



## City Performance Management

### 2022 Q2 SB Stat Post-Meeting Memo

#### Customer Service Stat Project Portfolio

Project	Brief Description
Leverage delinquency and code data to find best eviction prevention intervention window	Predictive analysis project informing a 311/EEE pilot
More generous, efficient "shut-off" process	New shut-off process map; preliminary analysis of process
Improve Solid waste missed pick-up and EPU policies	Cost-benefit analysis + new policy recs
Improve pothole response time	SLA analysis; Design and conduct pilot with streets; deliver pilot results
Improve customer interactions with frontline Utility Staff	Analysis of post-call surveys; proposed scripts/processes for identified pain points
Plan for the "One Stop Shop" for Customer Service at new City Hall	Best practices from similar set-ups in other cities and the private sector; Proposed Plan for new South Bend City Hall

#### Next Steps Identified at Stat Meeting

- **Customer Service KPIs**
  - Update KPIs based on the following goals discussed
    - Ensure equitable service request distribution across City neighborhoods/census tracts/Council Districts/other -> Add map data
    - Improve resident satisfaction with 311 calls -> Add after call survey data
  - Add more service request forms to the portal to increase service portal use
    - Test portal notes feature on CRM to increase staff capacity
  - Develop a seasonal social media strategy for CRM to increase service portal use
- **After call survey**
  - Include number of total calls and number who opt in
  - Investigate the utility line issue
  - Understand how other 311 centers rate satisfaction to benchmark satisfaction ratings
- **Review Juliahna Green's 311 recommendations**
  - Prioritize projects from the impact/effort matrix and timeline

- Example: Digital ambassador program with federal infrastructure dollars

#### Potential Topics next SB Stat Meeting

- Improve customer interactions with frontline Utility Staff
  - Review results from the in-person survey at the utilities office
- More generous, efficient "shut-off" process
  - Updates on project progress so far