



Performance Metrics Special Committee - Board of Representatives

Lindsey Miller, Co-Chair and David Watkins, Co-Chair

Committee Report

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Date: Tuesday, February 28, 2017
Time: 7:00 p.m.
Place: Republican Caucus Room, 4th Floor, Government Center, 888 Washington Boulevard

The Performance Metrics Special Committee met as indicated above. In attendance were Co-Chairs Miller and Watkins and Committee Member Reps. Di Costanzo, Ryan and Zelinsky. Also present were Frank Fedeli, Citizens Services Bureau; and Michael Pensiero and Michael Albanese, Information Technology.

Co-Chair Watkins called the meeting to order at 7:05 p.m.

Item No.	Description	Committee Action
1. PM29.007	REVIEW; Status of Citizens Service Bureau's development of data and Performance Metrics based thereon. 10/06/16 – Submitted by Rep. Miller	Report Made

Mr. Watkins explained that the purpose of this meeting is to discuss how the Citizens Services Bureau monitors its handling of complaints, including the data they collect and whether the data can be used to establish metrics to evaluate if the Bureau is being responsive to citizens

Mr. Fedeli showed the committee the screen he reviews of daily requests

- He reviews them for accuracy and to make sure they are routed to the correct department
- Requests come in in a variety of ways:
 - appeals of parking tickets (this is the dominant request); if it appropriate, he closes it, it goes back to staff and they determine if the appeal is granted or not
 - service requests that are phoned in to staff and input by staff
 - requests through the website (he has the option to correct mistakes people may make on these requests)
- One of the problems with the system is that it is complicated to close a request
- If someone has an email address, he will send an email stating that something is closed or how it was resolved; they can also send out a letter response
- Slightly less than half come in by website and half come in by phone, the remaining few come in by email or walk-in; the website is growing
- Requests come in all day, and need to be checked all day

- The data is stored on the website

Committee members discussed the process with Mr. Fedeli as follows:

- Citizens should be informed of how long it will take to resolve a problem
 - They are informed if they phone in
 - It should be included in the description
 - Each service request is geocoded
- There should be a report of the extent to which service requests in different areas are being met
- They can retrieve information on prior complaints through a separate database
- It would help the Citizens Services Bureau and the Administration if there were records of how quickly they respond to certain types of problems
- It would also be helpful to the Board during budget season

Mr. Fedeli distributed the [attached materials](#), which lists the number/type of requests in the past years, beginning August, 2013. This report needs to be generated in-house.

- During the Pavia administration, people called the Mayor's office. This has now changed and calls are now redirected to the Citizens Services Bureau
- This report doesn't give enough information, because it doesn't show how long it took to solve a problem
- The measure of success is what was taken care of during the year
- They would like the report changed to include accurate descriptions, estimated response time and real response time and would like to see this done with the top 10 requests
- Committee members are available to work with them on revising the report

2. PM29.009	REVIEW; Administration's suggestions and recommendations for additional departments/functions to be covered by the Performance Metrics Committee. 10/06/16 – Submitted by Rep. Miller	HELD
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Committee members discussed the continuing need for information from departments defining their service levels and metrics to support their levels.

Co-Chair Watkins adjourned the meeting at 8:30 p.m.

Respectfully submitted,
David Watkins, Co-Chair

This meeting is on [video](#).