

City Council Strategic Priorities At a Glance

Priority Outcome Area	Priority Statement	Indicators
Cross-Cutting Priorities	Emphasize the focus on the customer across all city services; engage citizens in a meaningful dialogue about city services, processes, and priorities using strategic communication methods.	<i>Percent of citizens satisfied with customer service from city employees</i>
		<i>Percent of citizens satisfied with customer service from city employees</i>
		<i>Percent of businesses satisfied with city services (EDC Business Survey)</i>
		<i>Percent of customers satisfied with 311 service request outcomes</i>
Public Safety	Reduce crime among all age groups with special attention to crimes committed by youth, and with a particular emphasis on violent and property crimes such as homicides, aggravated assaults, and home burglaries.	<i>Part One violent crime rate per 1000</i>
		<i>Part One property crime rate per 1000</i>
		<i>Part one violent crime rate committed by youth (under 25)</i>
		<i>Number of youth returned to school under truancy ordinance</i>
	Improve emergency medical response times and patient outcomes	<i>Return of spontaneous circulation rate for cardiac arrests</i>
		<i>Response time for life threatening calls</i>
	Maintain and enhance fire suppression and prevention, rescue and hazardous material incident response capabilities	<i>Response time with appropriate equipment and personnel for such incidents</i>
		<i>Annual hours of training for fire suppression, rescues and hazardous material incidents</i>
		<i>Age of vehicles and other specialized equipment</i>
	Maintain and enhance emergency management capabilities to respond efficiently and effectively to natural or manmade disasters	<i>Percent of time public warning system sirens and flash flood indicators are operational</i>
		<i>Percent of at risk populations/area protected</i>
	Prevent threats to public safety and animal welfare via efficient and effective animal control response and operations.	<i>Response time for complaints</i>
<i>Customer satisfaction with animal control service</i>		

Economic Development	Invest in the underdeveloped parts of the City and effectively harness the opportunities available through the Urban Neighborhood Initiative, Land Bank, Green Impact Zone and other programs to improve housing and commercial development	<i>Percent of Land Bank properties sold, reused or repurposed</i>
		<i>Percent change in value of permits issued in designated urban core area</i>
	Implement the City's Advance KC plan, maximize the collaborative opportunities to further this plan by partnering with community efforts that keep and grow businesses in KCMO, attract more residents to live in KCMO and celebrate the unique offerings that bring people and business to KCMO	<i>Jobs created or retained through economic development efforts</i>
		<i>Downtown commercial vacancy rate</i>
	Make Kansas City a destination for personal and business visitors by maximizing the usage of the City's Aviation and Convention assets	<i>Number of daily departures and arrivals at KCI Airport</i>
		<i>Number of citywide/non-citywide conventions and other events at convention center</i>
		<i>Number of convention hotel room nights and non-convention hotel room nights booked</i>
		<i>Progress tracker for the new terminal at KCI Airport</i>
	Streamline Business Practices	<i>National and International rankings and features of KC</i>
		<i>Business satisfaction with customer service from local government (EDC Survey)</i>
		<i>Rating of Kansas City as a place to do business (EDC Survey)</i>
		<i>Percent of Small Business Committee recommendations implemented</i>

Healthy Communities	Reduce illegal dumping and littering	<i>Percent of citizens satisfied with cleanliness of city streets and public areas</i>
		<i>Percent of neighborhoods in which litter index is maintained or reduced</i>
	Encourage active living and healthy eating via strategies in the KC Community Health Improvement Plan (KC CHIP)	<i>Percent of community living within a food desert (without easy access to healthy eating options)</i>
	Ensure that any City or shared community animal shelters meet industry standards and work with the community to address issues of pet population and responsible pet ownership	<i>Live release rate from City animal shelter</i>
<i>Number of pets licensed</i>		
Neighborhood Livability	Target blight by redeveloping, repurposing and clearing vacant lots and buildings in collaboration with the community	<i>Percent of dangerous buildings demolished</i>
		<i>Percent of Land Bank properties sold, reused or repurposed (shared indicator with Economic Development)</i>
	Provide the resources for effective basic services	<i>Overall customer satisfaction with 311 service requests</i>
		<i>Percent of 311 service requests completed within established timeframes</i>
	Provide safe and well maintained parks, community centers and other facilities that provide amenities our residents want	<i>Youth participation in city provided programming (Night Kicks, Hoops, Club KC)</i>
		<i>Percent of citizens satisfied with park maintenance</i>
<i>Percent of citizens satisfied with community center programming</i>		

Public Infrastructure	Maximize the effect of Question 1 revenues for the designated improvement areas and communicate expectations and outcomes to the public; determine short-term and long-term infrastructure priorities	<i>Percent of citizens satisfied with street maintenance</i>
	Develop a strategy for improving public transit	<i>Percent of citizens satisfied with public transit</i>
		<i>Ridership on public transit</i>
		<i>Project/Progress tracker for Streetcar Implementation</i>
	Build on the positive trend of repairing streets and water leaks and better communicate to the public about maintenance and repairs	<i>Percent of water line repairs and restorations completed within established timeframe to meet service level goal</i>
<i>Customer satisfaction with response to 311 service requests for water line repairs</i>		
Governance	Adopt a plan to develop a structurally balanced budget by fiscal year 2015-16 to adequately fund basic City services	<i>Operating Fund ratio of expenditure to revenue growth</i>
	Develop a time-specific funding plan to meet the City's adopted goal of maintaining a fund balance of at least two months' worth of expenditures	<i>General Fund balance</i>
	Ensure adequate funding for maintenance of City infrastructure	<i>Capital expenditures as a share of General Government expenditures</i>
	Maintain the City's general obligation AA credit rating and seek to strengthen it in the future by capitalizing on the City's credit strengths and addressing its weaknesses	<i>Debt service as percent of expenditures</i>
		<i>Credit ratings</i>
Develop a plan to assure the actuarial soundness of the City's pension systems and to significantly reduce other post-employment benefits liability	<i>Pension systems funded ratio</i>	
	<i>Amount of other post-employment benefits liability</i>	