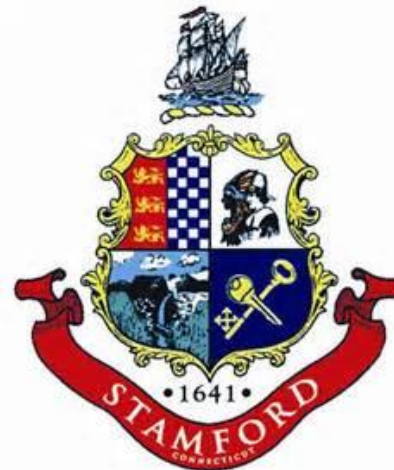


**City of Stamford**  
**Citizens Services Center**  
**Supervisor Frank M. Fedeli**

**FY 2017-18 Budget Presentation**  
**Fiscal Committee**  
**Board of Representatives**  
**March 22, 2017**





# Services Provided

*(to citizens / to departments)*

Program (s)	Services Provided (include Volume - if applicable)
Critical & Mandated Programs Services	Records, assigns and tracks to completion citizen requests for all municipal services
Basic Services Quality of Life Programs	All service requests are quality of life particularly, zoning, parking and building and health code requests.
Other Services	On-line service to request a parking ticket appeal, a new feature. Received some funding for part-time veteran's services specialist - \$11,000 reduced from \$21,000 request



# ***Other Department Resources***

***Resources that supplement department staff  
(i.e.: consultants, outside firms, etc.)***

	<i>Function</i>	<i>Title</i>	<i>Role - Responsibility</i>
	None		



# ***2016-17 Highlights***

## ***What are the most significant accomplishments made & challenges faced by the department in the last FY?***

- Upgrading and improving our software system to make it easier to use for residents and field users
- Completing the service request experience by adding improved e-mail and letter responses to all users of the Citizens Services Center
- Parking ticket appeals
- Parking ticket appeals have eliminated most slower paper appeals and cuts down on window and staff time for our sister department, Cashiering and Permitting



## **Key Program/Department Challenges (exclude staffing level impact)**

- Slow, cumbersome software system

## **Budget Scenarios**

- A budget reduction of any size would make this small staff, two service specialists and one supervisor, unable to function. Our annual budgets have been flat, some increase this year in mailing costs for increased citation enforcement.
- The only significant budget increase in CSC staff occurred last year when senior management took the supervisor's salary from the parking fund and transferred it to this department to increase parking revenue.
- A third service specialist would make staffing during emergencies, snowstorms, hurricanes, windstorms and power outages easier to staff and provide quicker services. I would train this staffer to serve in both the Citizen Services Center and Cashiering and Permitting.



# ***Performance Metrics***

***Using data explain how well your department is performing (i.e. using baseline data, performance standards and or benchmark against other groups or cities).***

***We are just beginning to provide some very basic metrics that show a steady increase of all users of the system - phone, website and e-mail. This year we are on track to input and assign 13,000 service requests and respond and clear at a rate of 95 percent***



## *What are your department goals and plans for 2017-1*

# **2017-2018 Goals**

- Goals - a more nimble system that provide basic metrics to users and residents, such as a service request aging reports and specialized reports to user departments and city boards. Also a system that will track and assign citation violations such as illegal dumping.
- These goals depend on improving or replacing the current four-year-old software system, GovQA.
- Reported shortage of funding for new software
- What new and faster services can be delivered to residents and users
- We are currently consolidating all service request types and their deadlines for easier usage and more efficiency.



# ***Department Changes***

## ***Major changes planned for the department***

- Previously listed, parking ticket appeals, management of citation violations.
- Updating service request types and their deadlines