



City Performance Management 2021 Q3 Pre-SB Stat Memo

2021 SB Stat Portfolio Summary

Project	Project Manager	Projected Completion	Project Status
Utility Assistance Program Redesign	Denise Riedl	2022 Q1	●
311 Call Transfer Survey	Becky Phung	2021 Q3	✔
Service Level Agreements Revamp	David Finley	2021 Q3	●
Online Service Portal Strategic Communications	David Finley	2021 Q4	●
Customer Service Audit	David Finley	2021 Q4	●
Bloomberg Innovation Support - Economic Relief from Utility Bills	David Finley	Complete	✔

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

Discussion & Analysis

- Project Updates
 - Build the Budget
 - Utility Assistance Program Redesign
 - Utility Data Update
- Solid Waste Data - Deep-dive
- 311 Call Transfer Survey

Prospective Projects for 2021

Prospective Project	Priority-level*	Performance Goal**
Public Solid Waste Dashboard	Low	Better, quicker decisions
311 Call Transfer Process Mapping & Improvement	Medium	Better, quicker decisions

*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