



## City Performance Management

### 2021 Q1 Pre-SB Stat Memo

#### 2021 SB Stat Portfolio Summary

Project	Project Manager	Projected Completion	Project Status
Bloomberg Innovation Training	David Finley	May 2021	On Schedule
Online Service Request Marketing	Anna Kennedy	Q2/Ongoing	On Schedule
First Call Resolution	Anna Kennedy	Q2/Ongoing	On Schedule
311 Departmental Agreements	Anna Kennedy	Late Q2 2021	On Schedule
Impact of EnQuesta Implementation on 311 Calls	Cynthia Simmons	Early Q2 2021	On Schedule

#### Discussion & Analysis

- First Call Resolution
- 311 Departmental Agreements
- Impact of EnQuesta Implementation on 311 Calls

#### Prospective Projects for 2021

Project	Priority-level*	Performance Goal**
Bloomberg Innovation Training Implementation	High	Experimenting for what works

\*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



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## Agenda

- 1) **Introduction** - David Finley
- 2) **Highlights from the Past Quarter** - Anna Kennedy
  - a. Bloomberg Innovation Training
  - b. Digital Services Portfolio
- 3) **Data Overview from Previous Meeting** – Anna Kennedy
  - a. Customer Service Dashboard
- 4) **Deep Dive Analysis and Discussion** – Anna Kennedy & Cynthia Simmons-Taylor
  - a. First Call Resolution
  - b. 311 Departmental Agreements
  - c. Impact of EnQuesta Implementation on Utility Calls
- 5) **Taking Action** – Anna Kennedy
- 6) **Celebrating Our Values** – Cynthia Simmons-Taylor