Customer Service Update

Public Works Commission Meeting

June 13, 2019

Presented by

Michael Hensley
Presentation Objectives

• Contacting Public Works

• Measuring Performance

• Improving Results
Over the Phone

Total Calls: 8,889
Calls Answered (%): 8,699 (97.9%)
Time to Answer: 9 seconds
Average Talk Time: 1 minute 25 seconds
Calls Abandoned (%): 152 (1.7%)
Average Abandoned Time: 1 minute 12 seconds

Data from (1/1/19-4/30/19)
Contacting Public Works

Data from (1/1/19-4/30/19)
## Call Types

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Solid Waste Residential</td>
<td>1,445</td>
<td>16.6%</td>
</tr>
<tr>
<td>Parking Permits</td>
<td>1,307</td>
<td>15.0%</td>
</tr>
<tr>
<td>Other</td>
<td>1,167</td>
<td>13.4%</td>
</tr>
<tr>
<td>Water</td>
<td>867</td>
<td>10.0%</td>
</tr>
<tr>
<td>Parking Structures</td>
<td>536</td>
<td>6.2%</td>
</tr>
<tr>
<td>Solid Waste-Commercial</td>
<td>499</td>
<td>5.7%</td>
</tr>
<tr>
<td>Valet Permits</td>
<td>467</td>
<td>5.4%</td>
</tr>
<tr>
<td>Roll-Off Bin Service</td>
<td>442</td>
<td>5.1%</td>
</tr>
<tr>
<td>Building and Safety</td>
<td>350</td>
<td>4.0%</td>
</tr>
<tr>
<td>Trees</td>
<td>254</td>
<td>2.9%</td>
</tr>
<tr>
<td>Utility Billing</td>
<td>244</td>
<td>2.8%</td>
</tr>
<tr>
<td>No Resolution</td>
<td>242</td>
<td>2.8%</td>
</tr>
<tr>
<td>Parking Meters</td>
<td>200</td>
<td>2.3%</td>
</tr>
<tr>
<td>Street Maintenance</td>
<td>184</td>
<td>2.1%</td>
</tr>
<tr>
<td>Wastewater</td>
<td>150</td>
<td>1.7%</td>
</tr>
<tr>
<td>Citations</td>
<td>142</td>
<td>1.6%</td>
</tr>
<tr>
<td>Street Lights and Traffic Signals</td>
<td>141</td>
<td>1.6%</td>
</tr>
<tr>
<td>Major Projects</td>
<td>43</td>
<td>0.5%</td>
</tr>
<tr>
<td>Park Maintenance</td>
<td>19</td>
<td>0.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>8,699</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

*Data from (1/1/19-4/30/19)*
Contacting Public Works

Email: AskPW@beverlyhills.org

Total Emails: 3,007

Email Types

• Facilities maintenance requests
• Tenant requests
• Traffic Signal/Street light issues-BHPD
• Follow-up with residents

Data from (1/1/19-4/30/19)
Contacting Public Works
Online/Mobile: AskBev Application

Select a topic

- Animals
- Bidding and Vendor Information
- Building Inspections and Permits
- Business Information
- Cable TV
- City Council
- Code Enforcement
- Communications/Public Affairs
- Development and Capital Improvement Projects
- Emergency Preparedness
- Employment
- Events and attractions
- Filming and Special Events Permits
- Fire Department
- Garbage and waste collections
- General Plan
- Library
- Neighborhood Services
- Ombudsman
- Other
- Parking
- Parking Tickets
- Parks Maintenance
- Permits
- Plan Check Appointment
- Planning and Zoning
- Police Department
- Public Records
- Purple Line Extension (Metro)
- Recreation and Parks
- Renters Issues
- Social Services
- Streets, sidewalks and lights
- Subpoenas
- Taxi
- Team Beverly Hills
- Traffic and Transportation
- Trees
- Utilities
- Water
- Website

Welcome to Ask Bev, an easy way to send your questions, complaints and compliments directly to the City staff person who can help you.

If you are a returning user, please log in. If you are new to Ask Bev, please provide contact information in Step 2 so we can communicate with you about your request. You are able to send a message without providing contact information, but you will not receive a reply. Unless you register and enter contact information, we have no way of contacting you.

City of Beverly Hills
455 N. Rexford Dr.
Beverly Hills, CA 90210
(310) 285-1000

Data from (1/1/19-4/30/19)
Contacting Public Works

AskBev

- 122 cases
- 112 or 91.8% resolved

Examples

- Garbage collections
- Potholes, uneven pavement
- Street lights/traffic signals out
- Crosswalk button issues
- Monthly parking permits
Inquiries vs. Service Requests

General Inquires

• Hours of Operation
• Directions
• Parking Facilities-locations, rates

Service Requests

• Entered into Infor Asset Management System
  – 3,281 service requests
  – 3,204 (97.7%) closed (as of May 2019)

Data from (1/1/19-4/30/19)
## Service Requests

### Top Ten Service Request Types (Without Facilities Maintenance Requests)

<table>
<thead>
<tr>
<th>Service Request Type</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bulky Item Pickup</td>
<td>281</td>
</tr>
<tr>
<td>Container Request</td>
<td>259</td>
</tr>
<tr>
<td>Street Light Out</td>
<td>101</td>
</tr>
<tr>
<td>Alley Complaints</td>
<td>80</td>
</tr>
<tr>
<td>Graffiti Removal</td>
<td>56</td>
</tr>
<tr>
<td>No Pickup - Mixed Waste Only</td>
<td>53</td>
</tr>
<tr>
<td>Non-Emergency Water Turn-on / offs</td>
<td>44</td>
</tr>
<tr>
<td>Leaks</td>
<td>40</td>
</tr>
<tr>
<td>Container Placement</td>
<td>31</td>
</tr>
<tr>
<td>Pothole</td>
<td>29</td>
</tr>
</tbody>
</table>

*Data from (1/1/19-4/30/19)*
## Service Requests

**Top Ten Service Request Types (Includes Facilities Maintenance Requests)**

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<td>Container Request</td>
<td>259</td>
</tr>
<tr>
<td>Pickup, Moving &amp; Delivery (Facilities)</td>
<td>259</td>
</tr>
<tr>
<td>Setup and Breakdown (Facilities)</td>
<td>184</td>
</tr>
<tr>
<td>Lock &amp; Key / Doors &amp; Hardware (Facilities)</td>
<td>179</td>
</tr>
<tr>
<td>Office Related Request (Facilities)</td>
<td>169</td>
</tr>
<tr>
<td>Lighting Repair Request (Facilities)</td>
<td>164</td>
</tr>
<tr>
<td>Plumbing Issue (Facilities)</td>
<td>137</td>
</tr>
<tr>
<td>Janitorial / Cleaning Request (Facilities)</td>
<td>122</td>
</tr>
<tr>
<td>Building Repair Request (Facilities)</td>
<td>111</td>
</tr>
</tbody>
</table>

Data from (1/1/19-4/30/19)
Measuring Performance

Transferred Calls Metric
• Target: 90% of calls handled on first point of contact
• Result: 73.3%

Reasons for Transfer
• Technical question
• Wrong department
• Request transfer to particular staff

Data from (1/1/19-4/30/19)
Customer Satisfaction Survey

• Survey launched in January 2018

• 62 Surveys Completed
  – As of May 14, 2019

• Target: 95% satisfaction rating
  – Result: 91.2%

Data from (1/1/19-4/30/19)
How did you contact Public works?

- **Email, 45.16%**
- **Online (AskBev), 6.45%**
- **Phone, 45.16%**
- **In-Person, 3.23%**
Contacting Public works was easy.

- Strongly Agree, 67.74%
- Agree, 25.81%
- Disagree, 3.23%
- Strongly Disagree, 3.23%
Please select the area related to your service request.
Which type of customer do you identify as?

- Resident, 56.45%
- City staff, 25.81%
- Business, 8.06%
- Visitor, 3.23%
- Other (please specify), 6.45%
The employee(s) who responded treated me with respect.
The employee(s) who responded provided information in a timely manner.
The employee(s) who responded provided quality service.
The employee(s) who responded resolved my issue on the first call/contact.
Improving Results

Information Sharing
• Noticing
• Backbone newsletter
• Field brochures
• Community events
• Social media
• Intra and Interdepartmental communication

Leverage Technology
• Website enhancements-resident address search function
• AskBev functionality- revising service request types
• Infor Implementation
• CitySmart- Permits
Customer Service Update

Contacting Us

Email: AskPW@beverlyhills.org

Online and Mobile: AskBev via City website or app

Phone: 310-285-2467

In-Person: In-field staff, Earth Day, Public Works Day, community meetings