CapSTAT

311

OCA • DPW • DDOT • DMV • OUC
Agenda:

• Updates from the April CapSTAT
• Data Snapshot
• Deep Dive with 4 agencies
  • SLAs
  • Process Maps
  • QA/QC
• Next for 311
Updates since 4/26
Status of Recommendations and Deliverables from 4/26 STAT*

10 Complete
Example: Convened biweekly working group with a representative from each agency.

10 In Progress
Example: Take immediate steps to ensure phone line is accessible for non-English speakers and has TTY access.

2 Not Complete
Example: Flag repeat requests for service to the same address that would indicate that work hasn’t been completed. It was decided that the 311 working group will address this.

*See handout for complete list of deliverables and progress to date
June 27, 2016: Audit Findings

ODCA did an audit on the performance of 7 DC agencies customer service practices, including 311 and DPW.

The 311 Working Group will collaborate to respond to and address the concerns of the audit. We will work to create standardized District wide practices to ensure high quality customer service at all agencies.
Data Snapshot
311 Data Snapshot
(October 1, 2015 – June 30, 2016)
Agency Deep Dive: OUC
Overview of the 311 Call Line Performance
(October 1, 2015 - June 30, 2016)

% of Calls Answered Within SLA

Call Length and Hold Times

Average Hold Time in Seconds
Call Length in Seconds
OUC SLAs

OUC Proposed Changes

Current: Answer 77% of calls within 90 seconds (1m30sec).

Potential SLA changes are pending additional data and Director review.
OUC 311 Request Process Map

OUC will also be deploying text-to-311 and chat as new ways to connect with 311.

Staffing: There are 68 OUC 311 Call Agents.
QA/QC on 311 Calls

- OUC attempts to monitor 5% of the previous year’s call volume. Calls are evaluated by team leads based on three components for an overall score between 1-5*:
  - Courtesy
  - Knowledge
  - Etiquette
- Agents are asked to listen to one of their calls and review the call with the Team Lead in an effort to promote awareness of how calls are monitored and scored.

*See handout for more complete details of the definitions and scoring
Agency Deep Dive: DDOT
Top Ten Service Requests
(April 1, 2016 – June 30, 2016)

Top ten service requests - DDOT

- Parking Meter Repair: 4,418
- Pothole: 3,257
- Streetlight Repair Investigation: 3,687
- Tree Pruning: 905
- Sidewalk Repair: 1,258
- Tree Pruning: 802
- Tree Inspection: 1,297
- Tree Planting: 1,263
- Sign Replacement: 775
- Tree Removal: 734
- Street Repair: 734
Alley Repair and Street Repair
70 business days → 365 business days

Curb, Gutter & Sidewalk Repair
100 business days → 365 business days

Street/Alley Light Repair
2 business days → 3 business days

Tree Pruning and Tree Removal
270 business days → 180 business days
DDOT: Combining Overlapping Service Requests

- Roadway Marking Installation
- Roadway Marking Maintenance
- Roadway Marking Modifications
- Roadway Marking Removal

Roadway Striping

- Sign Missing Investigation
- Sign New Investigation
- Sign Removal Investigation
- Sign Replacement
- Signs Conflicting

Street Signs

- Alley Repair Investigation
- Street Repair Investigation
- Sidewalk Repair Investigation
- Traffic Calming Investigation

Alley Repair

Street Repair

Sidewalk Repair

Traffic Calming Request
Staffing: There are 4 DDOT Employees who handle Parking Meter Repairs. (2 manager, 2 staff, contractors perform repairs and inspections). Staff do not work on Parking Meters exclusively.
Staffing: There are 15 DDOT Employees who handle Potholes. (1 manager, 2 admin, 6 person night crew, 6 person day crew). Staff do not work on Potholes exclusively.
DDOT QA/QC on Completed Work

DDOT’s Performance Office is developing QA/QC pilot processes and making adjustments to the QA/QC process as we receive feedback from residents and staff. The 3 pilots are:

- DDOT’s Performance Office sends a random sample of closed work orders (from the previous two weeks) to each manager. Managers must then take a photo of the completed work and attach it to the work order. Performance Office will reviews samples at TranStat meetings.

- DDOT Call Center: Call manager chooses sample of closed service requests from the previous two weeks and reaches out to residents to inquire about the service they received.

- Close out comments: DDOT is standardizing all the close-out comments on service requests so that they are the same agency-wide, with the ability to include additional language as needed.
Agency Deep Dive: DPW
Top Ten Service Requests
(April 1, 2016 – June 30, 2016)
Currently reviewing the SLA for Grounds Maintenance Service Requests:

- Current: 15 Business Days
- Average time to close: 3 Business Days
- DPW is awaiting more data to make a final determination.
Bulk Collection Process Map

Staffing: There are 20 DPW Employees dedicated to Bulk Pickup Requests
• Notice to residents explaining why items weren’t picked up
• Email to residents once the service request is closed
• **Proposed:** 24 hour ahead reminder for residents to put bulk pickup items outside
• Considering automating the service request by phone
Parking Enforcement Process Map

311 Request made online or via phone

Request is printed, organized by ward and "radioed" to the supervisor in the field

If a ticket is not issued, a report goes to the parking supervisor and dispatch supervisor updates Salesforce

Notifications are sent to residents (if email is provided)

Supervisor assigns officer(s) to the area and an investigation of the issue is performed

A determination is made and the officer informs dispatch with notes and pictures

Dispatch supervisor updates Salesforce if ticket is issued, along with notes and pictures

Staffing: There are 257 DPW Employees who respond to Parking Enforcement Requests
• Parking enforcement officers take pictures whether they issue a violation or not
• Management can observe when requests were created, sent to the field, and resolved.
• **Proposed:** if email address provided, residents receive an email with the picture and the outcome of the service request
Agency Deep Dive: DMV
Top Ten Service Requests
(April 1, 2016 – June 30, 2016)
DMV Process Maps: Drivers License/ID Issues

Staffing: There are 14 DMV Examiners who respond to 311 requests
Supervisors walk through the floor to ensure call backs are going smoothly.

A supervisor reviews requests prior to close to ensure documentation has been correctly identified and included.

Supervisors do random verifications on a sample of cases.

Supervisors have oversight of the Service Request list to ensure requests are being closed out.
Next Steps
Next Steps

Centralized customer service call center:
- Implement streamlined communication to residents about status of requests and SLAs for different request types
- Automate other service requests via phone
- Move all SLAs to business days (rather than mix of business and calendar days) to streamline data for reporting processes
  - Standard process for review of all SLA’s 1x per year to take effect each Oct 1st
- Finalize comprehensive review of all call centers and prioritize agencies to add to 311

Multimedia hub:
- Finalize and launch the new 311 website and app, including focus groups with frequent users
- Implement citywide communications plan to coordinate with launch of new website, app, and Text-to-311.

Platform for community engagement:
- Develop system to send photos to residents with work completed
- Consider ways to mine social media and listserves to pull out issues before a resident makes a request

Rich source of open data:
- Continue to discuss possibilities for system enhancements, including IVR phone system and consolidation of records among agencies

A data-powered tool for augmenting performance:
- Utilize working group to review data and address issues, report data weekly on Mayor’s Dashboard
311 Website Updates

District of Columbia 311

CITIZEN NOTICE

Snow ticket reimbursements are applicable for tickets issued on Friday, January 22, 2016.

Can be customized or removed

Request
Report an issue to the District

Apps
Custom online mapping applications

News
Latest updates from the District

City
Resources for residents, businesses and visitors
311 Website Updates

Top and seasonal service requests will be highlighted.

District of Columbia 311

Request

Parking Meters
Single-space meters are fixed within 72 hours. Multi-space within 24.

Bulk Collection
Learn which items are acceptable for bulk trash collection.

Pothole Repair
View a map of open and pending pothole repair requests.

Apps
Custom online mapping applications

News
Latest updates from the District

City
Resources for residents, businesses and visitors

Don’t see your request?
Click here.
311 Website Updates

District of Columbia 311

News

- June 10, 2016
  Mayor Bowser Announces New Program to Improve Housing Conditions in the District
  The first stage of the Great Spaces: Healing Places.

- June 7, 2016
  Mayor Bowser Announces Progress in #Fightfor15
  The plan is to increase the minimum wage to $15 per hour.

- June 7, 2016
  June is Jumping for DPR
  From Faithful City to Funky Fitness First Friday. DPR is the...
OUC will engage ANCs, BIDs and super users to get feedback on the website prior to launch.