

PhillyStat Outcomes

Mayor's Goal 5: Our Government Works Efficiently and Effectively, with Integrity and Responsiveness



Goal 5: Vision

- **Our vision for Goal 5 is that the City delivers services to residents efficiently and effectively, our employees are responsive to the needs of our residents and to each other, and our work is accomplished with a high level of integrity.**



Goal 5: What Are the Outcomes?

- **Outcome 1: Our Government Is Responsive**
- **Outcome 2: Our Government Is Effective and Efficient**
- **Outcome 3: Our Government Operates with Integrity**



Goal 5: What Will We Accomplish?

Our Government Is Responsive

- **Project 1. Reduce Time to Hire for the Civil Service**
 - Owned by the Managing Director's Office
- **Project 2. Improve Customer Service Citywide**
 - Owned by the Managing Director's Office



Goal 5: What Will We Accomplish?

Our Government is Efficient and Effective

- **Project 3. Improve Revenue Collection**
 - Owned by the Office of the Director of Finance

- **Project 4. Improve Contracting Citywide**
 - Owned jointly by the Office of the Director of Finance and the Managing Director's Office



Goal 5: What Will We Accomplish?

Our Government is Efficient and Effective

- **Project 5. Improve Capital Projects**
 - Owned by the Managing Director's Office

- **Project 6. Investing in Our People**
 - Jointly owned by the Office of the Director of Finance and the Office of Human Resources



Goal 5: What Will We Accomplish?

Our Government Operates with Integrity

- **Project 7. Fix the Property Assessment System**
 - Owned by the Office of the Director of Finance
- **Project 8. Improve Property Disposition**
 - Owned by the Managing Director's Office

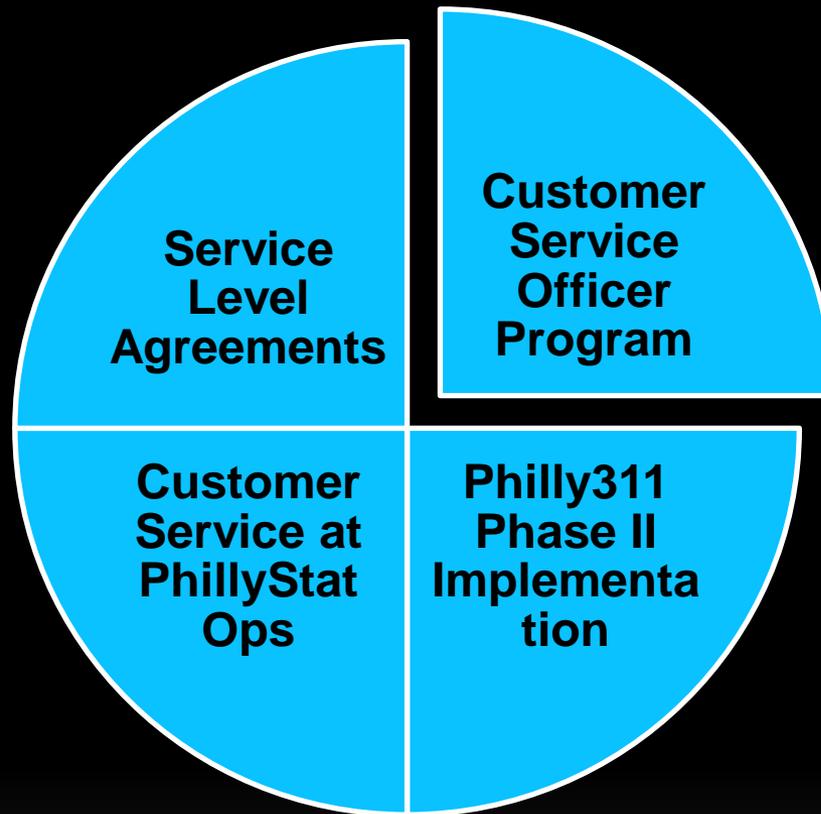




Improving Customer Service Citywide

**Mayor's Goal 5:
Philadelphia Works
Efficiently And
Effectively, With
Integrity And
Responsiveness**

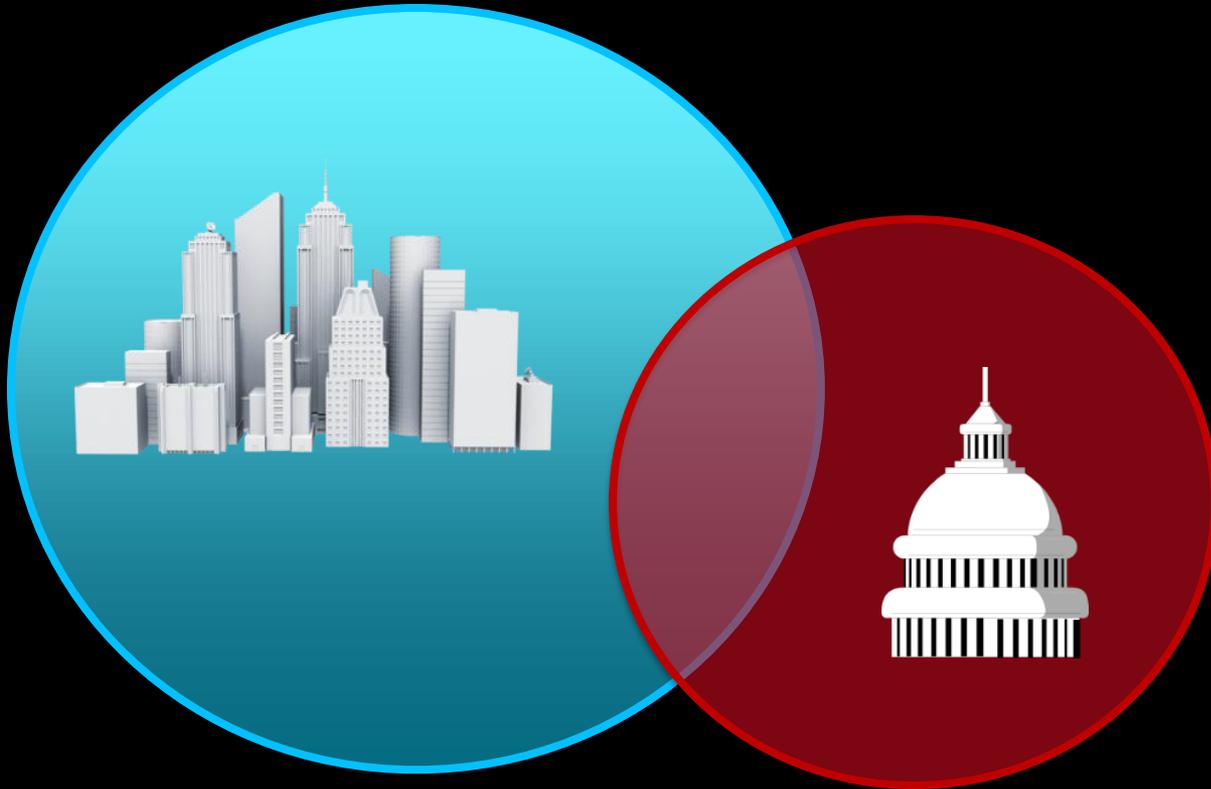
Improving Customer Service Citywide



Objective of the Customer Service Officer Program

- **Create and maintain a culture of customer service excellence through a formalized program**
- **Drive results which exceed customer expectations**

Blending Best Practices from the ¹¹ Public and Private Sector

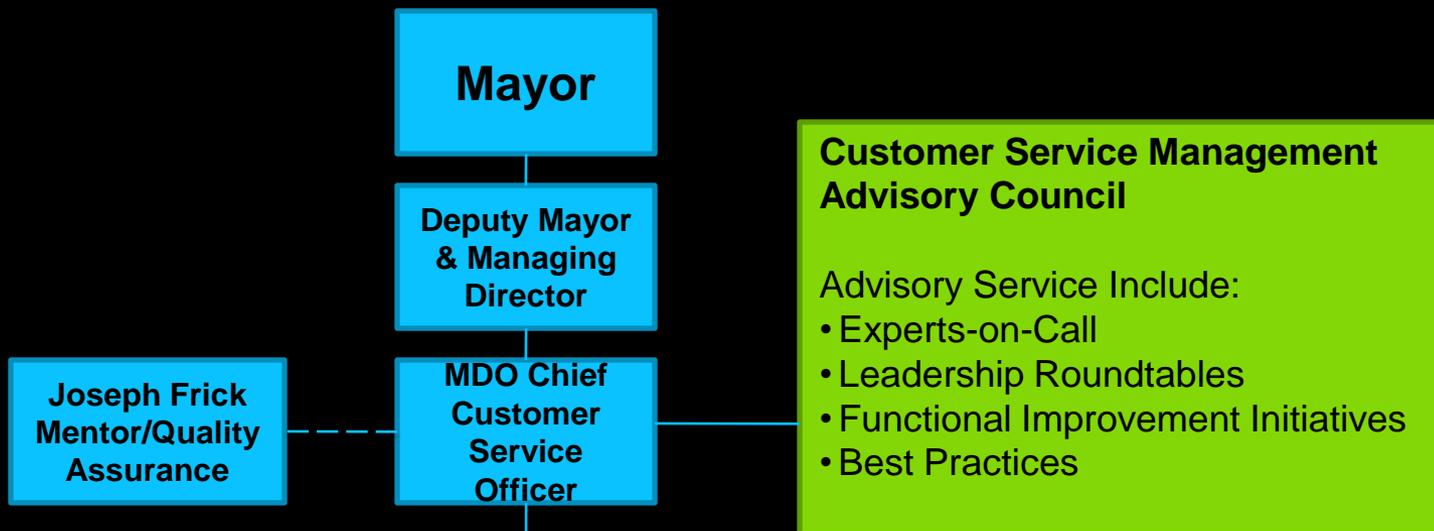


Project Deliverables of the Customer Officer Program

- Departmental Customer Service Plans
- Cost/Benefit Model
- Appointment of Chief Customer Service Officer and Departmental Customer Service Officers
- Creation of Customer Service Advisory Council
- Expansion of PhillyStat Customer Service Key Metrics and Satisfaction Survey



Customer Service Officers Organizational Structure:



Customer Service Officers

“Committed to delivering exceptional customer experiences”



Andrew Buss
Director of Public
Programs
Office of Information
Technology



Jim White
Director of IT Service
Management
Office of Information
Technology



Joseph Doyle
Repographics Manager
Records Department



Joseph B. Palantino
Deputy Commissioner
Public Property Department



Philip Mancini
Chief of Staff
Procurement Department



Richard Sinclair
Fleet Management



Robin Aluko
311 Call Center



Tracey L. Bryant
Manager
Office of Human
Resources



Customer Service Officer Training Program for 2011

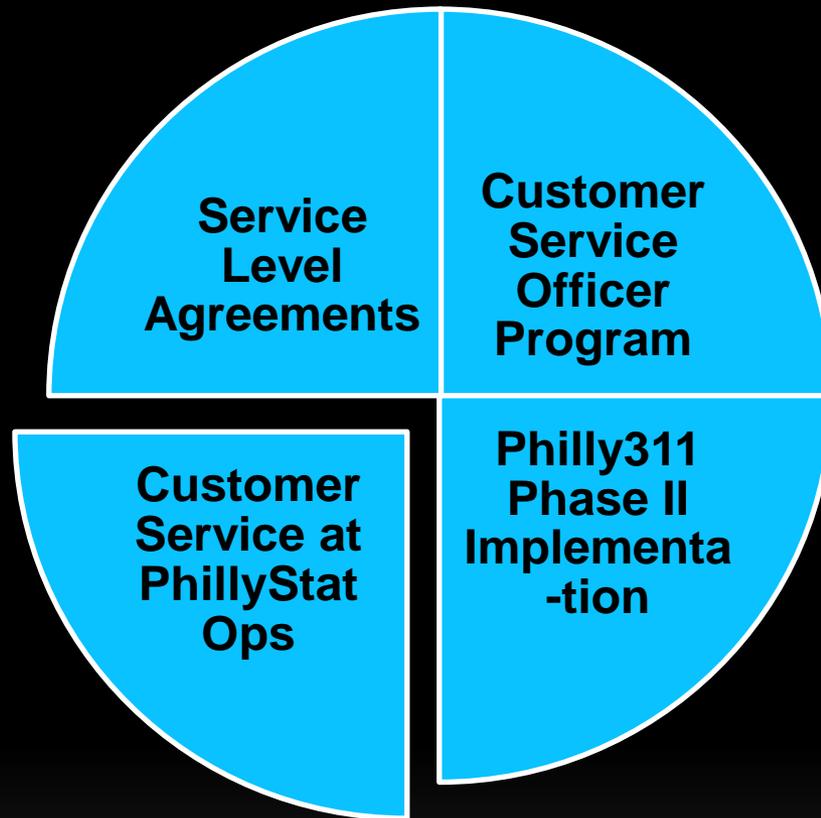


Keeping the Momentum Going....

- **Appointment of Customer Service Management Council**
- **Expanded Customer Service Metrics Approved by PhillyStat**
- **Departmental Customer Service Officers & Customer Service Management Council monthly meetings**

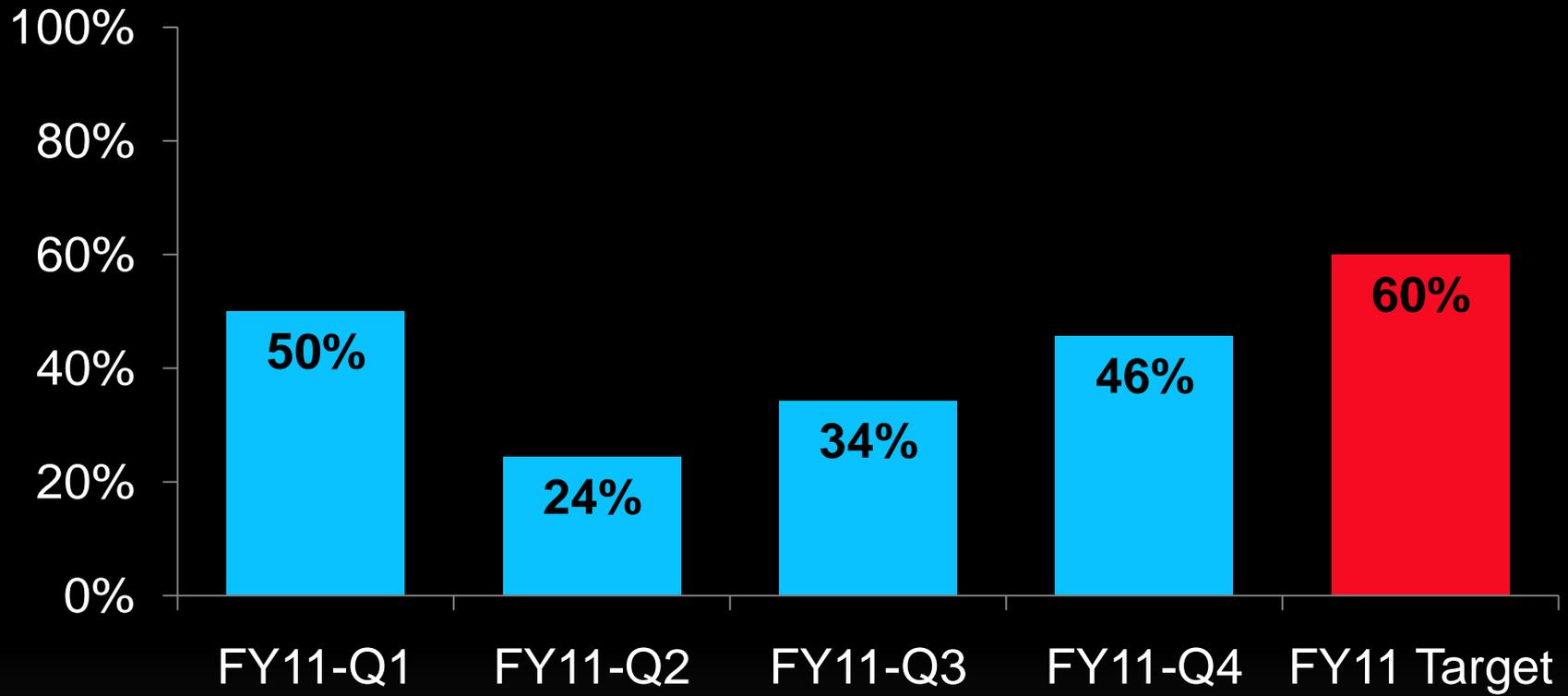


Improving Customer Service Citywide

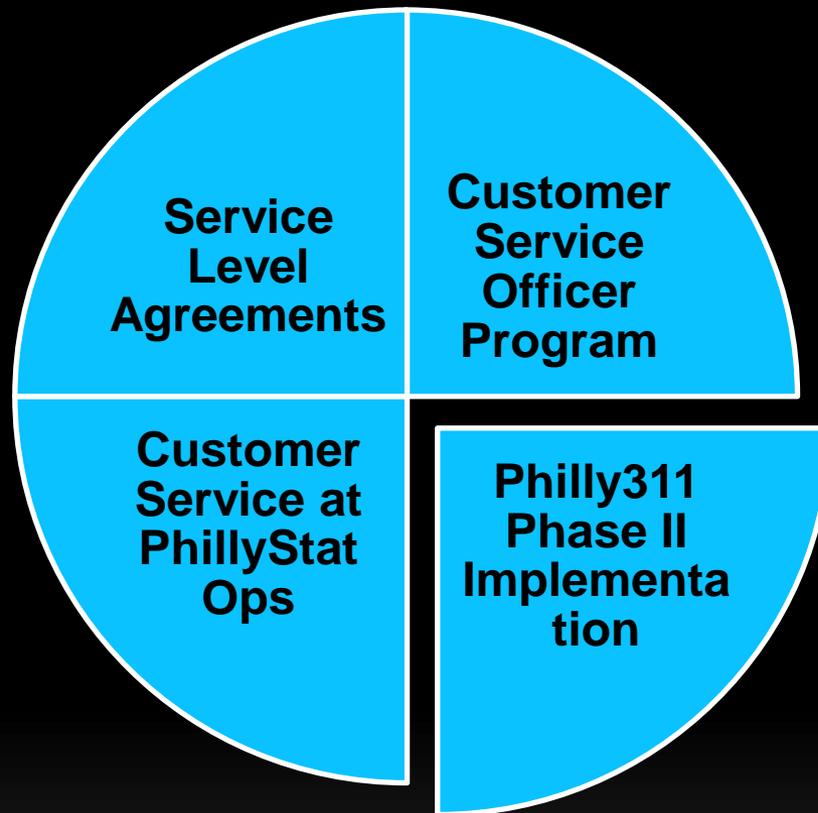


Sample Customer Service Metric from PhillyStat Ops Session with Human Resources

Percent of Target Test Dates Held On Time



Improving Customer Service Citywide



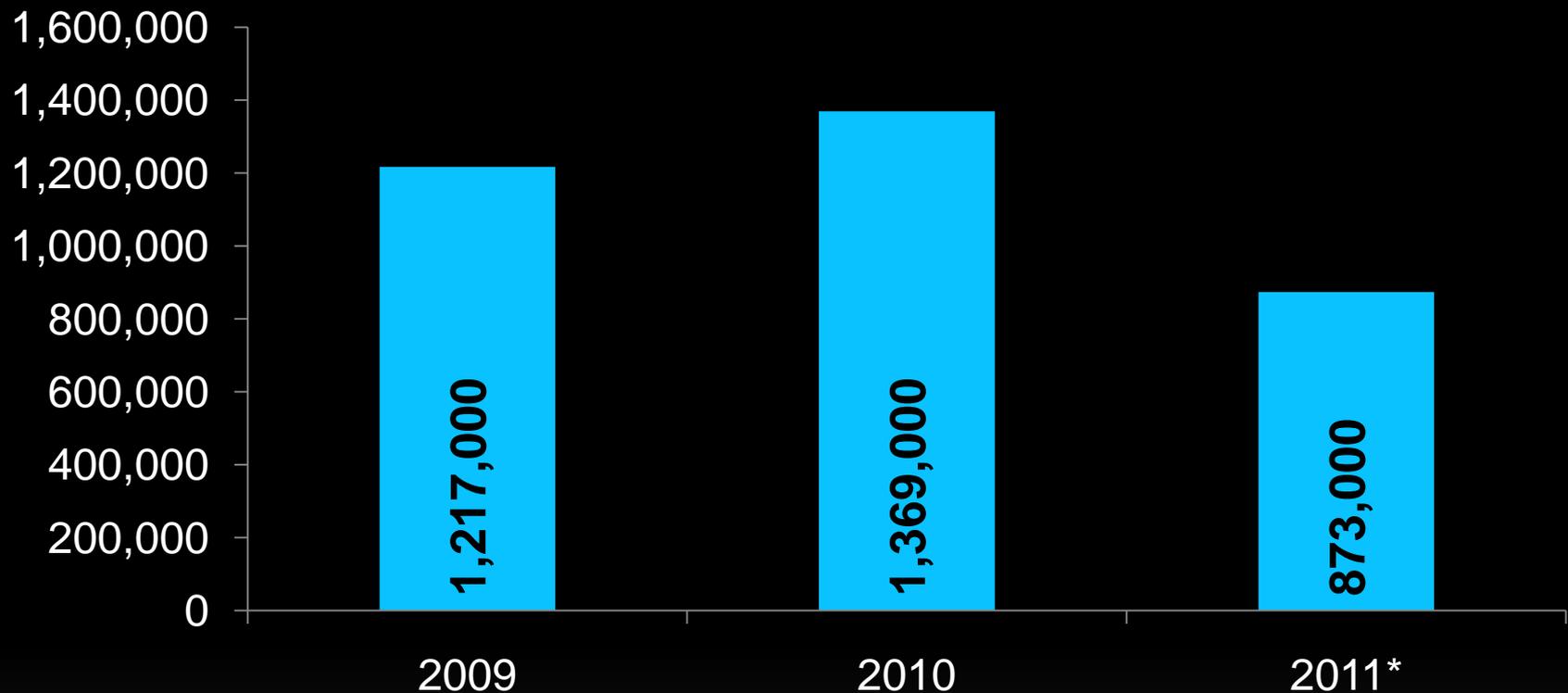
Core Mission of Philly311

- **Provide the public with quick, easy access to all City of Philadelphia government services and information while maintaining the highest possible level of customer service.**
- **Assist agencies and departments in improving service delivery by allowing them to focus on their core missions and manage their workloads efficiently.**
- **Provide recommendation into ways to improve City government through accurate, consistent measurement and analysis of service delivery.**



Philly311 Call Volume

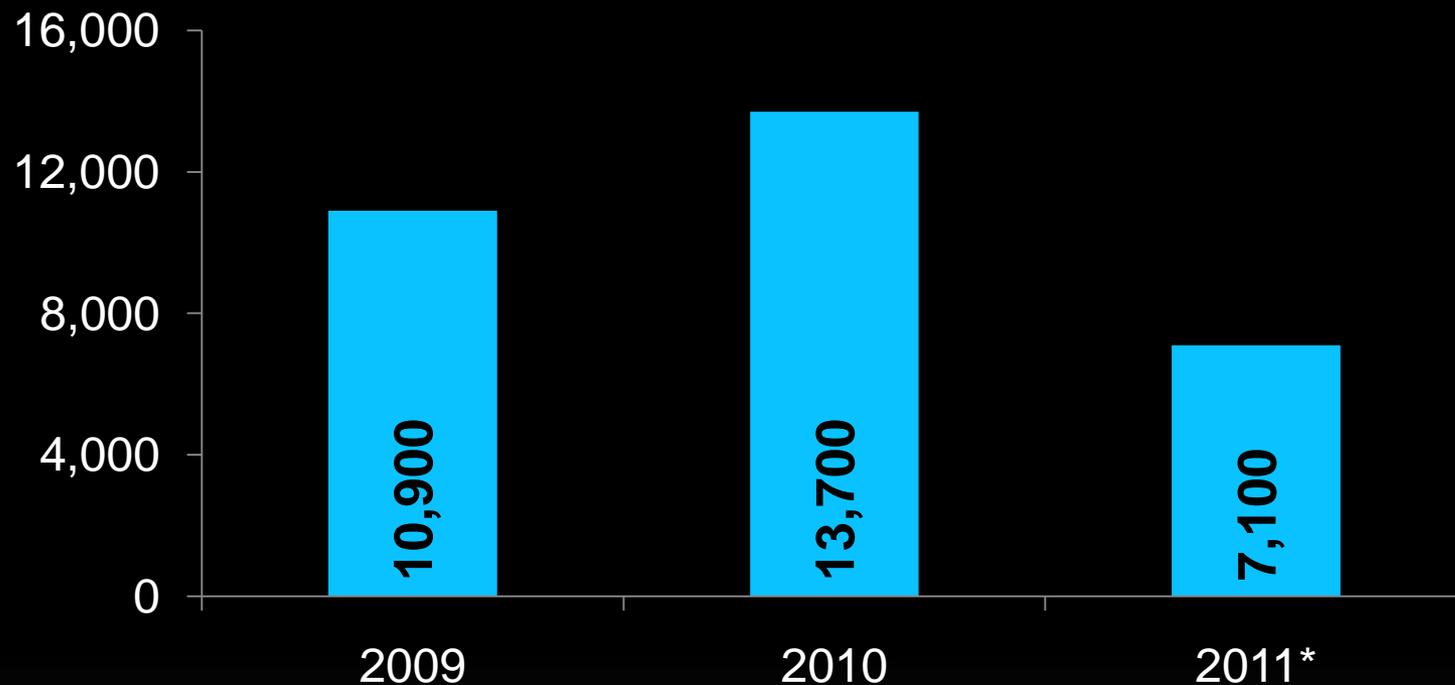
Inbound Call Volume



* 2011 number is YTD through August 31

Philly311 Non-Telephone Support Services

Visits to Walk-in Facility

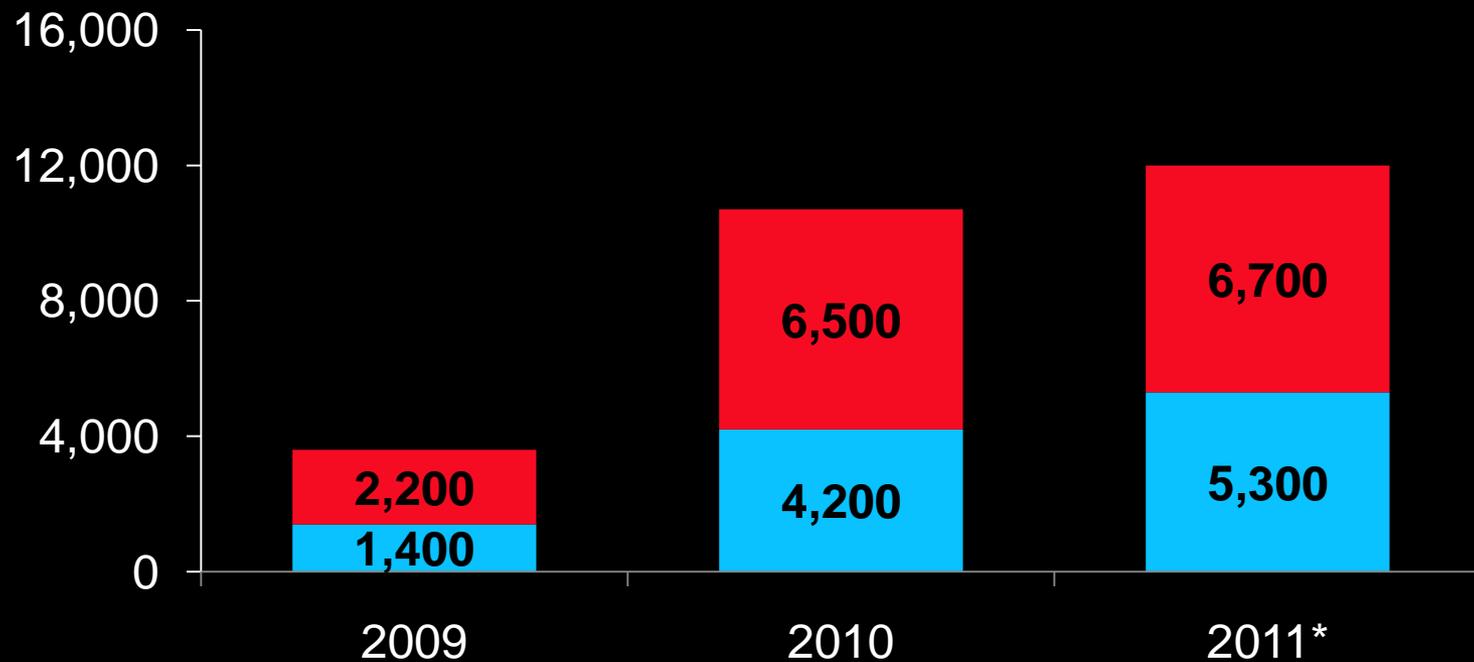


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Philly311 Non-Telephone Support Services

Online Service Requests



■ Online Self-Service Requests

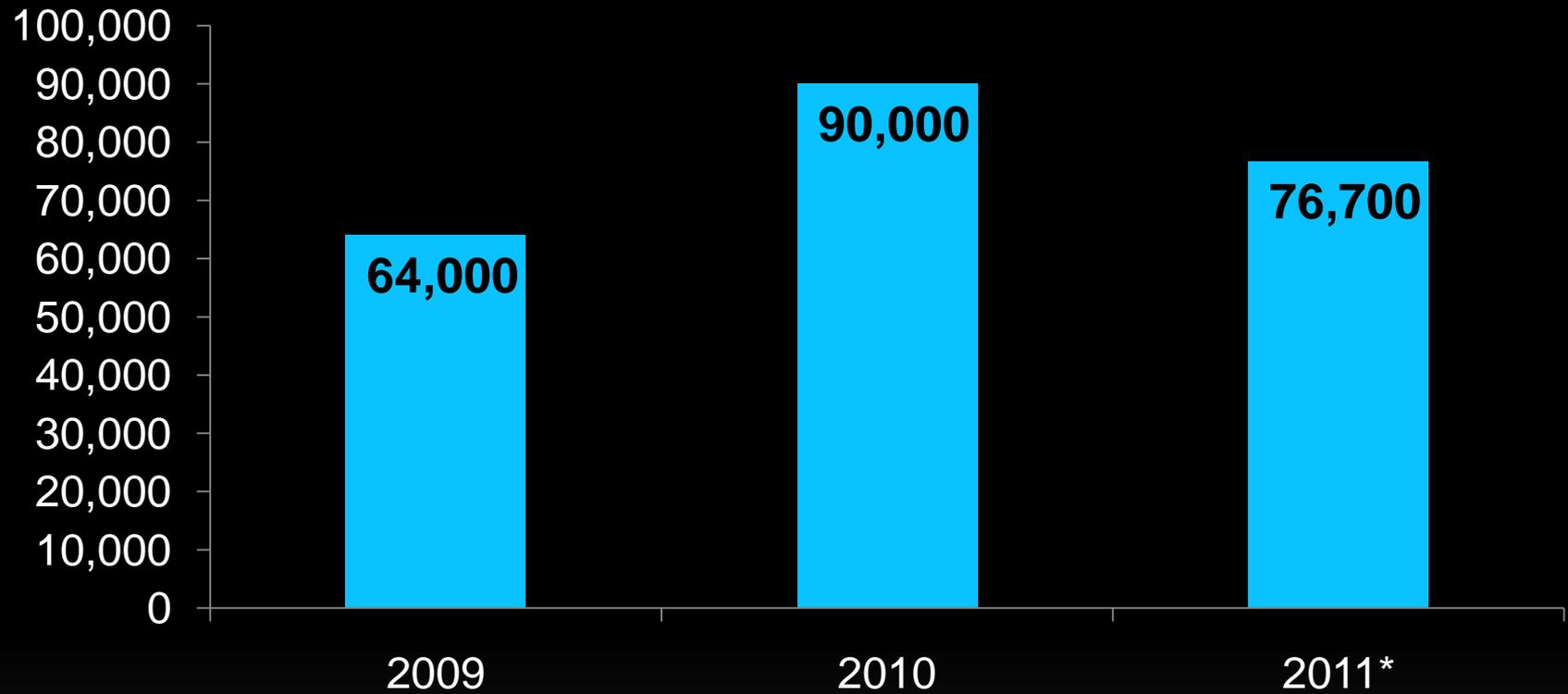
■ Customer-Generated Email



* 2011 number is YTD through August 31

Philly311 Service Requests

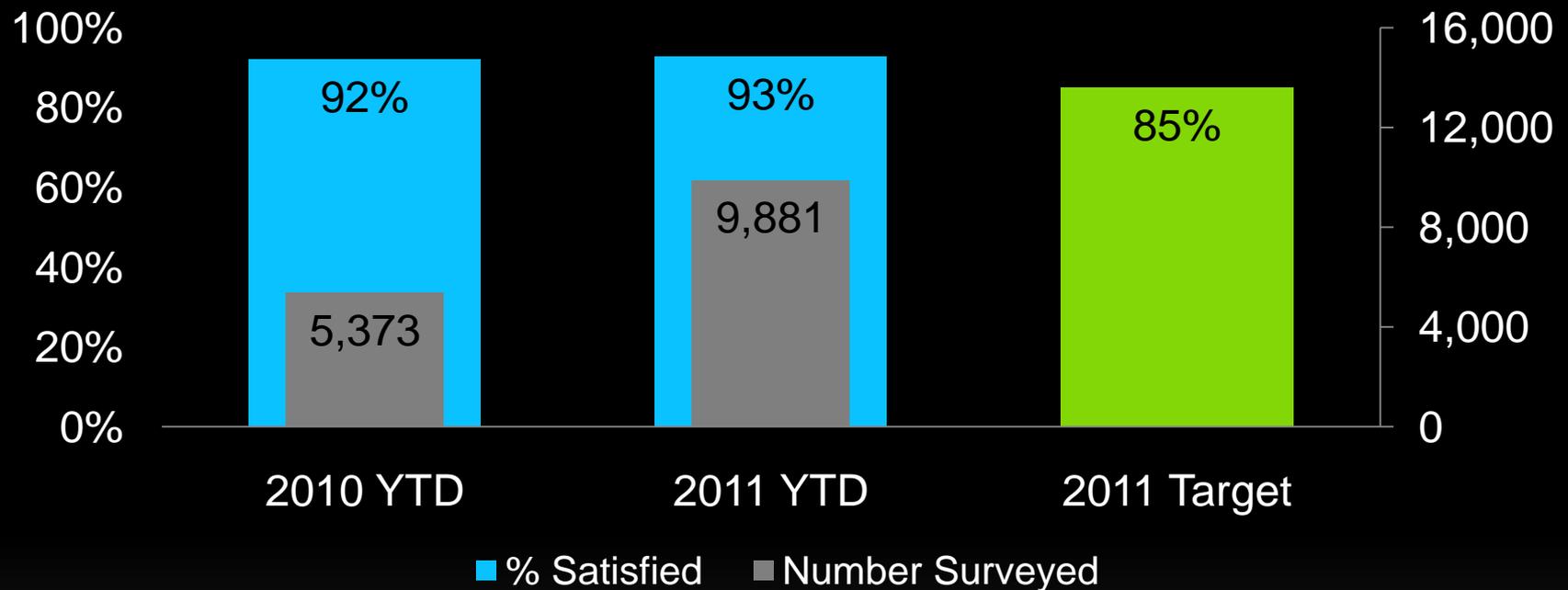
Department 311 Service Requests



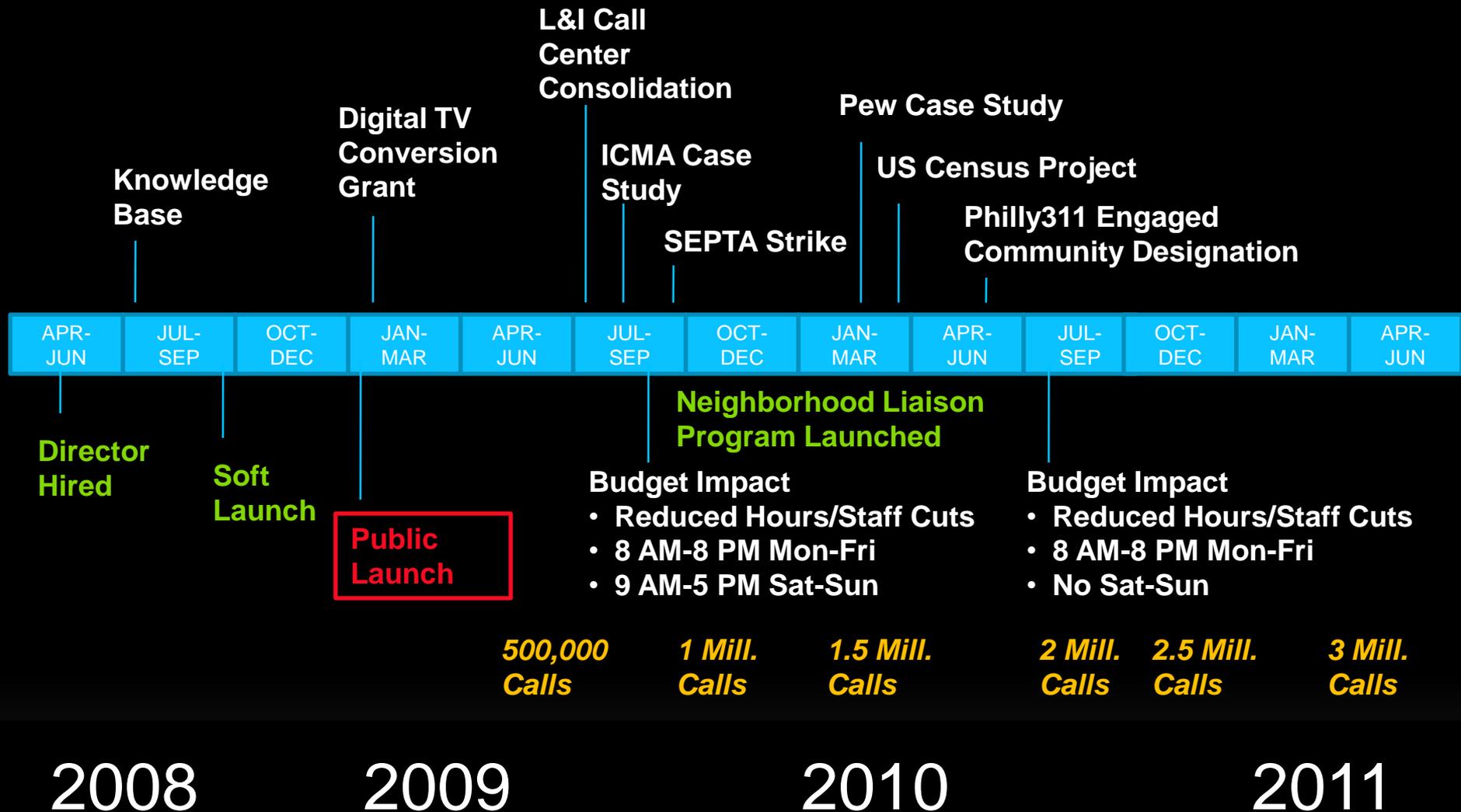
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Philly311 Meets Customer Expectations 93% of the Time

Percent of Customers Whose Expectations Were Met or Exceeded
2010 and 2011, January-August



Philly311 Timeline



Philly311 Recent Successes

Citizens Engagement Academy



Neighborhood Liaison



Real-Time Police Mobile Access



Philly311 L&I Consolidation of the Call Centers



Philly311 Next Steps- Phase II

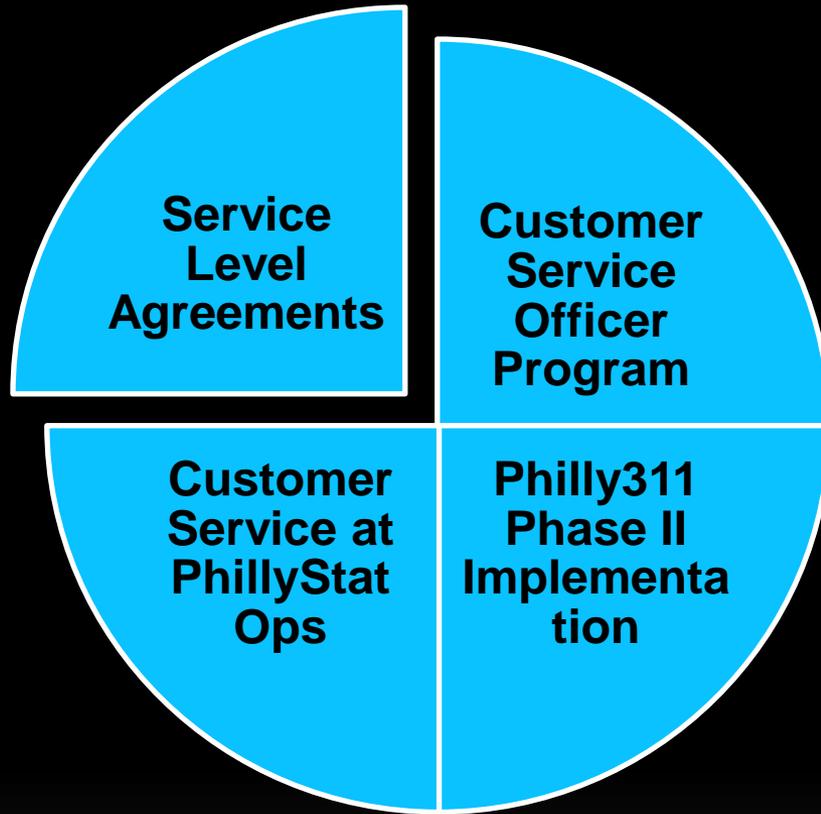
Technology Upgrades

Implementation: 18-24 Months

- **311 Citizen Relationship Management**
- **311 Telephony Upgrades**
- **311 Business Process Improvements**

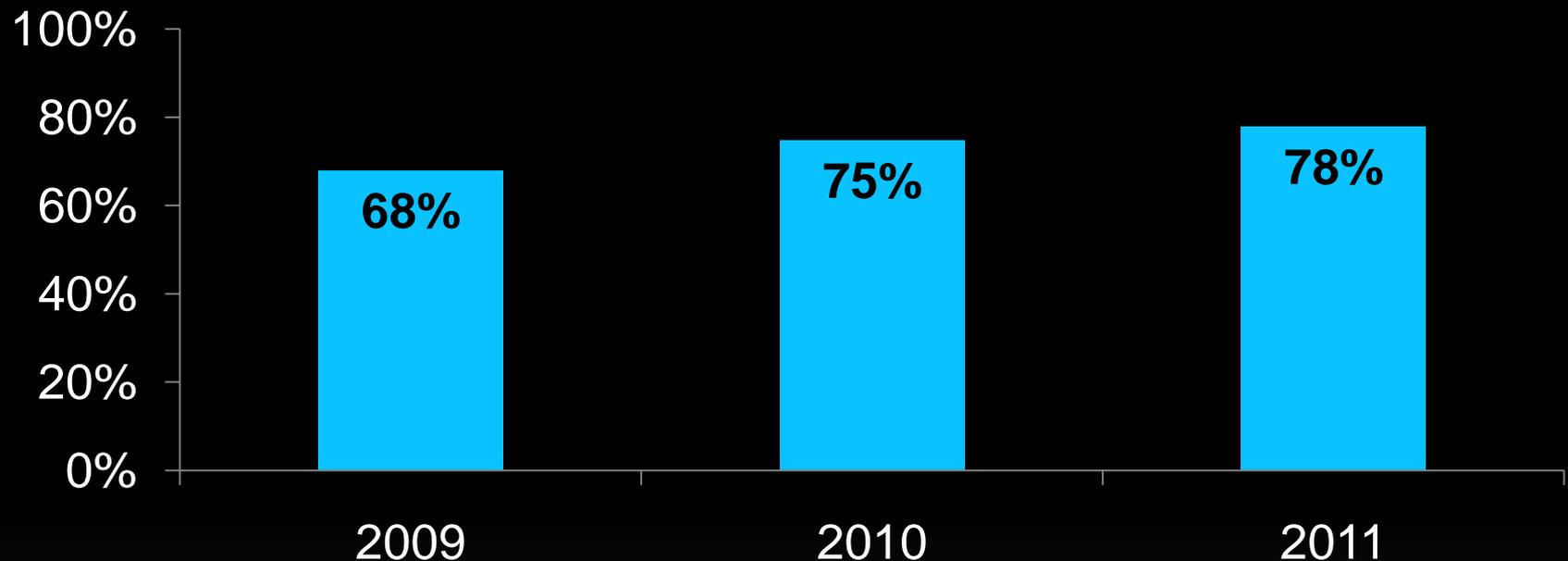


Improving Customer Service Citywide



Service Level Agreements

Percent of Requests Made to Philly311 for Services that were Completed within the Service Level Agreement
January through August



Contact PhillyStat!

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- Follow us on Twitter @PhillyStat
- Find us online at www.phila.gov/phillystat
- Email us at phillystat@phila.gov

