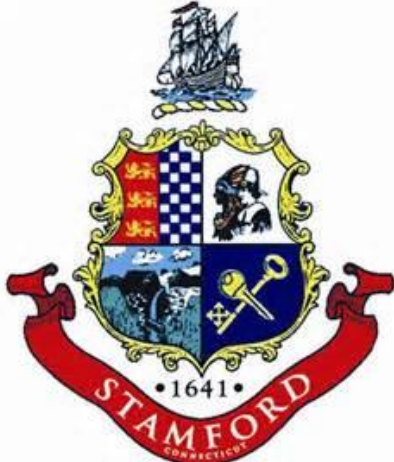


FIX IT STAMFORD

CITIZEN SERVICE CENTER

FY 2020-21 BOR Fiscal Committee Budget Presentation





Introduction

Mission: The mission of the FIXIT Stamford: 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, The Office of 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 managers honest & objective feedback on their productivity. Work diligently with leadership to enhance and increase efficiencies, eliminate delays in progress and increase effective internal and external communication
	Provide trends, identify deficiencies and redundancies. Identify methods to streamline processes.
	Provide innovative and intuitive options for residents to



Department Management

Key Program/Department Challenges

- Include factors that drive program / department costs
 - Antiquated and inefficient software. Resident requests require hours of manual triage in order to ensure deliver to proper departments.
 - Software shortcomings in reporting requires manual export to and in house report building.

- Include factors that might impact productivity
 - The need for mobile devices in the field will help with the loss in productivity
 - Devices that have cellular ability will allow crews to respond immediately when a service is complete
 - Software upgrades that integrate with our software that will enable residents to text or call in service requests 24 hours a day 7 days a week
 - Software upgrade with geo-fencing that enables efficient routes for crews lowering fuel costs and increasing productivity are imperative

Budget Scenarios

- What budget line items can you control
 - Supply and OT

- If additional funding could be realized how would department services be expanded or enriched?
 - Move to add Communication/Reporting software enhancements that enable residents to report concerns without and application or going to our website. Snap and send technology that allows employees the same ease by having the ability to complete work and report in the field.

- In the event of significant budget reductions describe the impact the reduction would have?
 - We would have to eliminate the Citizen Service Representative & move to Artificial Intelligence Reporting



This is what is coming

Major changes planned for the department

- **Include new or improved services (or processes) the department will provide to citizens or to other City departments or personnel**
 - Citi-bot Text to report service request. Snap and send photos of city issue. Interactive notifications and alerts via Smart Bot technology. New Work Order System with dynamic reporting and transparent request progress via public platform. Reports that are comprehensive and available at the touch of a button with no manual manipulation necessary. (SEE EXAMPLES =>)

- **Describe what management is doing or could do to reduce department costs or reduce/eliminate services that are no longer critical**
 - Managing and monitoring trends, spikes and productivity of departments using the data and satisfaction of residents in FIXIT Stamford. Engaging Department Leadership to help them understand data and drops in productivity. Working with Foreman's to understand their impact on residents while working together to streamline processes and identify redundancies that cause delays.

- **What investments, increased spending, or other changes could you make this year that would have a long term positive impact?**
 - **Citibot Technology enhancement: \$14,600.00**
 - **Tablets for road crews: \$11,200.00 & Cellular Plans: \$8680.00**
 - **Continuing Annual Subscription: \$30,000.00 for Software Customer Response Management Tool & Work Order System**

