



City Performance Management

2021 Q1 SB Stat Post-Meeting Memo

2021 SB Stat Key Takeaways

- First Call Resolution
 - Definition:
 - Calculation:
- Departmental Agreements
 - Departmental agreements establish metrics to measure customer service performance
 - Departmental agreements are made up of written contracts, Service Level Agreements, and Knowledge Base Articles
- Impact of enQuesta Implementation on 311 Calls
 - Utility call volume and transfers increased dramatically once enQuesta went live, but have reduced in the following weeks, going from about 2,000-2,500 calls/month to 7,400 calls in February 2021
 - Escalations peaked just before the go-live, around the time communications were being sent out to residents
 - Interaction time (the amount of time a 311 liaison has an article open during a call) increased slightly after the implementation

2021 SB Stat Topic Next Steps

- First Call Resolution
 - Business Analytics to create initial calculation of first call resolution and compare to initial city-wide target of 80%
- Departmental Agreements
 - Denise to introduce departmental agreements to department heads
 - Business Analytics & 311 preparing meeting materials (written contract, SLAs, and KBA list)
 - I&T to meet with departments over the next few months, aiming to complete the meetings by the end of Q2
- Impact of enQuesta Implementation on 311 Calls
 - 311 to receive increased access to enQuesta in the coming weeks
 - I&T to review changes to call volume, transfers, escalations, and interaction times before and after 311 role change

