City Performance Management
2021 Q2 Pre-SB Stat Memo

2021 SB Stat Portfolio Summary

Project	Project Manager	Projected Completion	Project Status
Bloomberg Innovation Training	David Finley	Complete	
First Call Resolution	David Finley	Complete	
Evergreen Social Media Content	David Finley	Ongoing	
311 Departmental MOUs	Cynthia Simmons	2021 Q3	
SLA Times	David Finley	2021 Q3	
Utility Forgiveness Data Support	Ellen Amodei	Ongoing	
Customer Service Equity Audit	Juliahna Green	2021 Q3	
Streamlined Application for Local Assistance	Juliahna Green	TBD	

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

Discussion & Analysis

- Project Updates
  - 311 Departmental MOUs
  - Bloomberg Innovation Training
  - Centralized/Streamlined Local Assistance Application Merging

- Quarterly Statistics
  - KPIs, including First call resolution
  - Utility Forgiveness Data Update

- Deep Dive
  - Service Access/Equity Audit
  - Online Service Request Marketing
  - Prospective Project: New Customer Assistance Project design

EXCELLENCE | ACCOUNTABILITY | INNOVATION | INCLUSION | EMPOWERMENT

o   Prospective Project: Civiform

Prospective Projects for 2021

Prospective Project	Priority-level*	Performance Goal**
	Choose an item	Choose an item
	Choose an item	Choose an item
	Choose an item	Choose an item
	Choose an item	Choose an item

*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