

Appendix C: Updates



SBPD In Car and Body Worn Video



166 Body Cameras and **170 In Car** Video Solutions Deployed as of 05/31/2018
Annual Recurring Maintenance Through 2021 is **\$150,000/year**

6 Utility specific **Wireless Access Points**

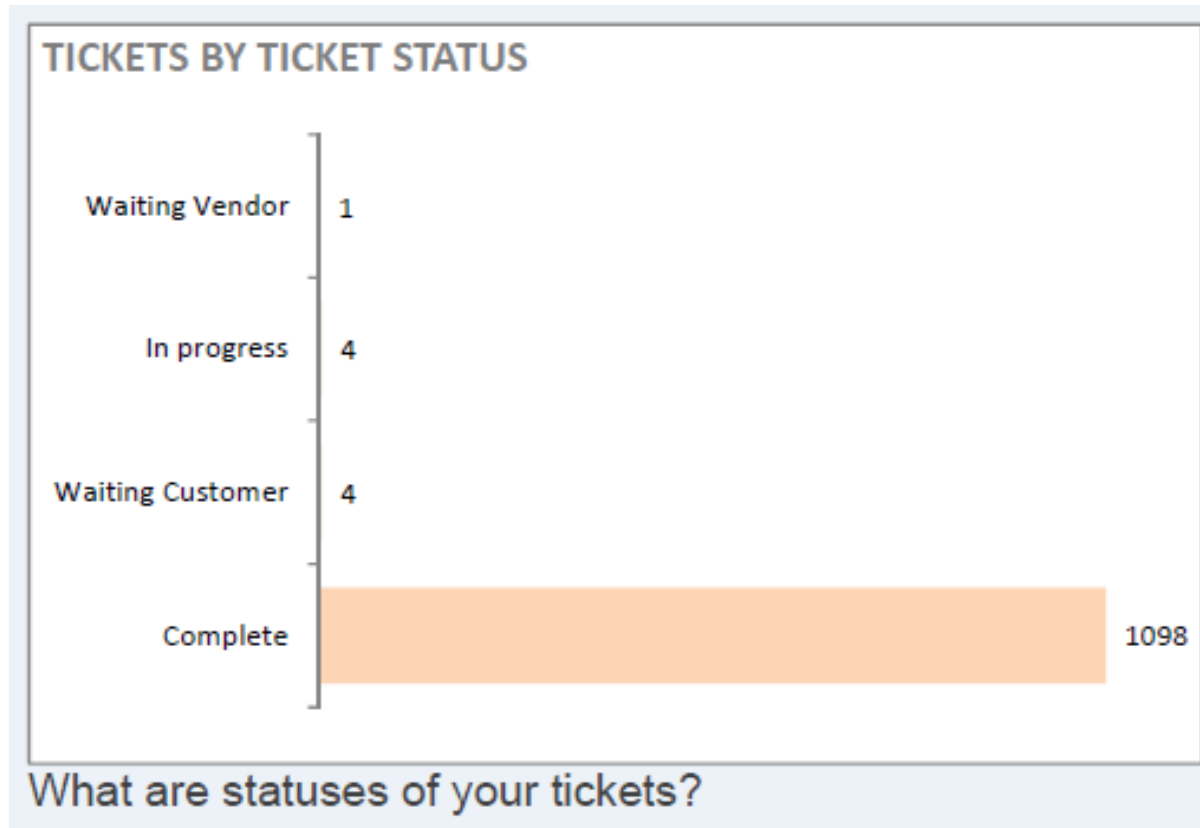
Since 4/1/18, roughly **8.54TB** of data (mostly videos) uploaded to Utility Cloud storage through SBPD Utility's ISP

There is currently 9.8TB of data/videos on the SBPD Utility Cloud storage.



Status of All Tickets

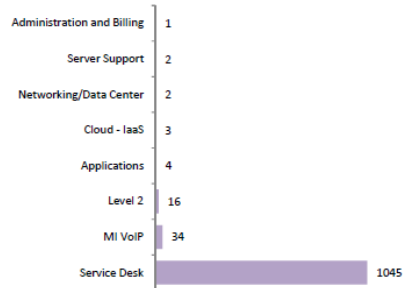
May 20, 2018 thru August 19, 2018



What are the top 10 issues for All Tickets

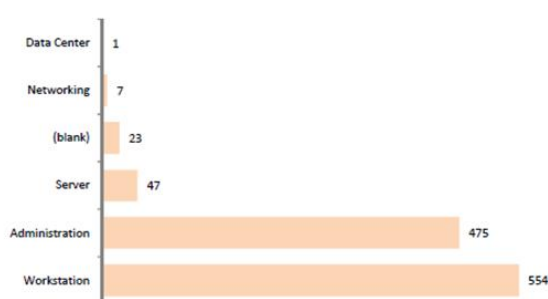
May 20, 2018 thru August 19, 2018

TICKETS BY TOP 5 QUEUES



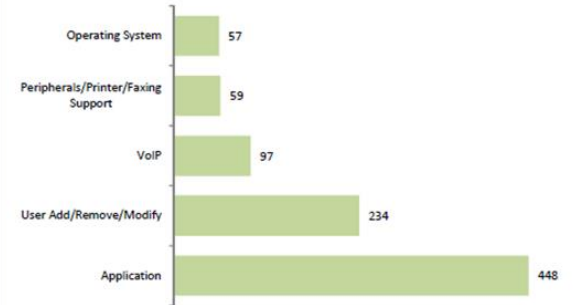
We assign tickets to queues to ensure that are efficiently processed. Based on the assigned queue, the appropriate resources are assigned to address the issue.

TICKETS BY TOP 5 ISSUE TYPES



Your top issue type is Workstation with 50%. (Compared to all clients where Administration has 56.1%)

TICKETS BY TOP 5 SUB-ISSUE TYPES

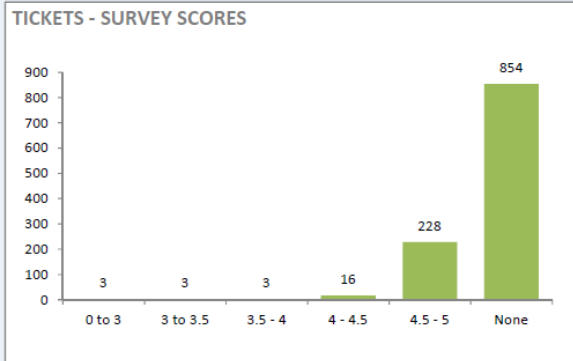


Your top sub-issue type is Application with 40.5%. (Compared to all clients where Application has 28.7%)

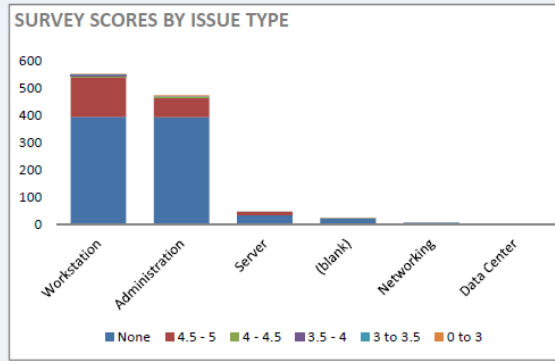


Help Desk Tier 1 & Tier 2 Survey Results

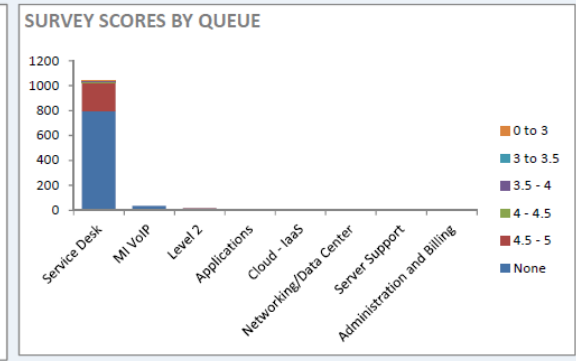
May 20, 2018 thru August 19, 2018



What are the range of survey scores submitted?



How was the service for specific issue types?



How did different queues get survey scored?



Accela: Issues and Improvements

Topic	Project Type	Notes
Hearing Process Configuration Improvements	Vendor	The current procedure in the system is data entry heavy, and there may be available functionality we aren't using and are unaware of
Accela Citizen Access Improvements	Vendor	The current form for the landlord registration is setup based on functionality limitations of the website, and we would like to explore ways to improve that and the overall user experience on the site
Ticketing: Citation Process Development	Internal	We have not configured all of the available ticket types in Accela because there was not an agreed upon structure that we could help replicate. The inspector team all ticket at different times along the process, and that is hard to build in the system.
Ticketing: Electronic Payments	Dept. Partners	The functionality to accept online payments exists, but has not been built out for tickets or invoices processed in Accela.
Address, Parcel, and Owner Data (APO)	Internal	Within our current setup, APO info is updated monthly, but we are trying to setup a new version where we would have a live connection to our databases to access as up to date owner info as possible. There have been many issues trying to get that live, and the Accela Engineering team is aware and working on them.
Accela Mobile Applications	Accela Support	Accela is currently developing a new application to replace the existing 2 apps that the Code inspectors use out in the field. The apps have limited functionality, which makes case management less effective while doing field work
Document Management	Vendor	Ability to have invoices and notices attached to record once generated, supporting evidence gathering procedures
General Process Configuration Improvements	Internal & Vendor	There are changes that could be made to continuously improve on the Code team's experience with the system, like updating process statuses to better reflect the case's current state. Not all citation types are in live Accela, namely Zoning violations. Zoning citations are so infrequent that they were never prioritized as a development project.

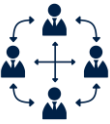


Impact



Data Integrity

- Reporting and accuracy of data available per record, especially in the event of appeals
- **Improvements planned to avoid issues with parcel ownership information***



Team Accountability

- More explicit support to follow standardized procedures
- High level of engagement from department on continuous development
- Inspectors are provided, on a weekly basis, their workload progress in order to take action the following week
- Supervisors can schedule their teams' work a few days in advance, or intervene on issues quickly with access to all the necessary information in one place



Impact



Transparency

- Residents can access basic record information through the citizen access site, the same site the 311 liaisons use to share updates with residents over the phone – **potential improvements in outreach and education**



Real-time Processing

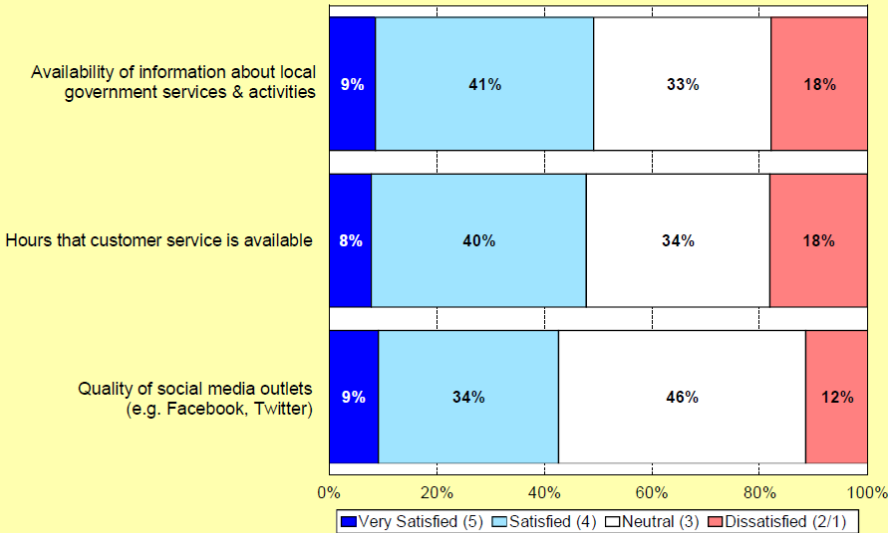
- Field staff execute procedure in real time – Use to be up to 2 week lag before Accela
- Inspectors and back office staff have instant access to photos
- No paper processing – Staff has commented that they used to have to do paperwork at home transcribing paper



311 Satisfaction from Survey

Q7. Satisfaction with City Customer Service and Communication

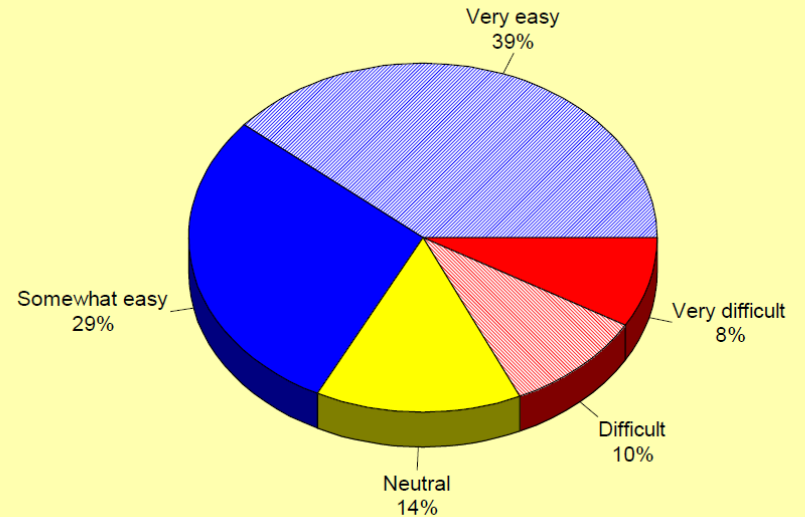
by percentage of respondents who rated the item as a 1 to 5 on a 5-point scale (excluding don't knows)



Source: ETC Institute (2018)

Q12c. How easy was it to address your issue?

by percentage of respondents who have contacted the city within the past year



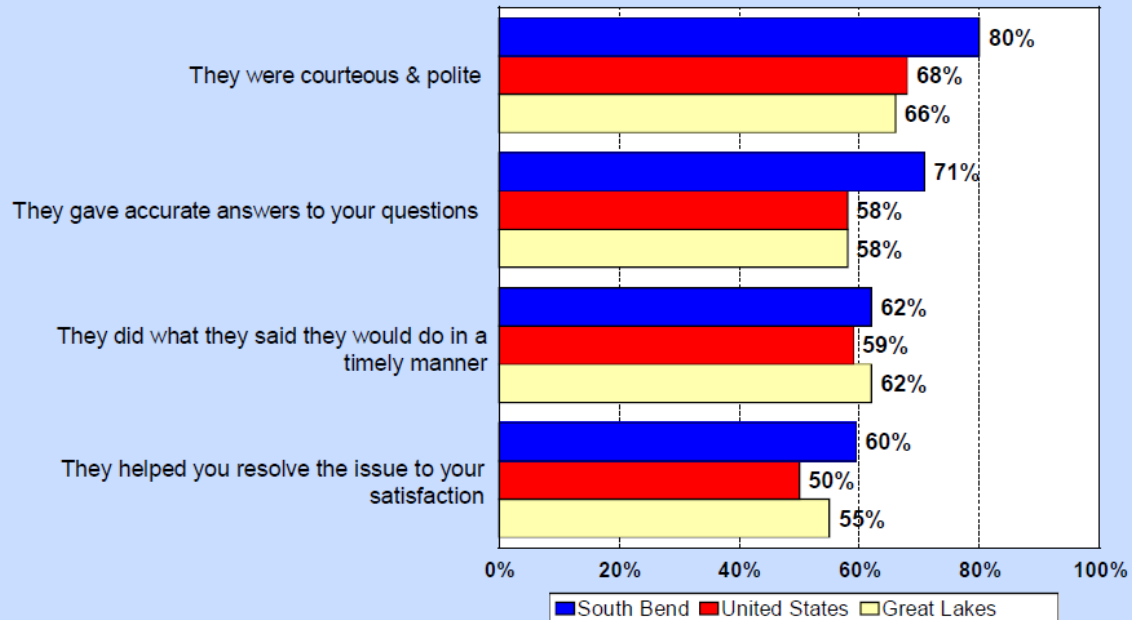
Source: ETC Institute (2018)



311 Satisfaction Benchmark

Factors that Influence Perception of Quality Customer Service Received from City Employees South Bend vs. United States vs. the Great Lakes

by percentage of respondents who gave positive ratings for the item (excluding don't knows)



Source: 2018 ETC Institute

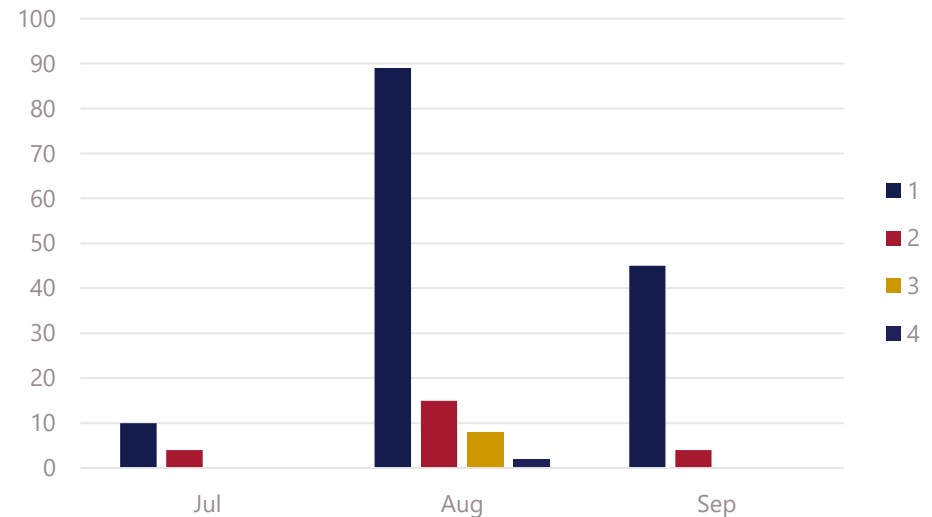


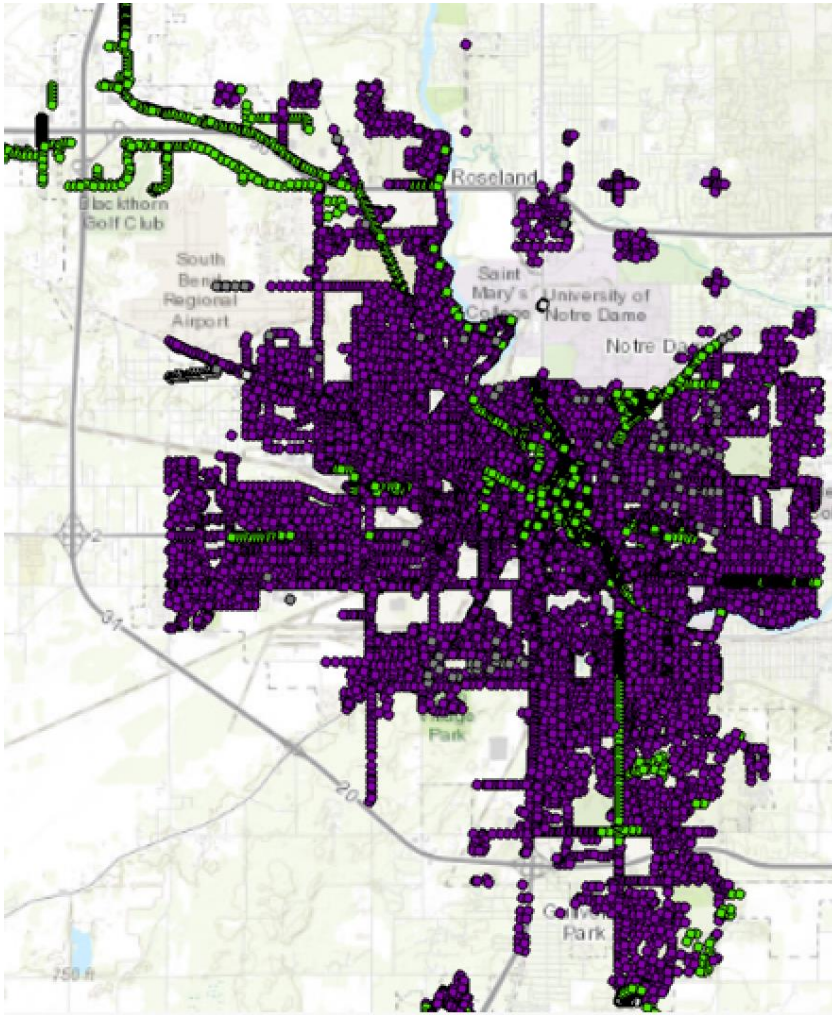
311 Streetlight Issues

- 80% of Street Lights are owned by AEP (Electric Utility)
- AEP is responsible for the maintenance and safety of these light and poles
- AEP has an online reporting system
- When a resident calls 311, we ask:
 - Location, Issue Type (Options Set)
 - Does the light issue pose a safety concern for motorists or pedestrians?
 - If yes, what is the nature of the hazard?
 - Pole Number, Additional Information
- We pass this information to Streets and Engineering
- **Opportunities for Improvement**



Number of Streetlight Outages Reported and Repeated Reports





Streetlights in South Bend
 Green are City Owned
 Purple are AEP Owned



Street Lights Reported Since July – 80% are still active
 176 Total, 143 Active, 33 Inactive

