



City Performance Management

2023 Q3 SB Stat Post-Meeting Memo

This memo shares project status updates on projects in the Mayor’s strategic project portfolio and lists next steps identified at the SB Stat meeting. This memo is shared with all SB Stat meeting attendees so it is clear who is responsible for next steps on a project for the Mayor.

Customer Service Stat Project Portfolio

Project	Project Lead	Projected Completion	Status
Post call surveys Improve frontline customer service interactions	David Yang	Ongoing	●
Service request dashboard implementation Give departments and public line of sight into SLAs and how often they are met	David Yang	Ongoing	●
Utility data report Review utility data in monthly report	Matthew Henderson	Ongoing	●
City hall one stop shop Plan for One Stop Shop for Customer Service at new City Hall	David Yang	12/2023	●
311 Service Portal Review service portal usage and steps to improve the portal	David Yang	Ongoing	●

Legend ● Project on schedule ● Project delayed ● Project Cancelled ● Project under consideration / no project timeline

Next Steps Identified at Stat Meeting

Post call surveys

Action item	Owner	Proposed deadline
Goal: Increase understanding of resident dissatisfaction		
Code post-call survey voicemails into spreadsheet.	Cathleen	Ongoing
Analysis of post call survey voicemails in the dashboard	David Yang	1/1/24
Analysis of low-rated calls	David Yang	12/1/23
Improve data linkage between CRM and CISCO databases	David Yang	12/18/23
Continued use of extension view in dashboard to ensure agents are directing callers to survey	Shawn / Cathleen	Ongoing
Goal: Improve Equity & Access to City services		
Include service request count and met SLA% KPI by census tract income levels to future Stat meetings	David Yang	12/18/23
Goal: Process improvement of service requests		
Conduct process mapping session for NSE violation disputes	David Yang	1/1/24

Service Request Dashboard

Action item	Owner	Proposed deadline
Goal: Routine usage of Service Request Dashboard		
Monthly data routine meetings by department or division level	David Yang	Ongoing
Goal: Improve data quality in the dashboard		
Explore integrating high-priority CityWorks service requests onto CRM	David Yang	2/1/24
Identify SRs and filter out of out-of-city-limits service requests in Portal	David Yang	
Work with Streets Team to improve communication of out-of-season and capacity messaging in knowledge articles	David Yang / Cathleen	1/1/24
Continue Process improvement Work with Public Works teams	David Yang	Ongoing
Add Closure status in addition to Completion status in the SR Dashboard	David Yang	1/15/24
Goal: Process improvement of service requests		
Develop new SLA times with Streets	David Yang	12/15/23
Create ArcGIS map of streets that are eligible for Pothole or Alley repair	Bill	1/1/24

City Hall One Stop Shop

Action item	Owner	Proposed deadline
Goal: Research best practices for City Hall One Stop Shop		
Mishawaka City Hall Site visit and report	David Yang	12/1/2024

311 Service Portal

Action item	Owner	Proposed deadline
Goal: Establish performance target structure		
Set Q1 Performance targets for Portal service requests	Denise	2/1/24
Test capability to track service form drop off rate using Google Analytics or another tool	Lisa	Ongoing
Add Portal usage KPIs for future SB Stat reports	David Yang	Ongoing
Goal: Coordinate Service Portal marketing		
Identify list of PW requests to promote on social media	Jitin/Cara G	12/15/23
Research UX improvements for Service Portal	Lisa	1/1/23
Create flyers to go alongside ACP community outreach/Lily	David Yang	1/1/23
Develop draft Q1 marketing plan for Service Portal	David Yang	12/15/23
Goal: Expand availability of service request forms on CRM		
Add department contact emails in KBAs	David Yang	2/1/23
Ask City units which service requests to add or make public during upcoming data routine meetings	David Yang / Cathleen	1/1/23
Create ArcGIS - service form integration	Jeff	2/1/2024