Participating Agencies

OUC  OCTO
DDOT  MOCRS
DPW  ERS
DMV
DCRA
DGS

311 CapSTAT
Welcome and Introductions
Overview and Deliverables from Previous CapSTATs
Review of 311 Data
Future of See Click Fix
311 Website Migration to Capsule Module
Overview of Previous 311 CapSTATs

This is the fourth 311 CapSTAT with the City Administrator: March 2016; July 2016; July 2017; April 2019

Highlights of progress made with 311:

• Established monthly 311 Working Group meeting with involved agencies
• Hired more 311 call takers to increase the percentage of time 311 calls were answered within the SLA (90 seconds) from 40 percent in FY2016 to 91 percent in FY2018
• Refreshed the look of the 311 website and app and launched text to 311
• Reviewed, updated and streamlined all service level agreements
• Integrated two DCRA service request types on the 311 platform
• Streamlined resident communications from 311
• Implemented a 311 satisfaction survey for after service requests are closed

The 311 Working Group has been focused on website migration to the 311 Capsule Module. The next focus of the Working Group will be on service request completion, including close out notes, quality assurance, surveys, stepped SLAs, and transfer cases.
Deliverables from the July 2017 311 CapSTAT

1. New agencies and service requests on 311:

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Status (complete summary in handout)</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCRA Integration (launched November 1, 2017)</td>
<td>• 2 service request types available on 311; technical challenges with the integration remain; anticipated completion by April 19, 2019</td>
</tr>
<tr>
<td>DGS Integration of parks and facilities maintenance (anticipated August, 2019)</td>
<td>• Just started; anticipated completion by summer, 2019</td>
</tr>
</tbody>
</table>

2. Improve communications with residents

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Status (complete summary in handout)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stepped SLAs (providing insight into the steps of a service request completion longer than 3 days)</td>
<td>• Complete for DCRA and DPW; DDOT in progress. • DMOI plans to review the inclusion of some service request categories and the communications with residents.</td>
</tr>
<tr>
<td>Picture integration into case closure emails</td>
<td>• Revisiting plan to start with pothole service requests; and beginning with DPW street and alley cleaning requests in April 2019</td>
</tr>
<tr>
<td>Adding social media platform to Salesforce to consolidate OUC’s responses</td>
<td>• Reconsidered due to inability to automate</td>
</tr>
<tr>
<td>Improve MOCRS ability to respond to questions about service requests</td>
<td>• In progress, working with OCTO and OUC to provide access to the status of service requests</td>
</tr>
</tbody>
</table>

3. Improve Service Request Delivery by Agencies

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Status (complete summary in handout)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop a system for transfer service requests to another agency without closing a ticket</td>
<td>• Technical solution complete but requires preemptive matching between service request types. Additional technical solutions being considered. • Implementation in progress by agencies</td>
</tr>
<tr>
<td>DPW to develop a QA/QC improvement plan for premature case closures</td>
<td>• Needs continued focus from DPW and DMOI</td>
</tr>
</tbody>
</table>

4. Other Recommendations:

<table>
<thead>
<tr>
<th>Deliverable</th>
<th>Status (complete summary in handout)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upgrade the 311 phone lines to an Interactive Voice Response (IVR) technology</td>
<td>• Working with OCTO on a solution, anticipated testing by October 2019</td>
</tr>
</tbody>
</table>
50 percent of DDOT’s FY2019 requests through Q2 are within SLA (closed, or remaining open), compared with 64 percent in FY2018.
While the time to close DDOT requests is reducing, many requests are still open, which are not accounted for in the ‘time to close’ average.
84 percent of DPWs FY2019 requests through Q2 are within SLA (closed, or remaining open), compared with 90 percent in FY2018.
DPW has closed most requests from prior fiscal years, but has a backlog in some FY2019 service requests, particularly graffiti removal.

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Year of Date Requested</th>
<th>Current SLA</th>
<th>Avg. Time to Close (in weekdays)</th>
<th>Number of Open Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bulk Collection SLA: 14</td>
<td>FY 2017</td>
<td>8.51</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>FY 2018</td>
<td>7.81</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>FY 2019</td>
<td>6.73</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>Trash Collection - Missed</td>
<td>FY 2017</td>
<td>1.55</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>FY 2018</td>
<td>2.12</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>FY 2019</td>
<td>2.87</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Illegal Dumping SLA: 10</td>
<td>FY 2017</td>
<td>2.42</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>FY 2018</td>
<td>2.22</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>FY 2019</td>
<td>10.37</td>
<td></td>
<td>50</td>
</tr>
<tr>
<td>Alley Cleaning SLA: 31</td>
<td>FY 2017</td>
<td>16.48</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>FY 2018</td>
<td>18.63</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>FY 2019</td>
<td>16.40</td>
<td></td>
<td>83</td>
</tr>
<tr>
<td>Recycling Collection - Missed SLA: 2</td>
<td>FY 2017</td>
<td>1.33</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>FY 2018</td>
<td>2.42</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>FY 2019</td>
<td>3.23</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Graffiti Removal SLA: 10</td>
<td>FY 2017</td>
<td>9.23</td>
<td></td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>FY 2018</td>
<td>15.37</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>FY 2019</td>
<td>32.86</td>
<td></td>
<td>1,231</td>
</tr>
</tbody>
</table>

FY2019 data includes Q1 and Q2 Data as of April 15, 2019

Average time to close is calculated from Monday to Friday, inclusive of public holidays. Open service requests are categorized by the year submitted and are not cumulative.
Around 95 percent of DMV’s service requests have been closed within SLA in prior fiscal years and through Q2 2019.
On average, DMV is closing service requests within the stated SLA.

<table>
<thead>
<tr>
<th>Service Request</th>
<th>Current SLA</th>
<th>Year of Data Requested</th>
<th>Avg. Time to Close (in weekdays)</th>
<th>Number of Open Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drivers License/ID Issues</td>
<td>SLA: 5</td>
<td>FY 2017</td>
<td>2.130</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY 2018</td>
<td>2.693</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY 2019</td>
<td>2.792</td>
<td></td>
</tr>
<tr>
<td>Vehicle Title Issues</td>
<td>SLA: 7</td>
<td>FY 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY 2018</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY 2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Copy of Ticket</td>
<td>SLA: 5</td>
<td>FY 2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY 2018</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY 2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adjudication Supervisor</td>
<td>SLA: 2</td>
<td>FY 2017</td>
<td>1.550</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY 2018</td>
<td>4.328</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY 2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Online Processing Issues</td>
<td>SLA: 5</td>
<td>FY 2017</td>
<td>1.785</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY 2018</td>
<td>4.619</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY 2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drivers License/ID Reinstatement</td>
<td>SLA: 3</td>
<td>FY 2017</td>
<td>2.330</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY 2018</td>
<td>2.681</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>FY 2019</td>
<td>2.799</td>
<td></td>
</tr>
</tbody>
</table>

FY 2010 data includes Q1 and Q2. Data as of April 15, 2019.

- Average Closure Within SLA
- Average Closure Misses SLA

Average time to close is calculated from Monday to Friday, inclusive of public holidays. Open service requests are categorized by the year submitted and are not cumulative.
65 percent of DCRA’s FY2019 requests through Q2 are within SLA (closed, or remaining open), compared with 13 percent in FY2018.
Year over year comparison of 311 service request entry points (October 1, 2016 – March 31, 2019)

There are several ways that residents can submit service requests to 311. The most popular way to submit a request remains by phone. Use of See Click Fix is declining over time, but in 2018, nearly 20,000 requests were submitted via that application.

311 Service Requests: Method of Submission

<table>
<thead>
<tr>
<th></th>
<th>FY2017</th>
<th>FY2018</th>
<th>FY2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent Calc</td>
<td>580,742</td>
<td>560,627</td>
<td>286,757</td>
</tr>
<tr>
<td>Portal</td>
<td>35,808</td>
<td>64,470</td>
<td>32,733</td>
</tr>
<tr>
<td>API IVR - Parking Meter Req</td>
<td>24,308</td>
<td>12,955</td>
<td>117</td>
</tr>
<tr>
<td>OUC 311 App</td>
<td>23,402</td>
<td>10,788</td>
<td>9,581</td>
</tr>
<tr>
<td>See Click Fix</td>
<td>733</td>
<td>869</td>
<td>8,848</td>
</tr>
<tr>
<td>Text To 311</td>
<td>32,402</td>
<td>32,733</td>
<td>204</td>
</tr>
</tbody>
</table>

More than half of requests that come in by phone are questions about government services (e.g. what documents to bring to the DMV), not service requests.

311 Agent Calls: Government Information and Service Requests

<table>
<thead>
<tr>
<th></th>
<th>FY2017</th>
<th>FY2018</th>
<th>FY2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agent Calls: Service Requests</td>
<td>204,486</td>
<td>218,254</td>
<td>105,000</td>
</tr>
<tr>
<td>Agent Calls: Government Information Requests</td>
<td>376,256</td>
<td>342,373</td>
<td>101,757</td>
</tr>
</tbody>
</table>
- Detailed SR Status view for logged in Users
- Ability for users to read and post comments on their SRs
- Different status view for guest user and logged in user
• Department APP allows servicing agencies to update and close cases in the field
• Process driven workflow ensures the agency updates the SR/Case efficiently
• Agency can add comments, update activity, attach pictures
• Agency can submit new requests
• Agency can track the process from submission to completion
PUBLIC FACING 311 SCORE CARD

- Interactive and rich content
- Ability to search by Date, Time, Location
- Graphical stats
- Ability to compare different request types and closures over time
Next Steps and Upcoming Projects

◆ Complete and finalize deliverables from previous CapSTATs including:
  – Improve MOCRS insight into 311 requests and ability to respond to questions about service requests
  – Upgrade the 311 phone lines to an Interactive Voice Response
  – Integrate DCRA new service request types
  – Integrate DGS parks and facilities maintenance:
  – Integrate photos into case closure emails
  – Implement and improve system to transfer service requests to another agency without closing a ticket
  – Continue agency focus on QA/QC improvement plan to ensure requests are completed before closed

◆ Work with DMOI to review service request types on the platform; consider the utility of the infrastructure related requests (e.g. sidewalk paving) and if necessary, consider communications with residents, including closing requests with a stated timeline for completion.

◆ Determine next steps for See Click Fix.

◆ Consider new service request types on 311, including lead abatement.

◆ Continue and renew focus on service request delivery—both technical and agency solutions—to ensure we are providing the highest level of customer care to residents and visitors.
**OVERVIEW**

**Description:** Upgrade the District from the existing 311 Custom Salesforce application to Incapsulate’s 311 Capsule Salesforce solution.

- Upgraded 311 Capsule that is user friendly and incorporates features requested thru 311 Working group
- Installation, configuration, testing and training for the 311 Capsule
- Conversion of existing Service Requests As-Is
- Integration with key existing legacy systems without changing 3rd party system interfaces and functionality
  - No change to City Works, Trakster, ACELA, QuickBase integration
  - No change to system workflow
- Data migration from current system to the 311 Capsule (SRs and KB)
- Upgraded 311 Capsule with enhanced web portal and mobile app
- **New Installation of 311 Capsule Mobile Department App** – for internal DC Gov servicing agencies only
FEATURES AND BENEFITS

- GeoLocated Picture Integration
- Enhanced GeoLayer Capabilities
- Answer-Based Service Requests
- Image Pick-list Capability for Enhanced Service Request Submissions
- Enhanced Key Word Search & Optimization
- Complete Service Request Lifecycle View
- Enhanced Duplicate Cases & Parent/child Relationships
- Enhanced Duplicate case detection using street instead of radius only
- Service Notifications for the user
- Improved search for submitted requests
- Ability to Reallocate Service Requests
- Service Request Type Versioning (ex: Leaf Collection SR type with Spring / Fall Versions)
- Social Media Connector
- Department mobile app
PUBLIC FACING SR CATEGORIES

- Customers can search for services using the Help feature
- Published Service Level Agreements give Customers immediate expectations for service resolution
- Service descriptions help customers choose the correct service for their needs
NEW CASE CREATION
PUBLIC FACING
WEB PORTAL

- Service Request wizard helps customers navigate the ticket submission process
- Process driven questions help ensure the customer submits their issue under the right category or to a knowledge base item
- Customers can track the process from submission to completion
NEW CASE CREATION  
PUBLIC FACING  
MOBILE APP

- Homogenous user experience in both web portal and mobile app.
- Customers can track the process from submission to completion.
CASE STATUS PUBLIC FACING

MOBILE APP

- Detailed SR Status view for logged in Users
- Ability for users to read and post comments on their SRs
- Separate Recent, and My Requests tabs for ease of SR status view access.
• Agents can easily track the SR progress from submission to completion.

• All the relevant SR details visible on one screen.

• Improved location based features to help provide better agent and user experience.
Internal Submission of Service Request

- “Bread Crumbs” Submission Tracking within the screen
- Knowledge integration
- Service details
- Additional integrated map layers & views
User Portal & Mobile Submissions

- Service Request Categories
- Detailed SR information within the screen
- “Pizza Tracking” throughout the SR submission
- Ability to add multiple photos
- Service Notifications
User Portal & Mobile Submissions

- Service Request Categories
- Detailed SR information within the screen
- “Pizza Tracking” throughout the SR submission
- Ability to add multiple photos
User Portal & Mobile Submissions

1. Logging In

Forgot Your Password
KEY TAKEAWAYS

- Current 311 is heavily customized solution that requires extensive testing and prohibitive cost for minor/major changes
- 311 Capsule is being used by 3 other jurisdictions, DC will benefit from any enhancements with the other jurisdictions
- Access to the full offering of 311 Capsule features, support and 3 annual releases. Enhancements based on customer feedback. Upcoming releases will include features such as:
  - ChatBot Summer/Winter 2019 – Artificial Intelligence (AI) driven user interaction to select, submit and receive status updates on Service Requests; capture contact details; and provide answers for basic questions
  - LiveMessage Winter 2019 - Salesforce feature to consolidate communication across multiple messaging apps, configured to support SMS and Facebook Messenger. Users can submit and receive status updates on Service Requests. Save chat transcripts to the SR record.
- Department app will allow user agencies to update/modify/close cases from the field
- Enhanced user interaction that provides more visibility to open and closed cases
- More intuitive to create a better end-user experience
- Visibility for customers through the life cycle of the service request
- Streamlines service request creation and management
- Data-driven analytics and decision-making tools (dashboards, maps)
Capsule Migration Delay

- Detailed SR Status details should only be visible for logged in user and only on their SRs
- ESRI Search not populating Common place locations, intersections, and block addresses
- Bulk Calendar – Auto date selection for internal and external users
- Internal Comments Fields in Console to be deactivated/removed
- Ability to add/view images, hyperlinks and use Rich text formatting to font in Service Request Description section
- SR attachments counter (Counts number of attachments on SR)
- Ability to restrict users from submitting block address when submitting Bulk requests
- Ability to (case) dispute a service request on the service request status page, via email and via surveys stepped SLAs for service requests
- Location validation API integrators (3rd party post request)
- Transaction reporting
FAQs

- Train the Trainer for DC Stakeholders and partnering agencies will start the week of April 7\textsuperscript{th}, Erick Hines and Yasmin Brown will be reaching out to the POCs
- License count for each agency will match what is available to your agency today
- Data migration will include all closed cases for 3 years and any open cases
- 311 System integration to agency systems – there should be no changes expected by user agencies, OUC will reach out to technical POCs for validation
- 311 Score card is available for your review and feedback (please open in Chrome, Firefox or Edge) \url{http://testapps02.dcgis.in.dc.gov/datacards/311}
- System migration date – is tentatively pushed out to mid-May. OUC will provide more specific dates based on internal system acceptance testing by this Friday

Any additional questions please e-mail \texttt{yasmin.brown@dc.gov}