

Yours Truly

LS Connect

Citizen Engagement App

City Council
Tuesday, Nov. 6

LS Connect: Coming Soon!

- Free download for Apple and Android devices
- Easy reporting of non-emergency issues such as potholes, damaged street signs, codes violations, etc.
- Easily connects residents to important City news and information
- Includes portal for reporting issues on the new website



LS Connect Reporting Features

- Includes 11 common non-emergency request types
 - Code violations
 - Curb
 - Pothole
 - Sidewalk/paths maintenance
 - Signal
 - Erosion Control
 - Sign maintenance
 - Storm box/inlet
 - Streetlights
 - Street deterioration
 - Trees/brush
- Reduces duplicate request submission
- Captures better data through questions and photos/videos
- Allows tracking of submitted service requests
- Reports are tied to geographies
- Directs residents to other agencies (MoDOT, KCP&L, etc.)

Here's How it Works!

LS Connect Next Steps

- Testing within sandbox environment currently
- Soft launch of app in the next few weeks, with additional testing
- Developing marketing plan
- Full public launch in November
- Analyze results after several months of use
 - Adjust service delivery standards if needed
 - Add or adjust request types

Questions?