



City Performance Management
 2022 Q1 SB Stat Post-Meeting Memo

Customer Service Stat Project Portfolio

Project	Brief Description
Leverage delinquency and code data to find best eviction prevention intervention window	Predictive analysis project informing a 311/EEE pilot
More generous, efficient "shut-off" process	New shut-off process map; preliminary analysis of process
Improve Solid waste missed pick-up and EPU policies	Cost-benefit analysis + new policy recs
Improve pothole response time	SLA analysis; Design and conduct pilot with streets; deliver pilot results
Improve customer interactions with frontline Utility Staff	Analysis of post-call surveys; proposed scripts/processes for identified pain points
Plan for the "One Stop Shop" for Customer Service at new City Hall	Best practices from similar set-ups in other cities and the private sector; Proposed Plan for new South Bend City Hall

Next Steps Identified at Stat Meeting

- Utility customer engagement project
 - The survey will continue until there has been about 40 responses or so at the Downtown location
 - Front desk staff will also offer the survey in person to customers to increase response rate for in-office survey respondents
 - Business Analytics will gather data to determine how many customers prefer the drive thru compared to coming in the office
- Water Shut-off Process Redesign
 - Prioritize ideas to implement and model revenue/cost impacts
 - Share recommendations with Mayor's Office before the end of April 2022

Potential Topics next SB Stat Meeting

- Leverage delinquency and code data to find best eviction prevention intervention window

- Improve customer interactions with frontline Utility Staff