



SBStat Post Meeting Notes

Urgent Issues Reviewed During Meeting:

Decisions and Key Takeaways

- We will move forward in some capacity with dyeing mulch. This will require a meeting to decide next steps with Organic Resources and Public Works.
- Notre Dame mulch partnership potentially moving forward after quality inspection
- GIS data for the tender method hot spot maps will be enriched with demographic data
- Most utility related calls to 311 are account specific questions
- Discussed utility payment options and patterns including context on potential costs and benefits to each option to us and customers
- Explored how different tender methods are concentrated in different parts of the City
- Discussed the decrease in accounts contacting 311 from 2016 to 2017 and potential explanations

Potential Topics to Discuss Next Meeting:

- Cost and benefit analysis of customer service office, IVR, online payment portal
- Housing authority bill payment reporting and analysis
- Identify cash customers to conduct targeted outreach and see if they could pay from bank account
- Potential for incentivizing residents who typically pay via credit card to pay by bank account
- Credit card fee analysis

Other Topics Discussed

- Cash payment kiosks
- Authorized and unauthorized pay near me
- Consolidated City payment portal