



City Performance Management 2021 Q4 Pre-SB Stat Memo

2021 SB Stat Portfolio Summary

Project	Project Manager	Projected Completion	Project Status
Utility Assistance Program Redesign	Denise Riedl	2022 Q1	●
Streamlining Assistance	Denise Riedl	-	●
311 Equity	-	-	●
2022 Citywide Survey	David Finley	2022 Q3	●
Service Level Agreements Revamp	David Finley	2021 Q4	●
Online Service Portal Strategic Communications	Becky Phung	2021 Q4	●
311 Call Transfer Survey	Becky Phung	Complete	✔
Bloomberg Innovation Support - Economic Relief from Utility Bills	David Finley	Complete	✔

Legend: ● Project on schedule ● Project delayed ● Project cancelled ● Project under consideration

Discussion & Analysis

- Project Updates
 - Streamlining Assistance
- Deep-dive
 - The future of payments to the City

Prospective Projects for 2021

Prospective Project	Priority-level*	Performance Goal**
Water shut off process mapping	High	Experimenting for what works
Resident engagement on payment preferences	Low	Stakeholder Engagement

*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