City Performance Management
2021 Q3 SB Stat Post-Meeting Memo

2021 SB Stat Key Takeaways

- Solid Waste Data Deep-dive
  - There are three hot spots in the City for general Solid Waste service requests that could serve as candidates for pilots and/or human-centered design improvements
    - In between Lincoln Way West and N Bendix
    - In between Jefferson Blvd. and McKinley Ave, just north of River Park
    - E Ewing Ave, in between Michigan St and Miami S
  - Requests for Extra Trash Pick-ups has been decreasing slightly in 2021, with most of the requests occurring on Tuesdays in the past 30 days.
  - Generally speaking, the City's west side request less yard waste containers and information on yard waste service
  - Though customer satisfaction is generally strong compared to peers, it has been static for the past three years, neither getting better or worse

- 311 Call Transfer Survey

Can't get connected	• I can't get connected to the other department when my call is transferred.
What is the status?	• I haven't heard back from anyone, and I'm not sure what the status of my issue is.
Repeat caller	• I call 311 again because my issue wasn't resolved, and I want to know its status.
Other	• I want to do the right thing. • I don't distinguish between 311 and other departments. • It's frustrating that I have to talk to multiple people and repeat myself.

2021 SB Stat Topic Next Steps

- Solid Waste Data Deep-dive
  - Create dashboard that tracks solid waste SLA times by

EXCELLENCE | ACCOUNTABILITY | INNOVATION | INCLUSION | EMPOWERMENT

- - - Council District
      - Neighborhoods
    - Consider identifying key corridors that deserve extra attention and care from Solid Waste and Code Enforcement
    - Improve route optimization and communications for non-standing routes (i.e. extra trash pick-ups, etc.)

- 311 Call Transfer Survey
  - Process mapping support and improvements
    - Explore more opportunities for email notifications
  - Verify that calls coming from COSB business lines appear as 'City of South Bend' on cell phones
  - Create cadence for secret shopper initiatives and/or future surveys

Potential Topics next SB Stat Meeting

- 311 Call Transfer Process Maps & Improvements
- Service Level Agreement Dashboard Prototype