

City of Stamford Citizen Services

FY 2018-19 Budget Presentation





Department Introduction

Mission: To provide superior service to residents by ensuring all requests for service/inquiries are handled competently, courteously and efficiently. To track all requests for services/inquiries/complaints, assign them to the appropriate department and follow through to completion. To provide data and reports to inform management as to the department performance.

Critical & Mandated Programs Services	<ul style="list-style-type: none">▪ Record all incoming requests for service, information and complaints; assign/route to appropriate department.▪ Communicate status to resident.
Basic Services Quality of Life Programs	<ul style="list-style-type: none">▪ Zoning enforcement, building, health and fire code issues.
Other Services	<ul style="list-style-type: none">▪ Provide reporting to departments as to service quality, timeliness, etc.▪ Oversee communications to citizens via citizens services software, website, social media.



Department Staffing

- **Currently staff report directly to the Director of Operations**
- **Seeking CRM Expertise to review, recommend improvements and recommend steps to reorganize this department**
- **(2) Special Assistant the Mayor to work on process improvement and redesign**
- **(1) Seasonal worker has been brought in to clean up the CS database and to assist in the entering of requests for service**
- **2 Call Center Agents**

2017 Citizen Services Requests

As captured by current system

Department/Type	Requests	%
Highways	5094	36.07%
Cahier & Permitting (Parking Ticket Appeals, Citations)	4725	33.46%
Transportation, Traffic, & Parking	1526	10.81%
Parks Maintenance (Trees)	878	6.22%
Solid Waste (Garbage & Recycling)	597	4.23%
Land Use (Zoning Violation)	323	2.29%
Anti-Blight	229	1.62%
Storm Water Management	207	1.47%
Health and Housing	152	1.08%
Building Department	96	0.68%
Engineering Investigation	79	0.56%
Town Clerk (37 Mailbox Repair)	38	0.27%
Technical Support & Public Affairs	31	0.22%
City Facility Maintenance	22	0.16%
Sanitary Sewer Complaint (WPCA)	19	0.13%
Transit Commission (Bus Shelters)	16	0.11%
Graffiti	16	0.11%
Wetlands Investigation	12	0.08%
School Facilities Maintenance	11	0.08%
Animal Control	10	0.07%
Disability Services	8	0.06%
State of Connecticut Investigation	7	0.05%
Informational Call - Do Not Use	7	0.05%
Mayor's Request	6	0.04%
Non-City	4	0.03%
Senior Services	2	0.01%
Environmental Protection	2	0.01%
Fire	2	0.01%
Veteran's Services	1	0.01%
Tax Assessor	1	0.01%
Legal	1	0.01%
Total	14122	100%



Department Challenges

- **Performance Barriers**
 - Inaccurate or incomplete communication to Citizens after service requests are entered
 - Currently limited (no) visibility into recurring patterns or geographical distribution. No detail management reporting (i.e. productivity and operational efficiency)

- **No Automated Work Order System**
 - Incomplete data; not all requests are entered into the system
 - Lack of training. City managers and staff do not understand how to use the system and how it communicates to the Citizen
 - Limited accountability for Citizen requests
 - No notification to managers of incomplete work



Goals – Process Improvement and Service Delivery Model

- Create a structured system that accurately captures and tracks all citizen requests
- Centralize the depository of all citizen requests
- Institute a “citizen friendly” web and mobile “app” interface to facilitate the input of service requests
- Route citizen requests to a robust workflow system
- Enable service department, management, and citizens to track requests.
- Create accountability through the collection and reporting of data and results
- Accurately communicate status of workflow to citizens
- Improve and enable department accountability of requests
 - Written policies and procedures
 - Institution of SLA’s (Service Level Agreements for response time)
 - Detailed monthly management reports and tracking
- Public transparency about response times and open requests