



**Mayor Muriel Bowser**  
*City Administrator Rashad M. Young*



# CapSTAT

***311***

OCA • DPW • DDOT • DMV • OUC

# Agenda



## 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.

# 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.



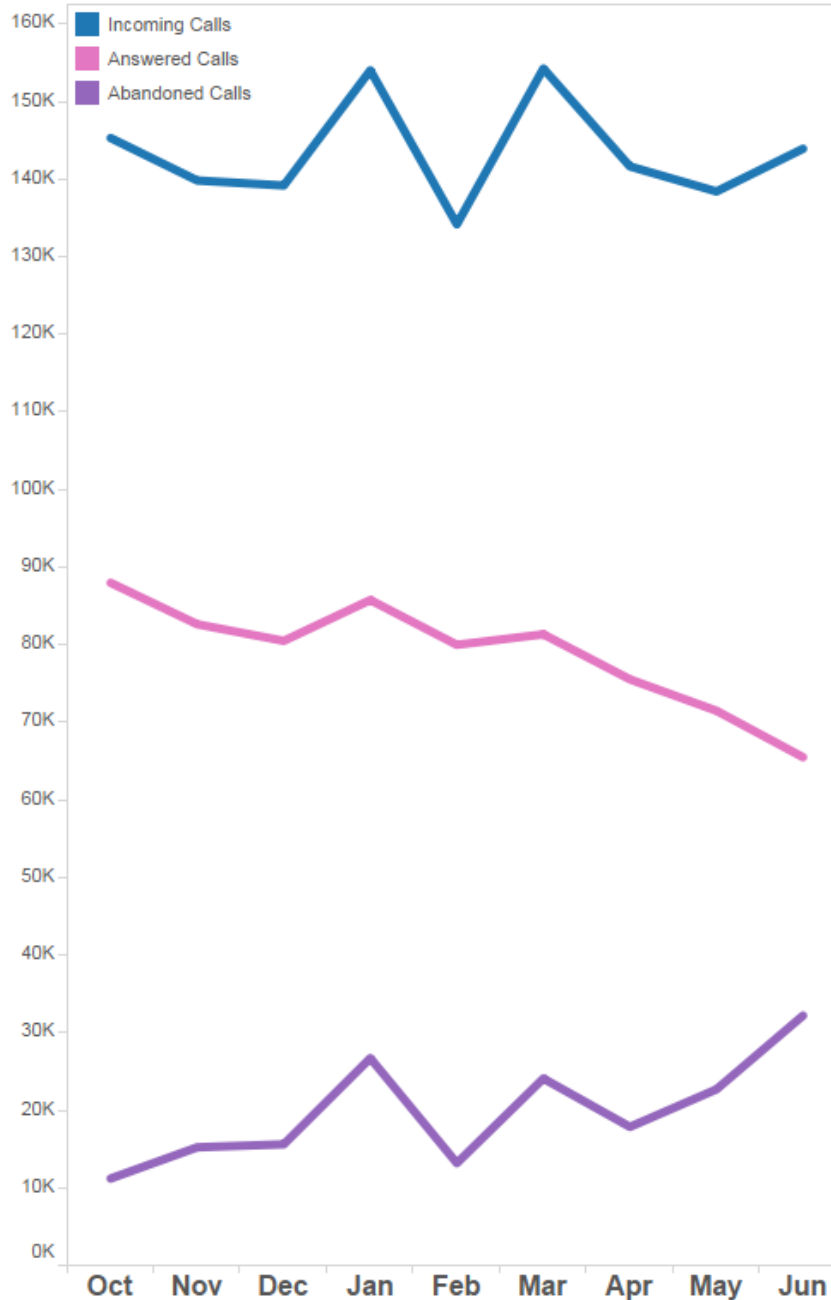
# Data Snapshot

# 311 Data Snapshot

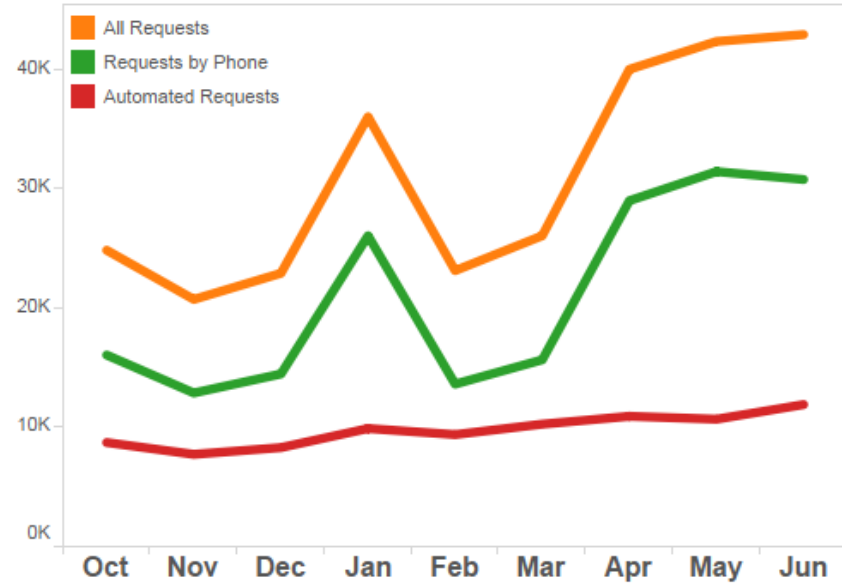
(October 1, 2015 – June 30, 2016)



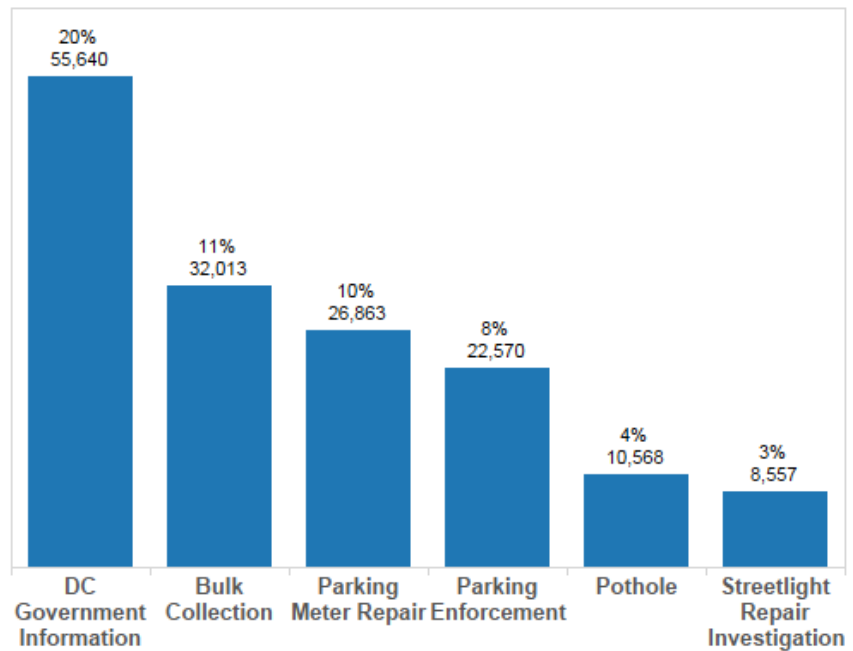
## 311 Calls



## 311 Request Source



## Top 6 Requests





# Agency Deep Dive: OUC

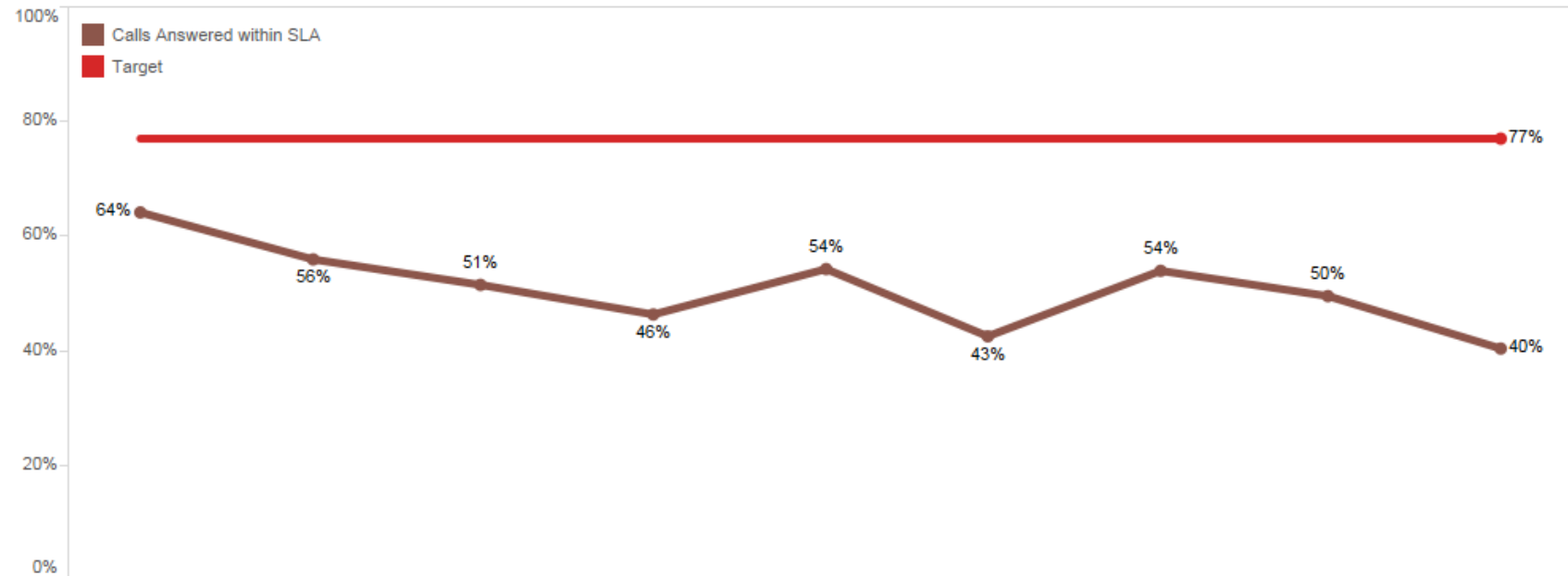


# Overview of the 311 Call Line Performance

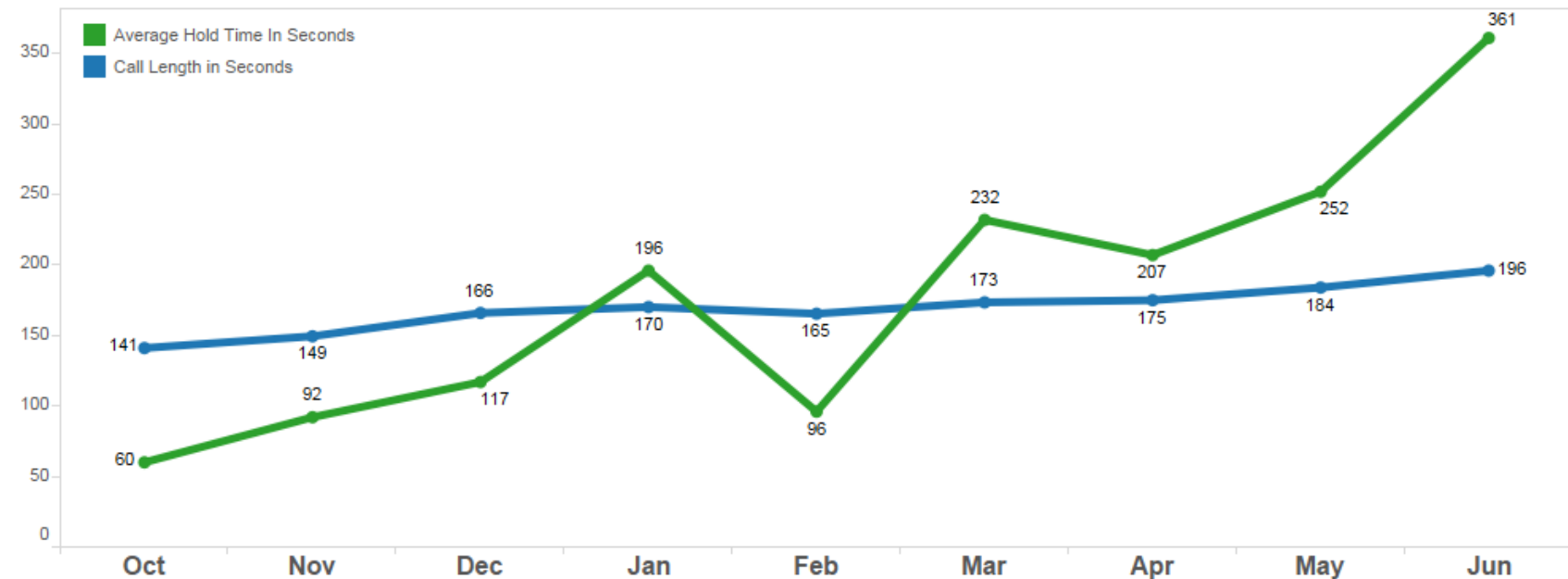
(October 1, 2015 - June 30, 2016)



% of Calls Answered Within SLA



Call Length and Hold Times



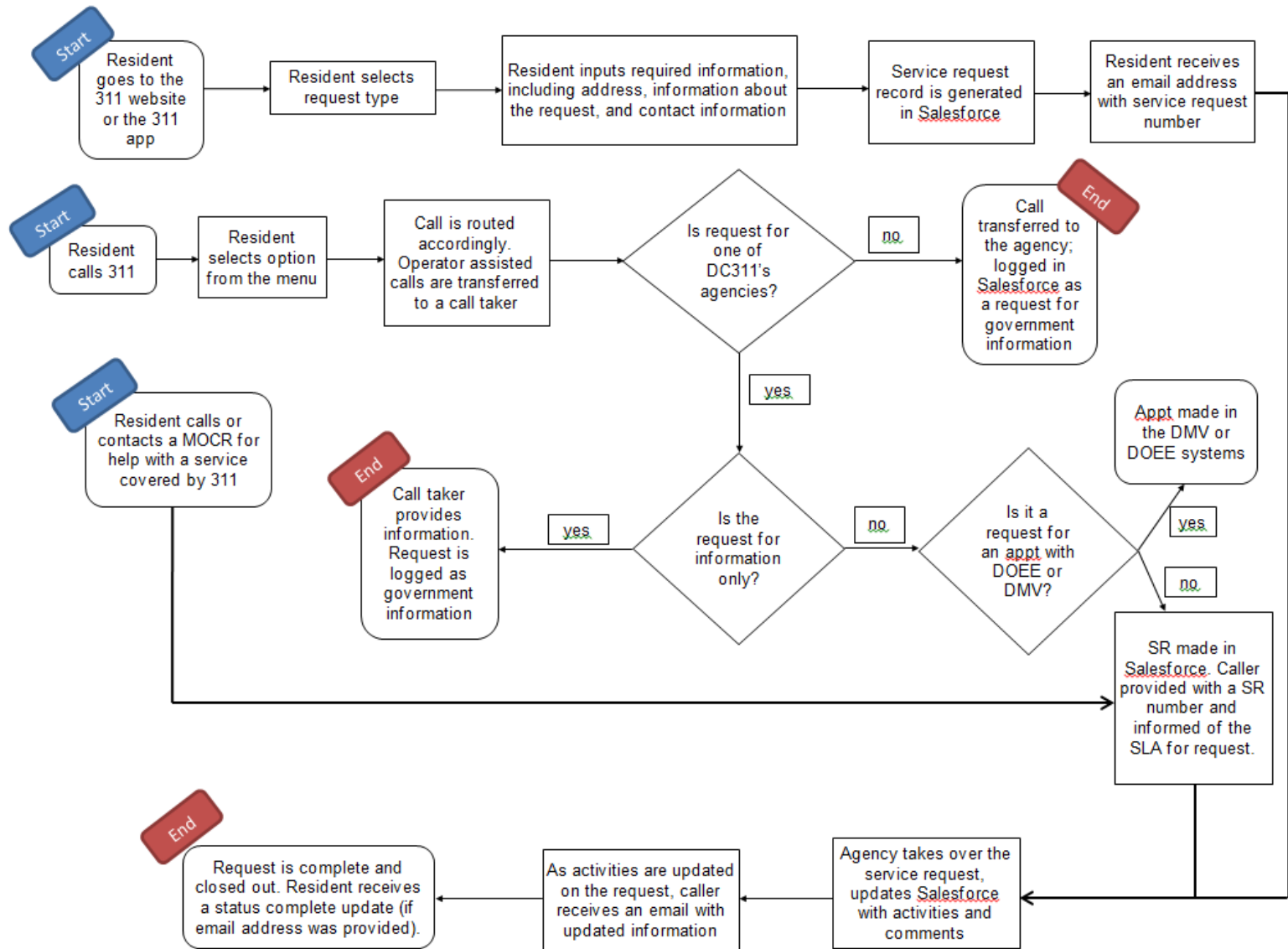
## OUC Proposed Changes

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

# 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.



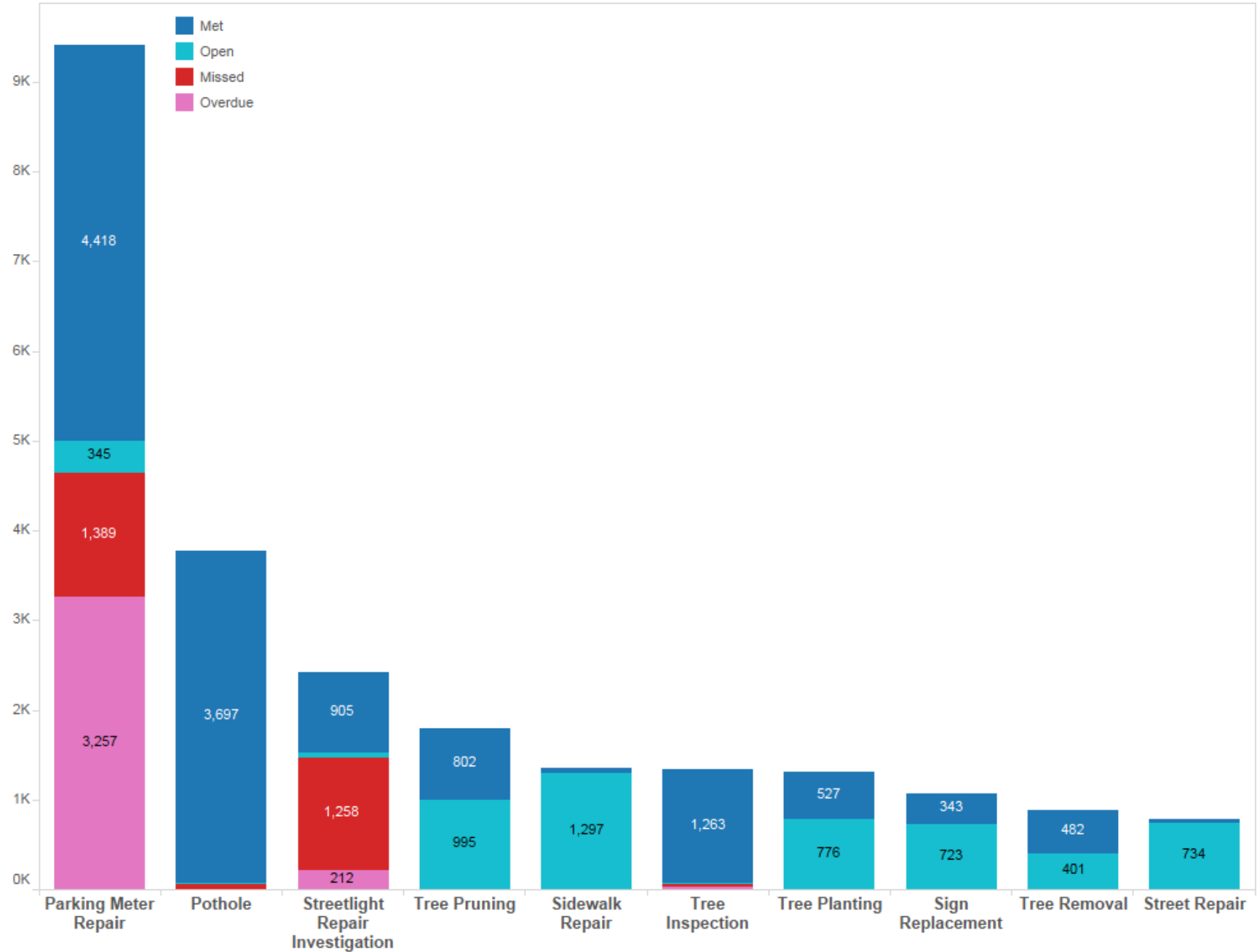
# Agency Deep Dive: DDOT

# Top Ten Service Requests

(April 1, 2016 – June 30, 2016)



Top ten service requests - DDOT



# DDOT SLAs: Highlights of DDOT's Proposed Changes



## 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

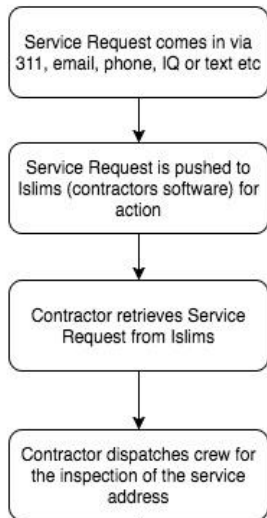


# DDOT Process Map: Parking Meters



Parking Meter Work Order

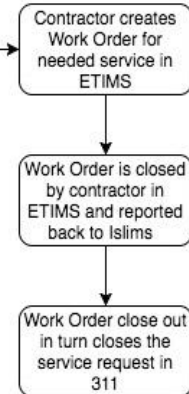
## Service Request Process



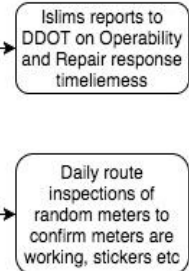
## Inspection Process

Contractor inspects the location for service needs

## Work Order Process



## Service Delivery Closeout

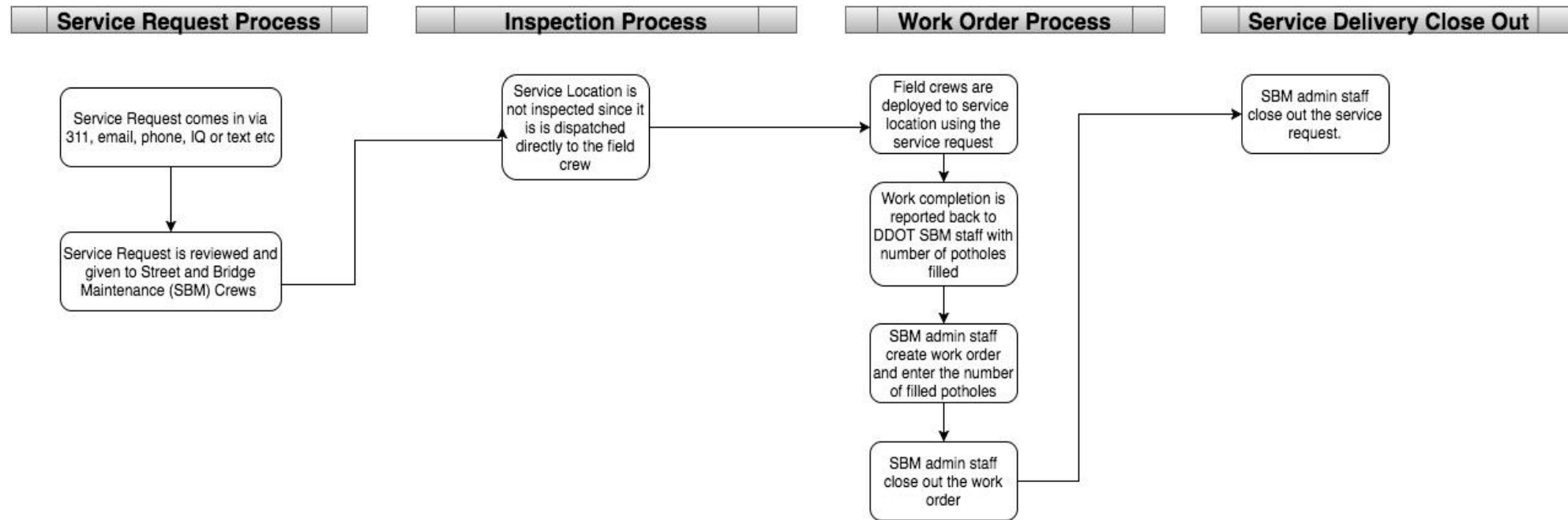


*Staffing: There are 4 DDOT Employees who handle Parking Meter Repairs.  
(2 manager, 2 staff, contractors perform repairs and inspections).  
Staff do not work on Parking Meters exclusively.*

# DDOT Process Map: Pothole



## Pothole Work Process



*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.



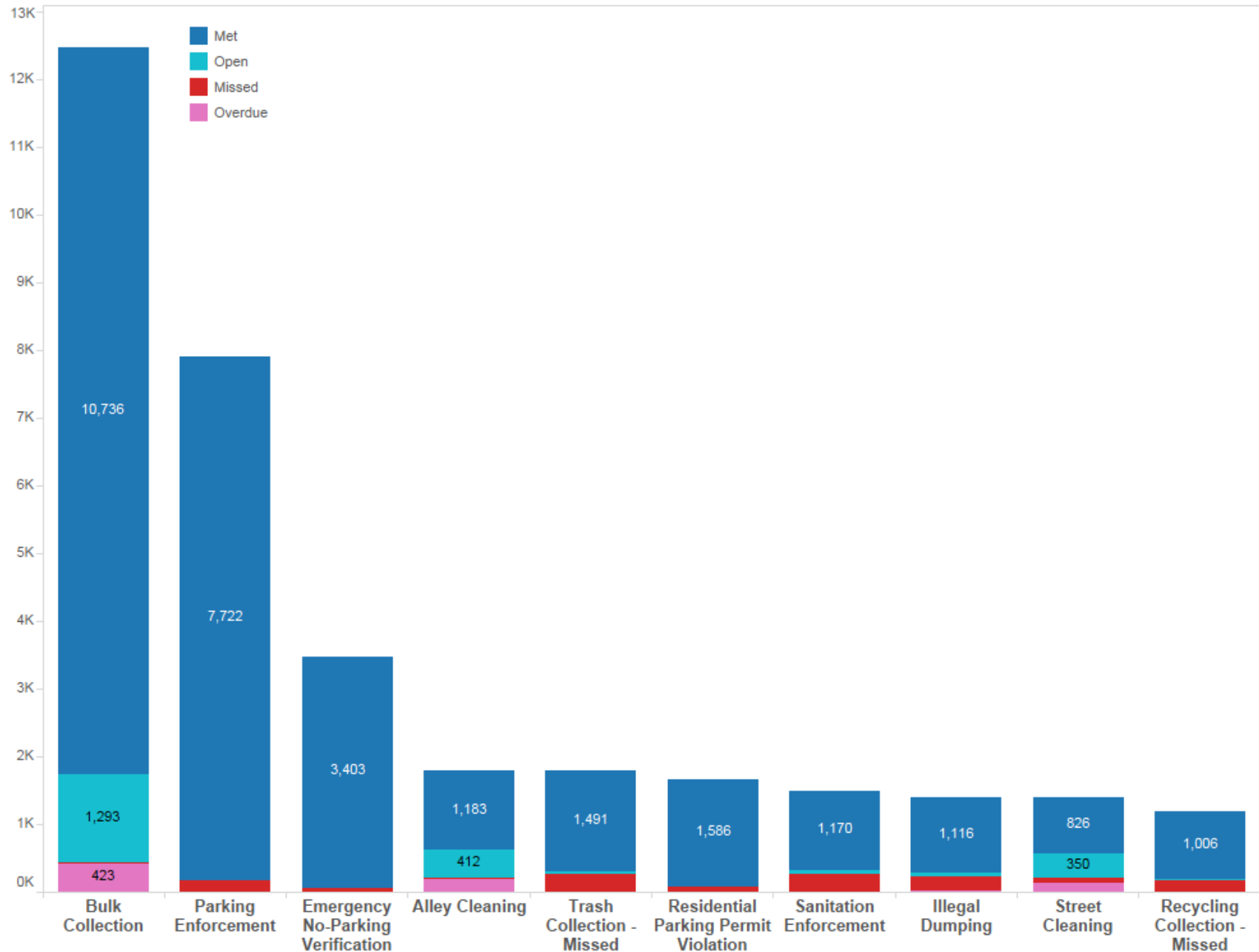
# Agency Deep Dive: DPW

# Top Ten Service Requests

(April 1, 2016 – June 30, 2016)



Top ten service requests - DPW

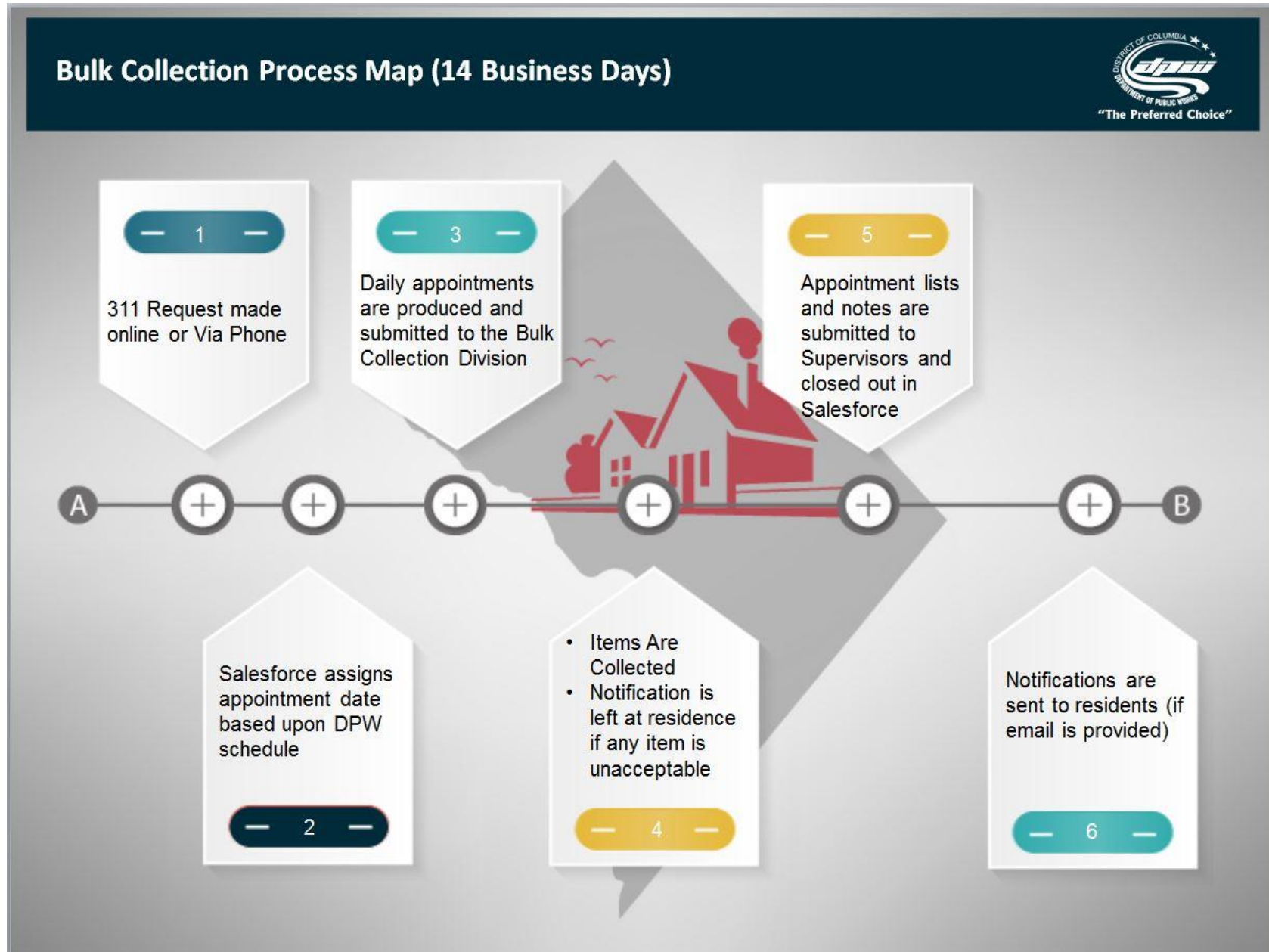




## Currently reviewing the SLA for Grounds Maintenance Service Requests:

- 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

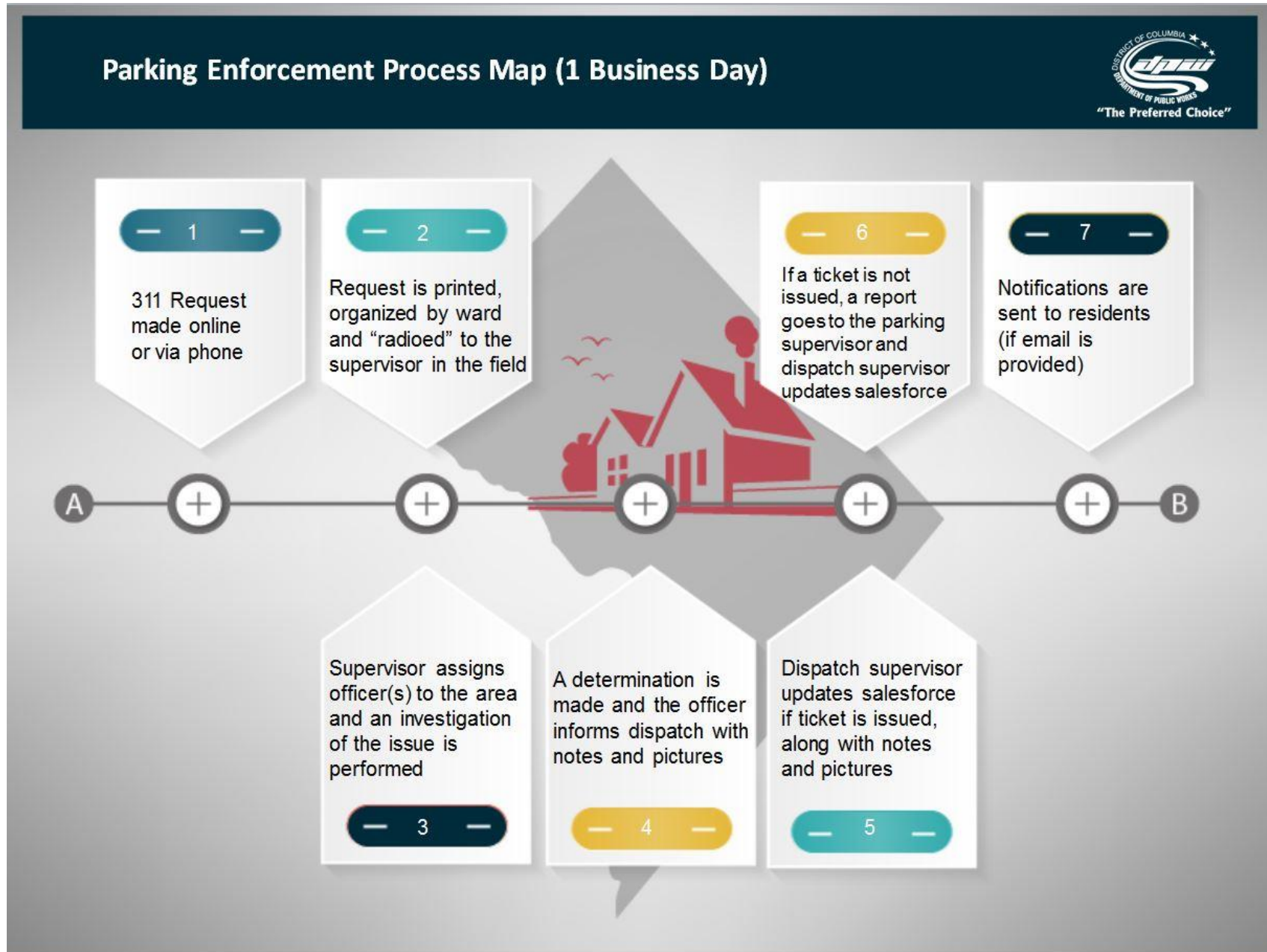
# QA/QC on Bulk Pickup Process



- 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



*Staffing: There are 257 DPW Employees who respond to Parking Enforcement Requests*

# QA/QC on Parking Enforcement



- 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



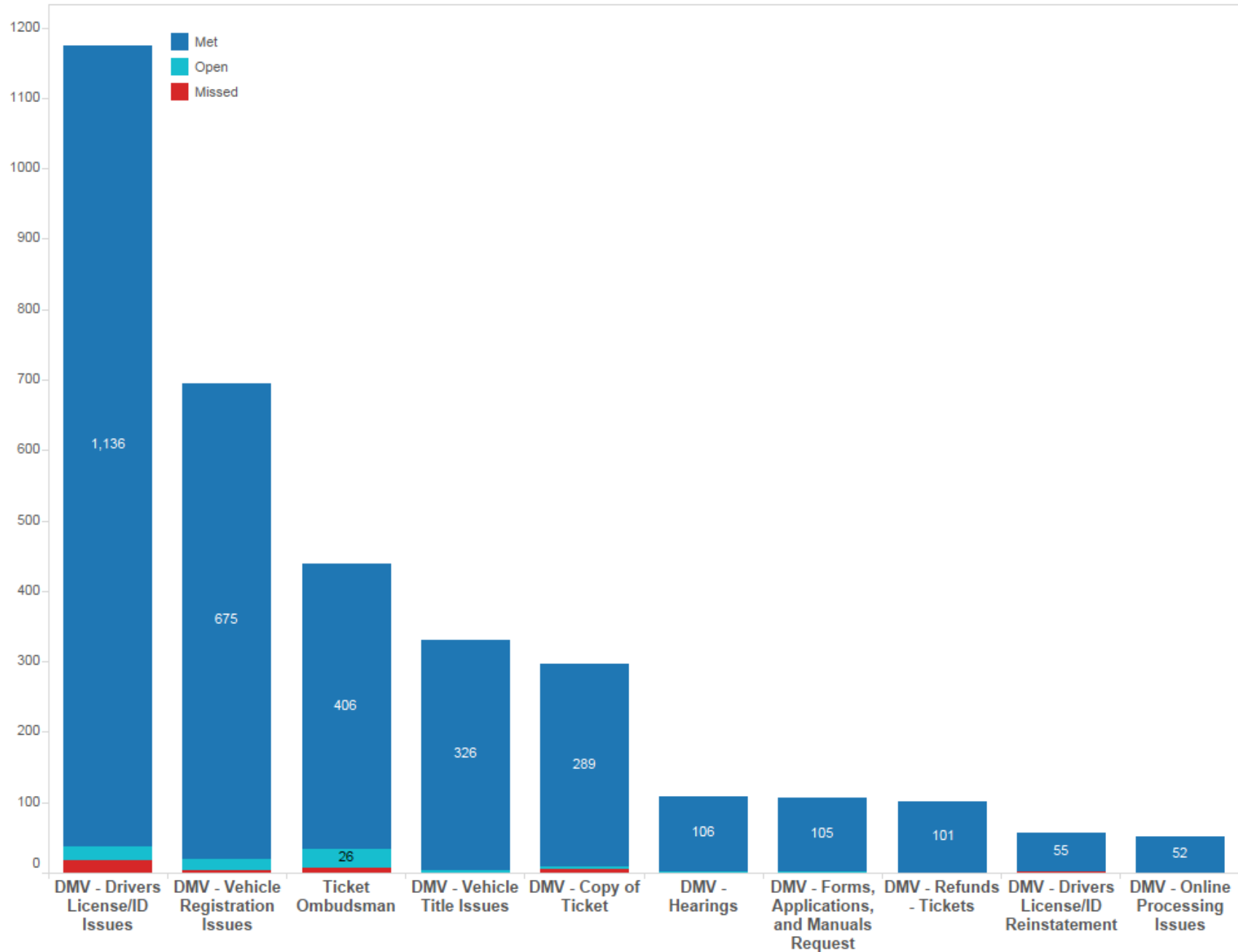
# Agency Deep Dive: DMV

# Top Ten Service Requests

(April 1, 2016 – June 30, 2016)

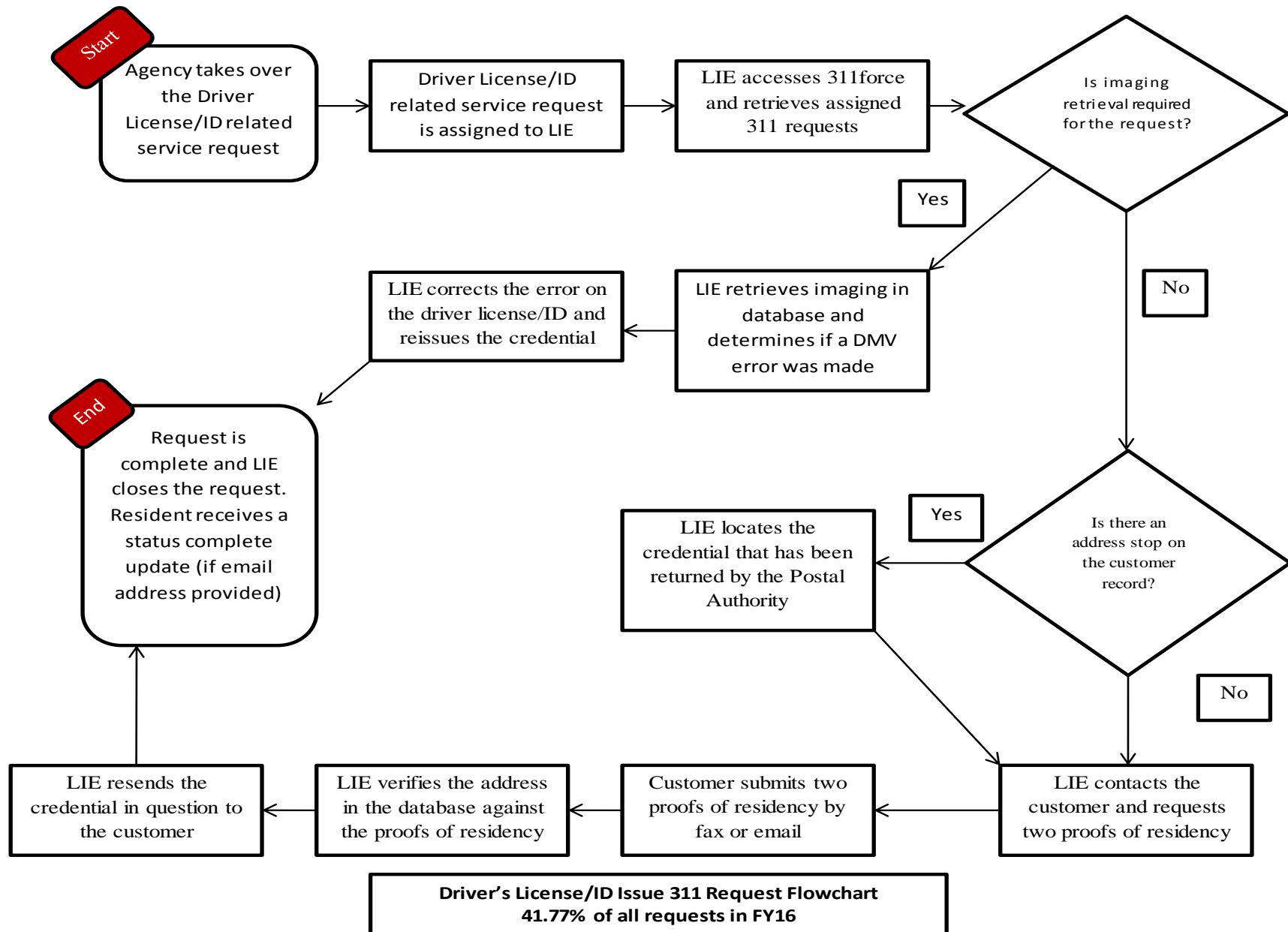


Top ten service requests - DMV





# DMV Process Maps: Drivers License/ID Issues



# QA/QC on Processing Driver's Licenses



- 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 1<sup>st</sup>
- 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**


LoginRegister|Q


**CITIZEN NOTICE** X

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

  
**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

Can be customized or removed

# 311 Website Updates



District of Columbia **311**

[Login](#)

[Register](#)



## 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.

Don't see your request?  
[Click here.](#)



## Apps

Custom online mapping applications



## News

Latest updates from the District



## City

Resources for residents, businesses and visitors

Top and seasonal service requests will be highlighted

# 311 Website Updates



District of Columbia **311**

[Login](#)

[Register](#)



**Apps**



## Permit Status Map Viewer

The Permit Status application helps citizens locate a permit and obtain information about permitted activities in their community from their smart phone, tablet or PC.



## Transportation Online Permitting

TOPS makes it easy to apply for the type of permit you want - just follow the prompts and instructions.



## Seasonal Leaf Collection

View leaf collection progress in your neighborhood.



## Connect DC Tech Labor

Use this tech locator to find computer access and technology training in Washington, DC.

Don't see your request?  
[Click here.](#)



## Request

Report an issue to the District



## News

Latest updates from the District



## City

Resources for residents, businesses and visitors

# 311 Website Updates



District of Columbia **311**

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Register



## Request

Report an issue to  
the District



## Apps

Custom online mapping  
applications



## News

June 10, 2016

**Mayor Bowser Announces New Program to Improve Housing Conditions in the District**

The first stage of the Great Spaces, Healthy Places...

June 7, 2016

**Mayor Bowser Announces Progress in #Fightfor15**

The plan is to increase the minimum wage to \$15 per hour...

June 3, 2016

**June is Jumping for DPR**

From Father's Day to Funky Fitness First Fridays, DPR is the...



## City

Resources for residents,  
businesses and visitors

# 311 Website Updates



District of Columbia **311**

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## Request

Report an issue to  
the District



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the District



City



### 311 Requests Map

A tool to visualize all the service  
requests reported in the last 30  
days



### OUC

OUC consolidates 911 and 311 call  
activities in the District



### DC Government

District of Columbia highlights,  
events, news and alerts



### Grade DC

To view agency performance and  
provide feedback



### DC Maps & Apps

District of Columbia custom  
online mapping applications



### Mayor Twitter

Watch out for the latest updates  
directly from our Mayor



### 311 DC Twitter

Watch out for the latest updates  
directly from 311 DC Ops

*OUC will engage ANCs, BIDs and super users to get feedback on the website prior to launch.*