Customer Service Update

Public Works Commission Meeting

June 13, 2019

Presented by

Michael Hensley

Customer Service Update

Presentation Objectives

- Contacting Public Works
- Measuring Performance
- Improving Results

Contacting Public Works

Over the Phone

Total Calls: 8,889

Calls Answered (%): 8,699 (97.9%)

Time to Answer: 9 seconds

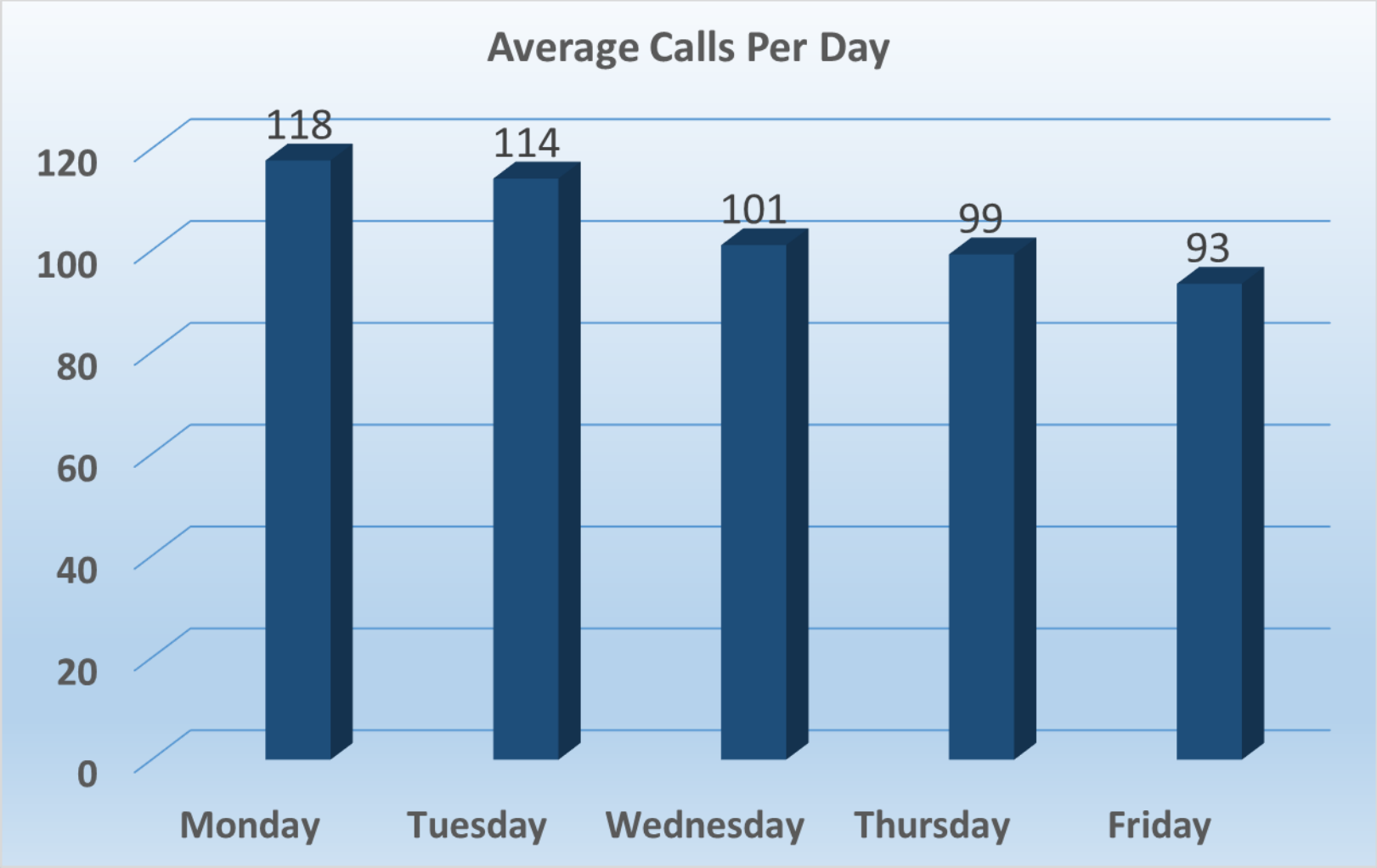
Average Talk Time: 1 minute 25 seconds

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

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

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

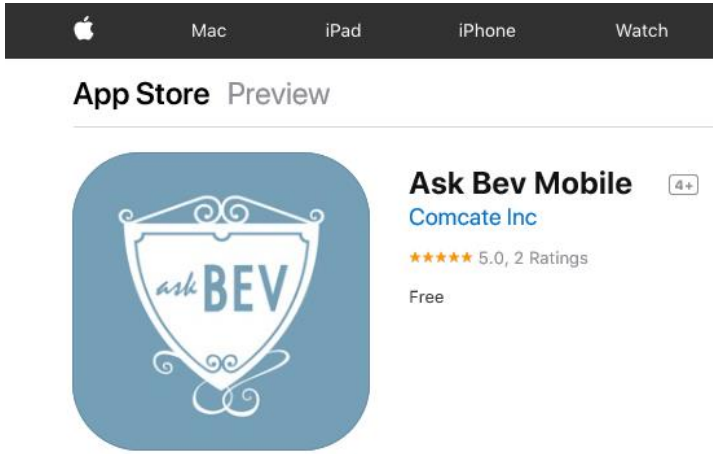
Select a topic

- 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)

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

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

Service Requests

Top Ten Service Request Types (Includes Facilities Maintenance Requests)

Service Request Type	Frequency
Bulky Item Pickup	281
Container Request	259
Pickup, Moving & Delivery (Facilities)	259
Setup and Breakdown (Facilities)	184
Lock & Key / Doors & Hardware (Facilities)	179
Office Related Request (Facilities)	169
Lighting Repair Request (Facilities)	164
Plumbing Issue (Facilities)	137
Janitorial / Cleaning Request (Facilities)	122
Building Repair Request (Facilities)	111

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)

Measuring Performance

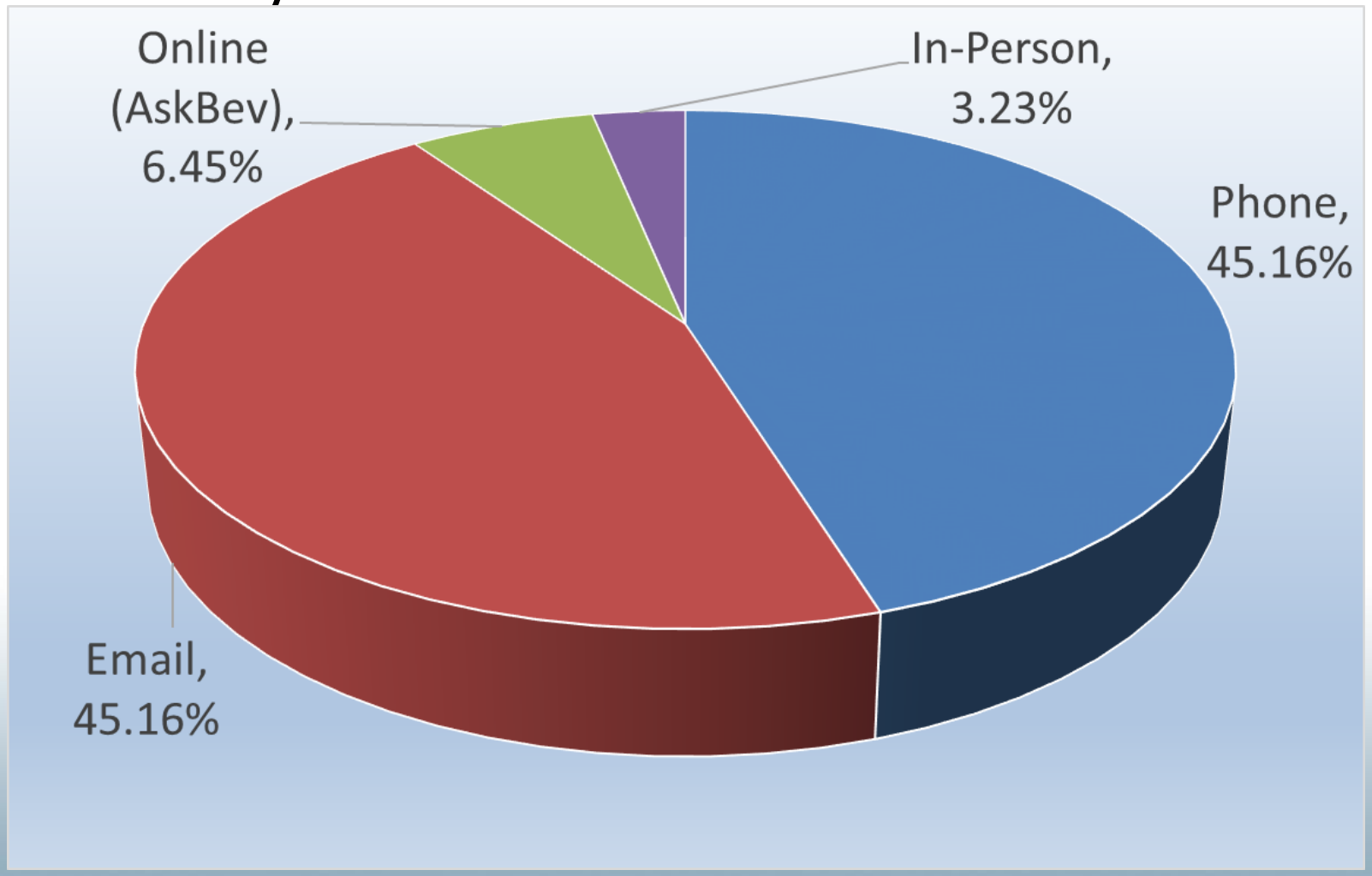
Customer Satisfaction Survey

- 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)

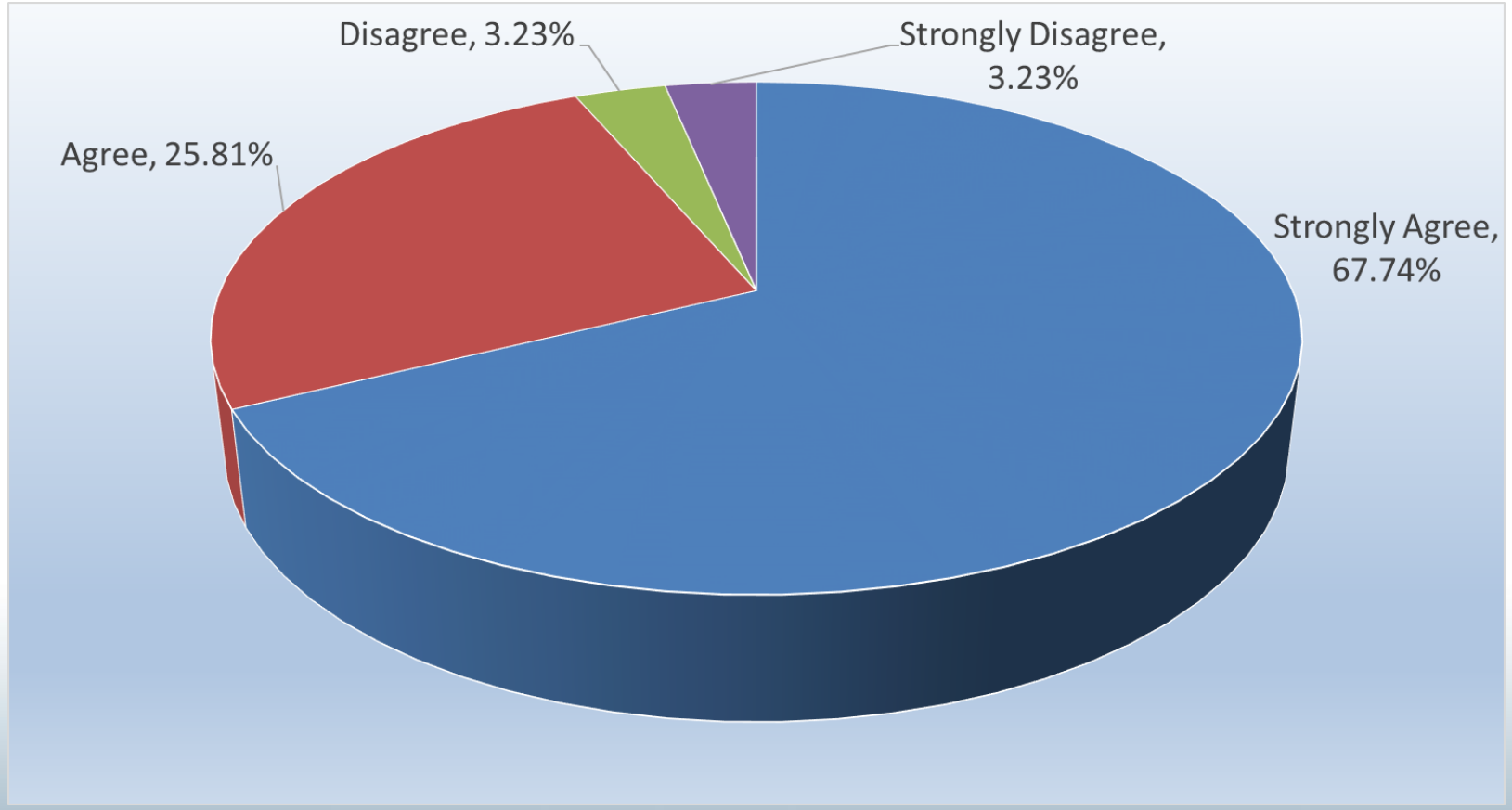
Customer Satisfaction Survey

How did you contact Public works?



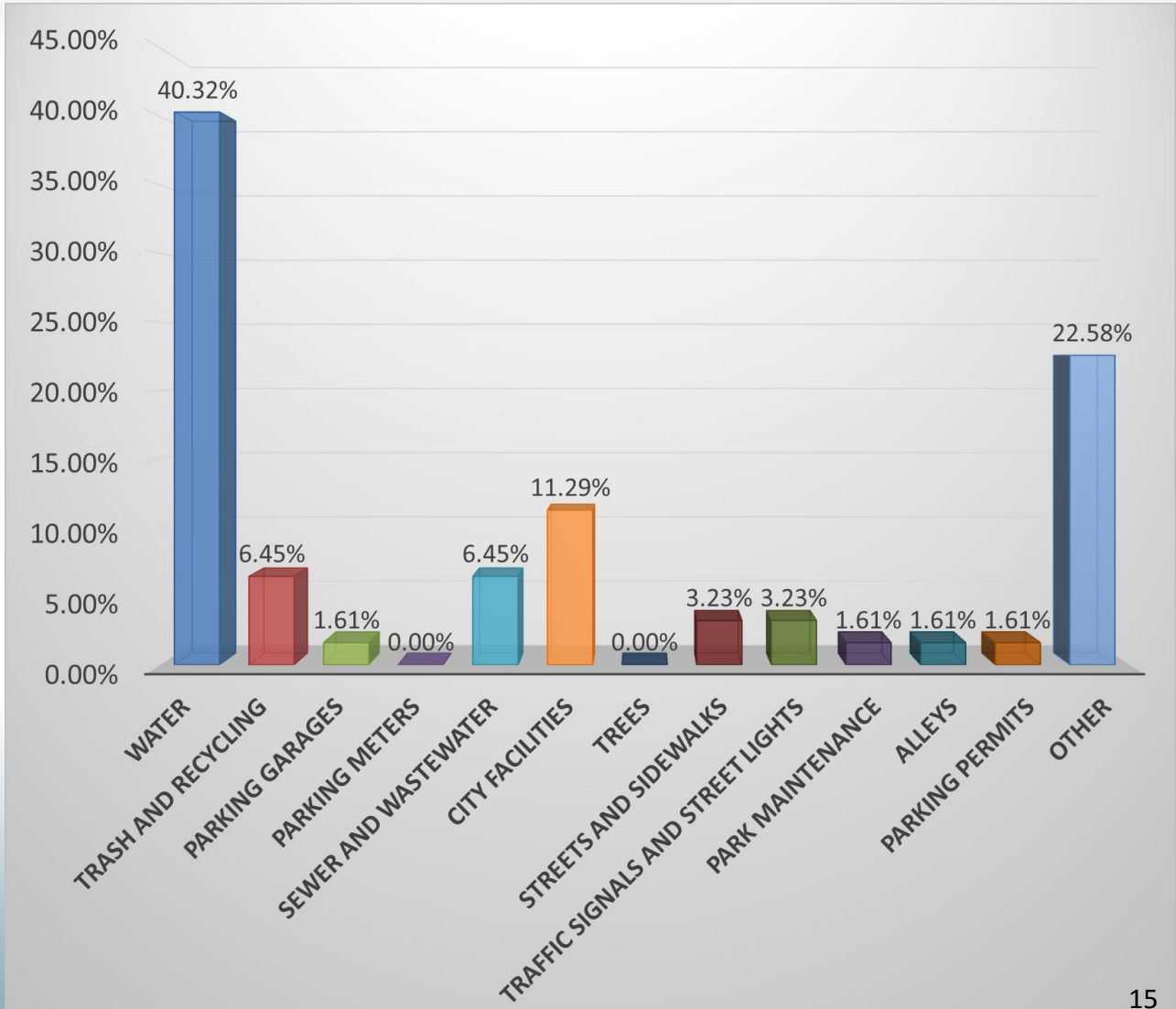
Customer Satisfaction Survey

Contacting Public works was easy.



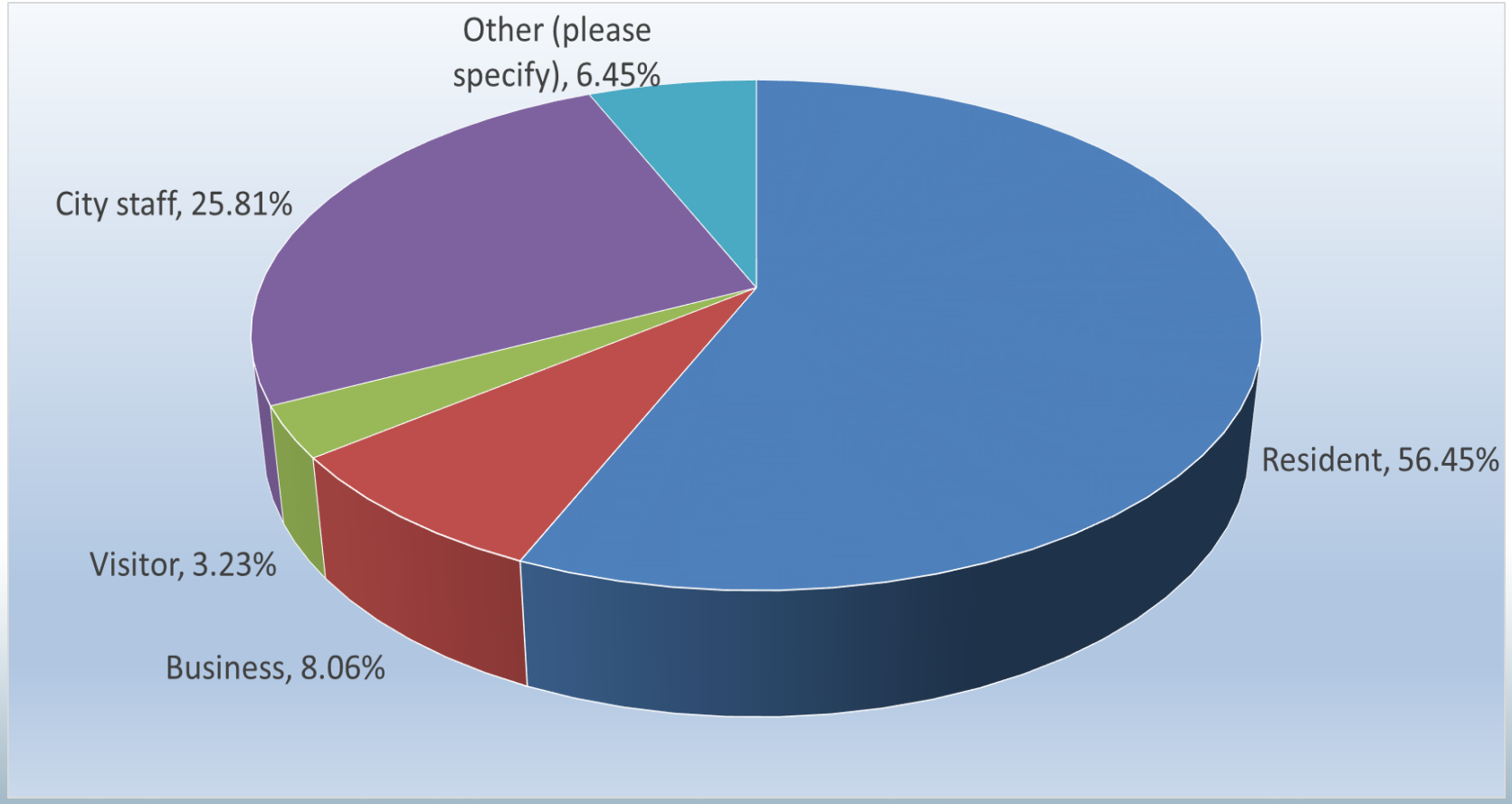
Customer Satisfaction Survey

Please select the area related to your service request.



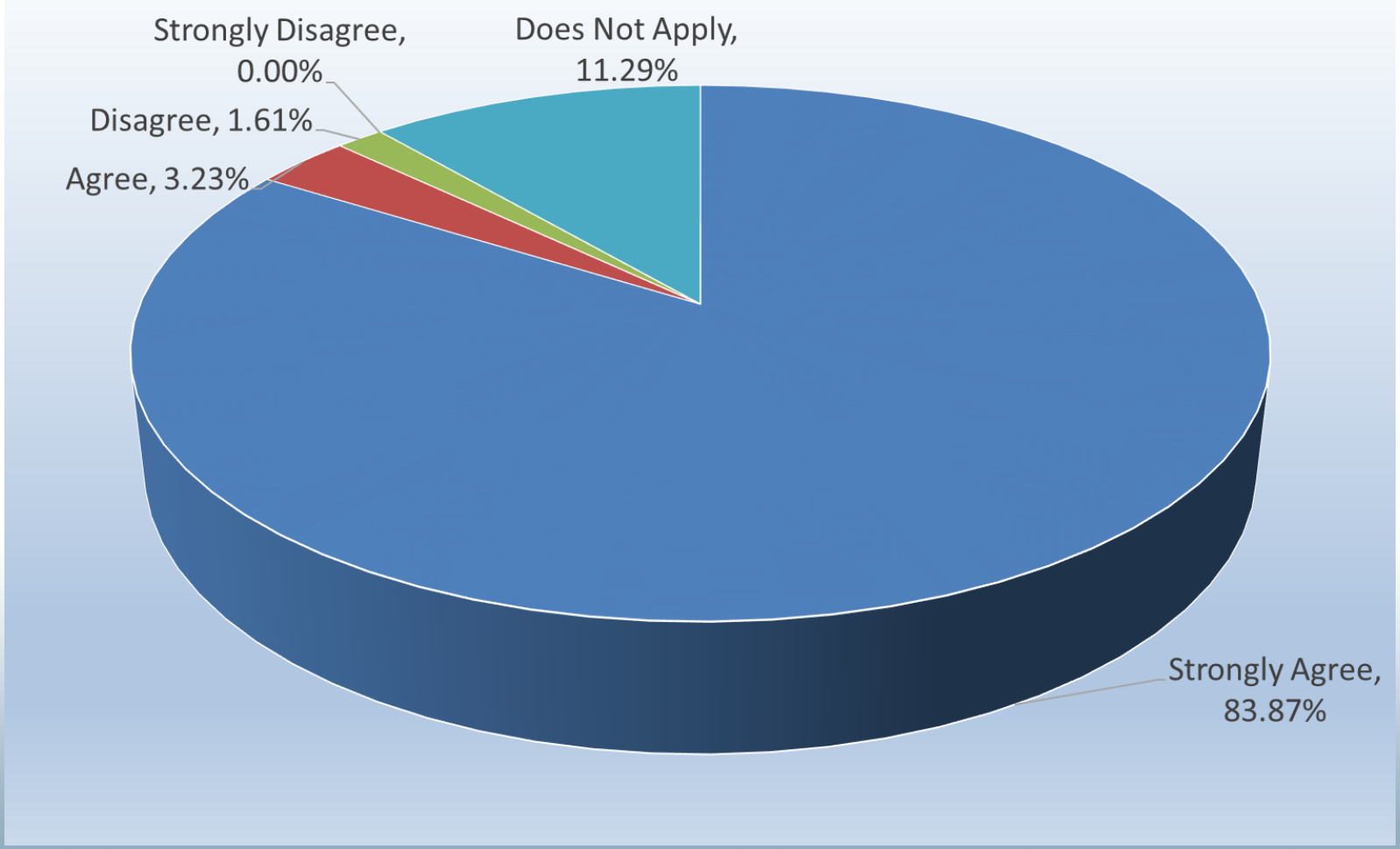
Customer Satisfaction Survey

Which type of customer do you identify as?



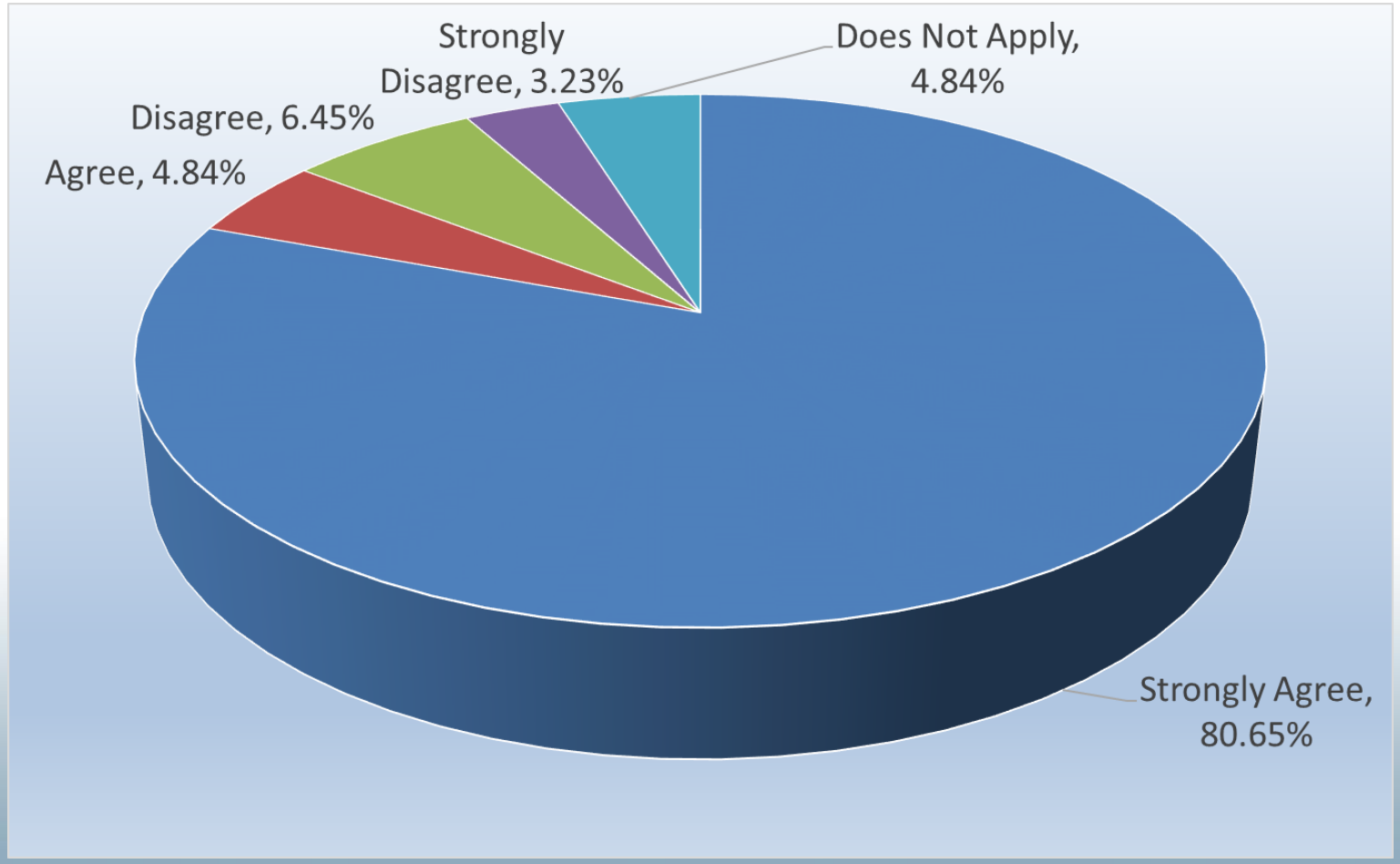
Customer Satisfaction Survey

The employee(s) who responded treated me with respect.



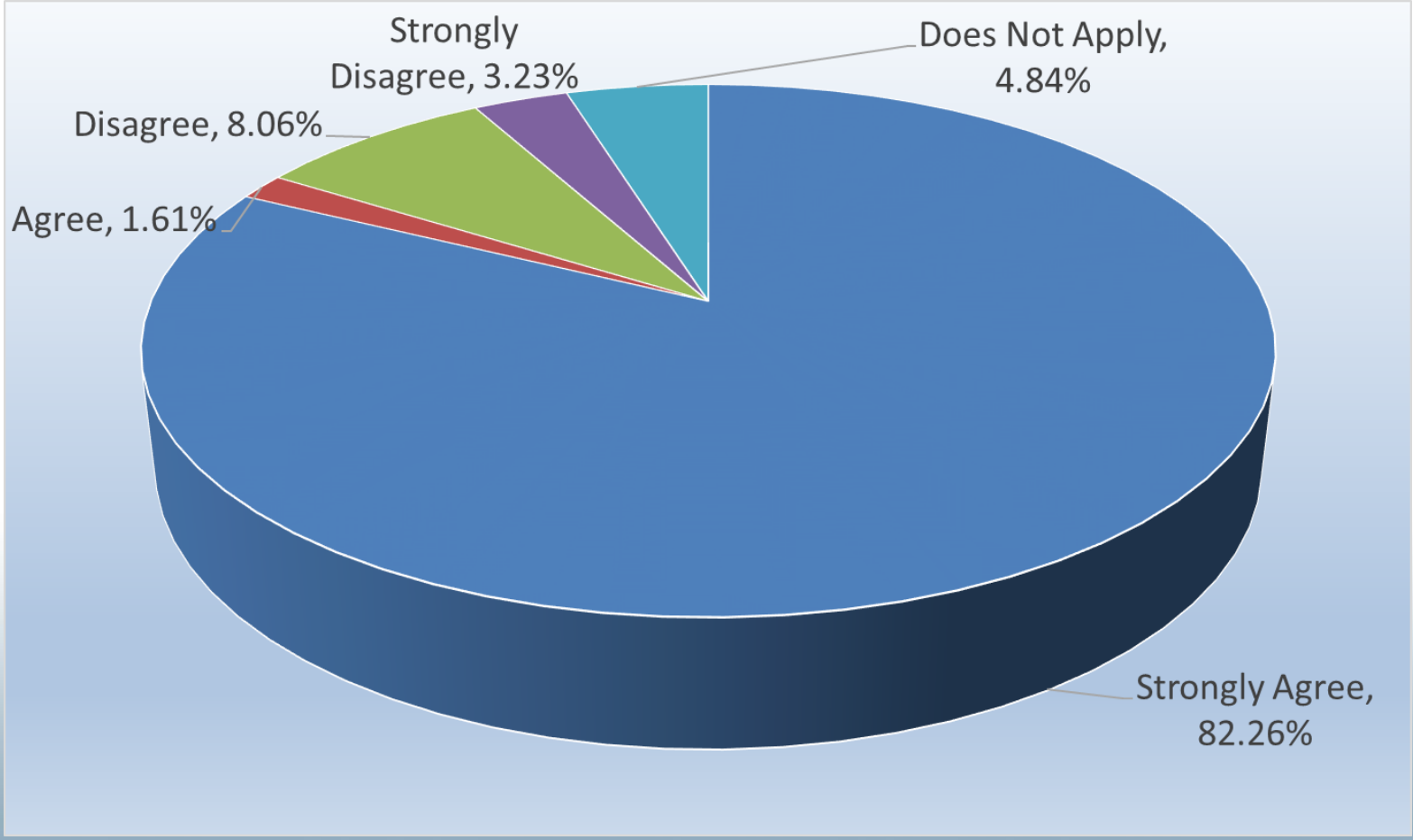
Customer Satisfaction Survey

The employee(s) who responded provided information in a timely manner.



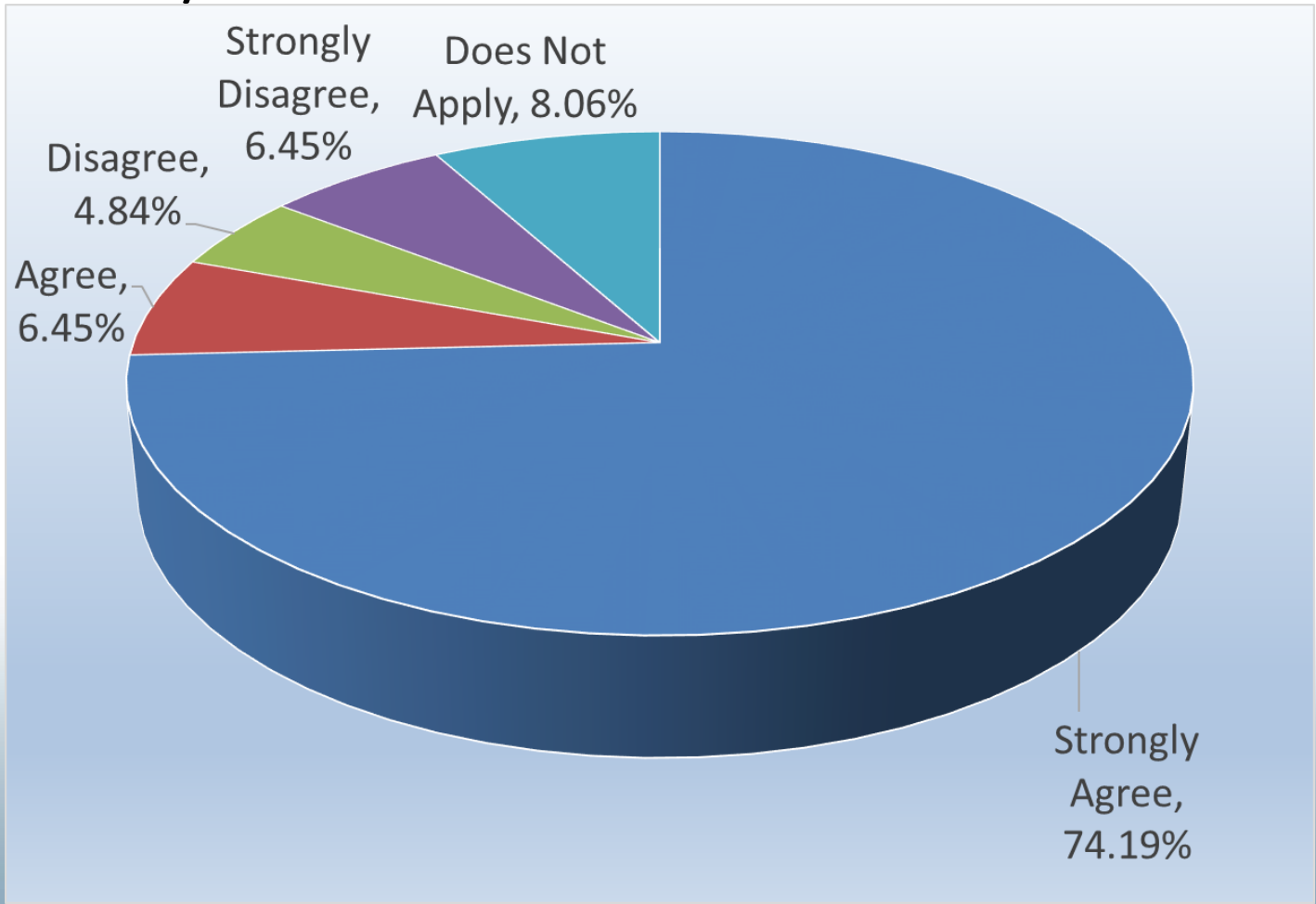
Customer Satisfaction Survey

The employee(s) who responded provided quality service.



Customer Satisfaction Survey

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