

# City of Stamford CITIZEN SERVICE CENTER

## FY 2019-20 Fiscal Committee Budget Presentation





# Introduction

**Mission:** The mission of the Citizen's Service Center is to provide a convenient and effective mechanism for receiving and responding to complaints and services and information requests for residents and visitors to Stamford so that requests and complaints are resolved with speed, fairness and courtesy. The department works with the Mayor's Office, Operations and Public Health and Safety to ensure that complaints are addressed in a timely fashion and that citizens are advised when a complaint has been closed. The department also tracks data on the number of complaints, the complaint status, and how quickly the City responds.

Programs	Services Provided
Critical & Mandated	Receive, triage, and assign requests. Monitor, track, report progress, and completion. Train, enhance, and improve access and communication between residents & staff.
	Provide trends, data, reporting to leadership, and results of communication staff.
Other	Identify methods to streamline processes. Establish simple and immediate methods to convey strategic communication across the city.
	Provide innovative and intuitive options for residents to communicate.
	Provide managers honest & objective reflections of their productivity and ways to improve.

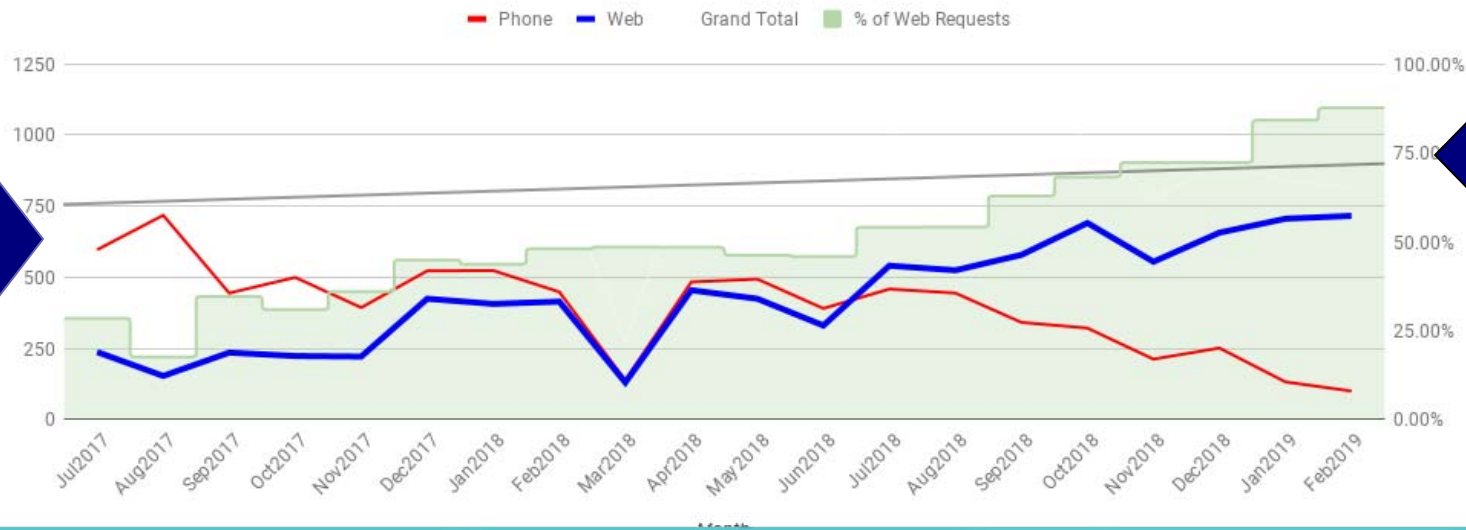


# Department Management

## Key Program/Department Challenges

- Re-Implementation of CRM/ Streamline Processes, Train City Staff, Transform CSC on City Portal, and Increase intuitive use while educating residents.
- All done with **MINOR COSTS!!! Trust & Training! Results Driven!**
- Future technological enhancements for field work could impact continued progresses and expedite responsiveness by receiving request in the field.

Stamford CSC Before & After



**FY 18**  
Request Source  
62% Phone  
38% Web  
  
~300  
Requests  
a month

**FY 19**  
Request Source  
69% Web  
31% Phone  
  
~1100  
Requests  
a month

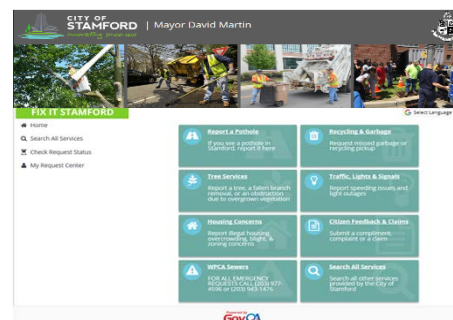
- ↓ Potholes from 10 days to 3 days
- ↓ Street lights from 40 days to 15 days
- ↑ 68% parking enforcement
- ↓ Illegal Dumping from 15 days to 2 days
- ↑ Increase in usage >80% by staff & residents



# Department Management

## Budget Scenarios

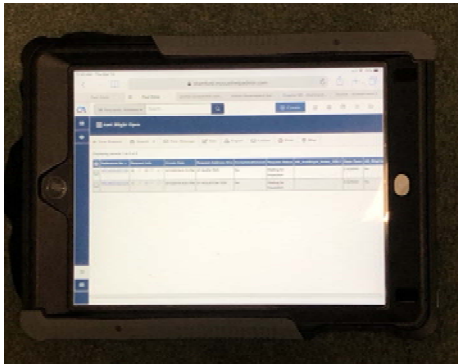
- **What budget line items can you control?** Software purchases; Utilities; Supplies.
- **If additional funding could be realized how would department services be expanded or enriched?** The purchase of a Work Order System will increase our accountability. We can provide accurate costs of services, GPS locations of municipal assets. Enhance scheduled inspections, repairs, and justify costs.
- **In the event of significant budget reductions describe the impact the reduction would have?** A reduction would slow our forward momentum. Without the enhanced communications and feedback from residents, we cannot repair roads; lights; traffic signals; or enforce ordinances. Residents are the eyes and ears of public works. They are critical in enabling departments to plan routes effectively. Their communication creates the ability to stream line processes thereby driving effective and responsible used of municipal funds, equipment, and staff. **Resident feedback = Efficiency + Productivity.**





# This is what is coming

## Major changes planned for the department



Field Inspections  
in system via  
IPADS/IPHONES



On-Demand Reporting  
&  
Dashboards

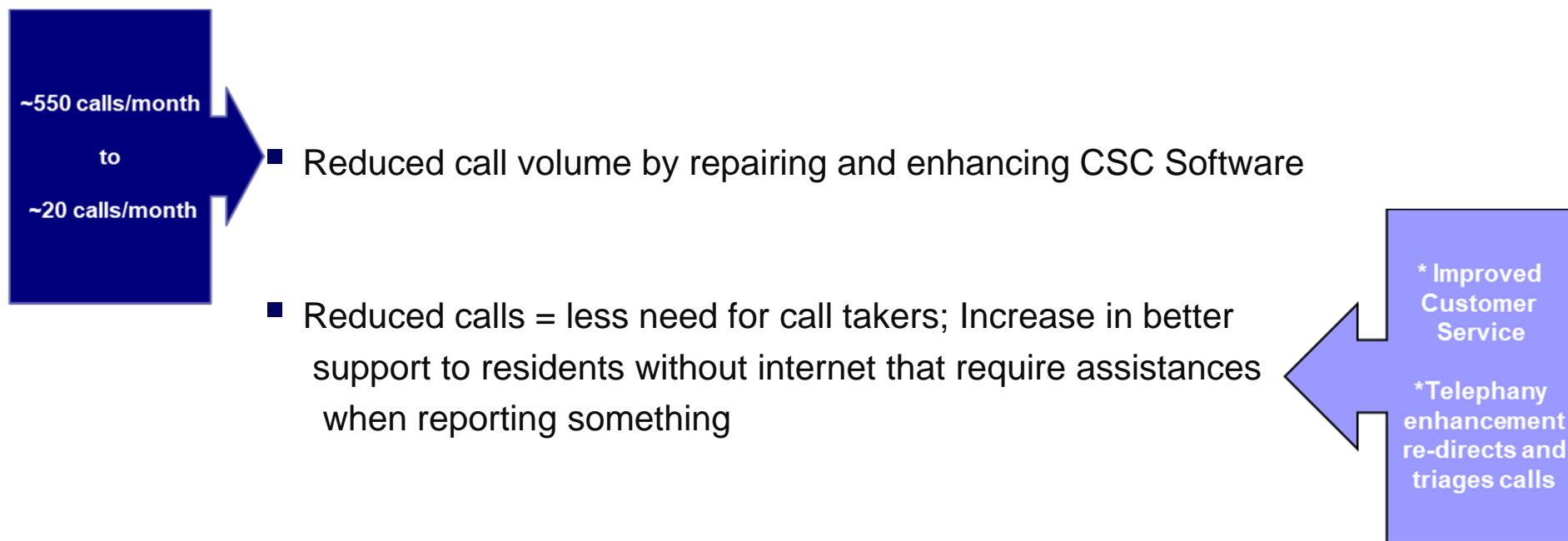


Mobile App



# *This is what is coming*

## *Major changes planned for the department*

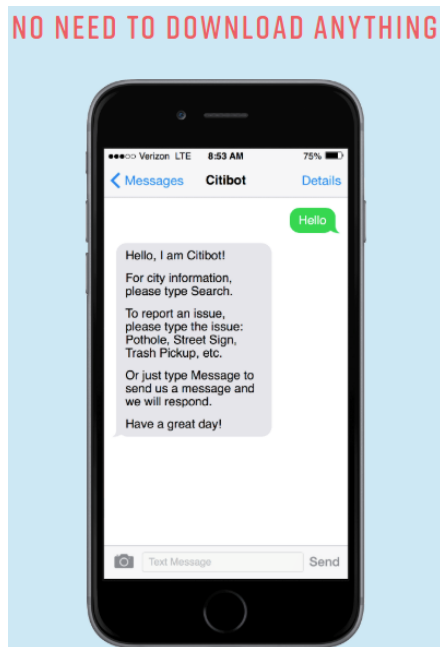




# ***This is what is coming***

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

- CITIBOT: <\$6k
- Payments in Fix It >\$5k



- Citizens: Text or use a messenger app to crowdsource the civic issue!**
- Text an issue; seamless integration
  - CITISEARCH: Ask your government and question;
  - Interactive notifications and alerts

## **Recycling & Garbage Request**

4.43% to 14.5%

Over 471 Toter Requests

\*Potential increase in revenue for addition Toters at \$70/Toter

\*With payments enhancement potential revenue for the last 6 months could have generated >\$32k