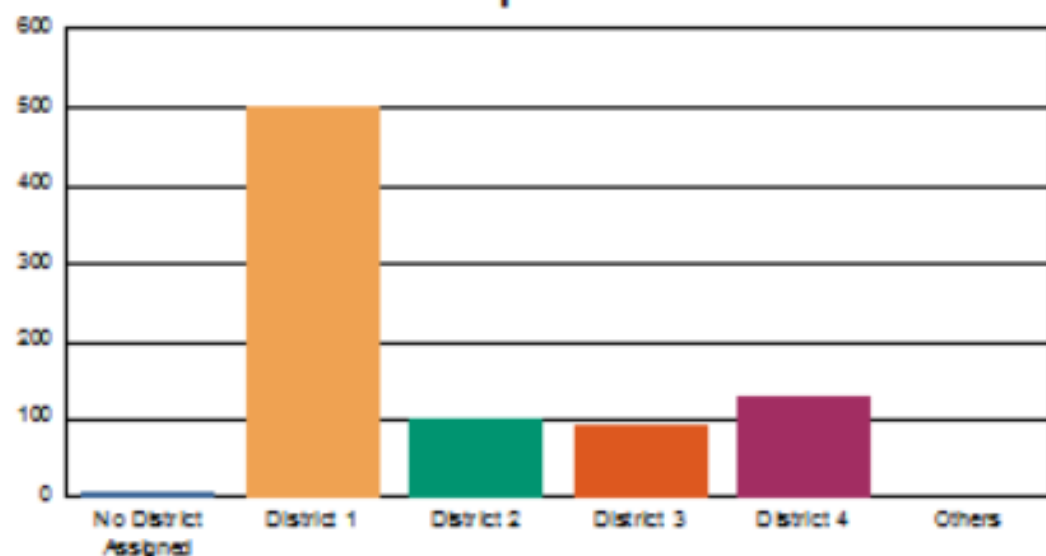


CD-NEIGHBORHOOD SERVICES	60.5%
CD-REGULATED INDUSTRIES	0.6%
FD-ADMINISTRATION	0.1%
HAS-ANIMAL SERVICES	2.9%
PL-TRANSMISSION & DISTRIBUTION	1.1%
MO-MANAGERS OFFICE	0.5%
MS-ENGINEERING	1.1%
MS-ENVIRONMENTAL	0.7%
MS-FACILITY MAINTENANCE	4.8%
MS-SEWER MAINTENANCE	4.8%
MS-STREET MAINTENANCE	14.9%
PD-PATROL	1.3%
PD-SPECIAL OPERATIONS	1.1%
PD-SUPPORT SERVICES	0.5%
PRT-PARK MAINTENANCE	4.1%
PRT-RECREATION	0.2%
PRT-TOURISM	1.0%
Total:	100.0%

Top 5 problem descriptions in new service requests:

CE - Corridor Code Enforcement	165
CE - Trash/Rubbish	141
CE - Proactive Officer Investigation	58
Snow and/or Ice on Road Surface	48
CE - Open Storage	45

New Service Requests Per District



District breakdown from 1/1/2022 to 2/7/2022:

No District Assigned	5	
<i>Custodial Supply Order</i>		1
<i>Grounds Maintenance Request</i>		1
<i>Roof Issue (City Facilities)</i>		1
District 1	501	
<i>CE - Corridor Code Enforcement</i>		164
<i>CE - Trash/Rubbish</i>		79
<i>CE - Proactive Officer Investigation</i>		43
District 2	102	
<i>Snow and/or Ice on Road Surface</i>		19
<i>CE - Trash/Rubbish</i>		13
<i>Sign Down / Missing</i>		7
District 3	96	
<i>CE - Trash/Rubbish</i>		16
<i>Snow and/or Ice on Road Surface</i>		8
<i>CE - Non-Operable Vehicle</i>		6
District 4	133	
<i>CE - Trash/Rubbish</i>		33
<i>CE - Zoning</i>		12
<i>Snow and/or Ice on Road Surface</i>		10
Others	1	
<i>Debris Removal (Storm Debris, Debris In Road, Etc)</i>		



Customer Satisfaction

Loved that pictures were provided

Quick response.

The speed with which this was handled is really appreciated.

Outstanding job to help get this torn down.

looks much better, thank you



★A GREAT AMERICAN STORY★