



City Performance Management  
2020 Q2 Pre-SB Stat Memo

2020 SB Stat Portfolio Summary

Project	Project Manager	Projected Completion	Project Status
311 Baseline Data and Trends	David Finley	2020 Q4	●
Utility Baseline Data and Trends	David Finley	2020 Q4	●
Variable Message Rates	TBD	TBD	●
311 Service Portal	Anna Kennedy	2020 Q4	●

Legend      ● Project on Schedule      ● Project Delayed      ● Project Cancelled

Discussion & Analysis

- 311 Baseline Data and Trends – Cynthia Simmons, Cathleen Sutherland, & David Finley
- Utility Baseline Data and Trends – Al Greek, Kim Thompson, & David Finley
- Project Updates
  - 311 Service Portal
  - Next steps on unpaid utility bills

Prospective Projects for 2020

Prospective Project	Priority-level*	Performance Goal**
Customer Service Best Practices for City employees	Low	Better, quicker decisions
Utilities Dashboard	Medium	Better, quicker decisions
Predictive analysis for water main breaks and service leaks	Medium	Better, quicker decisions

\*Categories: Low, Medium, or High

\*\*Categories: (1) Better, quicker decisions, (2) Cost savings, (3) Experimenting for what works, (4) Repurposing resources, and (5) Stakeholder Engagement



## Customer Service Stat 2020 Q2 Agenda

1. **Welcome (5 minutes)** – David Finley
  - Introductions
  - Agenda
2. **Meeting Purpose (10 minutes)** – Mayor James Mueller, Denise Riedl, Eric Horvath
3. **Analysis & Discussion (60 minutes)**
  - 311 Baseline Data and Trends – Cynthia Simmons, Cathleen Sutherland, & David Finley
  - Utility Baseline Data and Trends – Al Greek, Kim Thompson, & David Finley
  - Project Updates
    - i. 311 Service Portal
    - ii. Next steps on unpaid utility bills
4. **Prospective Projects (10 minutes)**
  - Customer Service Best Practices for City employees
  - Utilities Dashboard
  - Predictive analysis for water main breaks and service leaks
5. **Celebrating Our Values (10 minutes)**