Tangible Result: **IX.Customer Driven Service**

Champion: CONRAD/BRENNAN **Submitted:** 09/16/11 **Data for:** 4th Qtr 2010-2011

Current Overall Rating of This Result:

Fair

City staff are managing the current workload well but there are ample opportunities to improve quality, cost and efficiency. We were laboring first to develop reporting procedures that will enable us to identify trends. The recent focus has been on the re

PRIORITIES & Status

1. Improved evaluation/measurement of code/nuisance enforcement activity
Evaluate measurement methods

2. Centralize records request activites
Records requests are processed city-wide. Additional recordkeeping work will likely force City Clerk to delegate more tasks.

3. Plan to assess CS quality through survey component
Assess available metrics with comparison data, select those applicable to tangible results, review with management, plan to implement

4. Analyze utility data for online service impact
Starting after online payment begins

ADMINISTRATIVE PRIORITIES

1. Data focused heavily on workload. For more value from this exercise, we need more data related to the efficiency and quality of our customer service activities.

2. At the start, discussed smaller data items "rolling-up" into broader indeces. What is our plan for this? EX: Instead of reporting violations and nuisance, we report on complaints in general.

Measures (with desired trend and ultimate goal / benchmark)

Measure	Desired Trend	Historical Average
Workload Indicators		
Records Requests	DECREASE ▼	
Council Inquiries*	DECREASE ▼	
Code Violations	DECREASE ▼	
Reported Nuisances	DECREASE ▼	
SF Residential Permits	INCREASE ▲	

Measure	Desired Trend	Benchmark	Goal
Timeliness Index			
Records Requests	INCREASE TO FLAT	100%	100%
Council Inquiries*	INCREASE TO FLAT	70%	100%
Code Violations	INCREASE TO FLAT	N/A	100%
Reported Nuisances	INCREASE TO FLAT	N/A	100%
SF Residential Permits	INCREASE TO FLAT	N/A	100%

Current State (should be Descriptive and\or A3Visual) for each measure

Measure	4QTR	Trend	Progress	Rating/Comment	Red	Yell	Green
Workload Indicators							
Records Requests	903	INCREASE ▲	N/A	Recently added PD and Court data - no comparisons available			G
Council Inquiries*	26	DECREASE ▼	Y				G
Code Violations	NO DATA			Change in staff resulted in no data collection			
Reported Nuisances	945	INCREASE ▲	N	Nuisance violations increase over summer; compared to same pd last yr, complaints up 6%			
SF Residential Pern	11	FLAT	N	INSIGNIFICANT CHANGE - Seasonal pattern			G
Timeliness Index							
Records Requests	100%	FLAT	Y	Normal Operation			G
Council Inquiries*	46%	DECREASE ▼	N	Work load		Y	
Code Violations	0%	no data	N	Change in staff resulted in no data collection			

Implementation Plan (Green=Task On Time/Ahead - Yellow=Task Running Behind - Red=Task Late - X=Milestone Date)

#	Leader	Tasks	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec
			Milestone Dates											
2	GC & DEPTS	FEB - determine workload overflow, develop submission procedure, additional steps as necessary. DevelMAR - Begin collecting city-wide data. JUN - Determine next steps		X	X			X						
3	GC-NB	APR- Review metrics available with comparison data, select those applicable to City goals and tangible results. Write RFQ-MAY, post/select vendor JUNE, distribute survey by SEPT				X	X	X			X			
4	GC-NB	APR - Online Pay soft launch, MAY - Promote online payments, Review data for impact AUG				X	X			X				
1	GC-NB	JUN - Evaluate measurement methods, determine next steps (recent personnel changes in Inspections)						X						

Recent Progress

1	**Modified Inspections/Planning division reporting procedures to include code enforcement workload and efficiency data**