CUSTOMER SERVICE AND A HIGH PERFORMING GOVERNMENT

September, 2008

Making Philadelphia a National Leader in Customer Service

City-Wide Report on Customer Service

Office of the Managing Director

Performance Management Team

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Introduction & Summary Analysis

Welcome to the inaugural edition of the City of Philadelphia's monthly Customer Service Report. The goal of this report is to track our progress towards becoming a national leader in customer service.

From the beginning of Mayor Nutter's administration, departments have been asked to establish customer service standards and measures for redress. We want our customers to have a clear understanding of what they can expect from their government as well as what the department will do if the standard is not met. Customer service standards abound in the private sector— for example, overnight package delivery services offer guaranteed delivery by a certain time the next morning or the customer is rebated the shipment costs. Our departments have been asked to develop similar service standards, communicate them to the customer and track their progress in meeting them. This report will reflect our progress to date.

The main body of this report identifies each department's most important customer service standard, fiscal year-to-date data on meeting that standard, and a description of a recent customer service improvement. An appendix is also attached which provides all of our city-wide customer service standards and associated performance data.

There are a few important lessons to take from this first report. Several departments have made good progress in setting standards and performance is improving. The **Fairmount Park Commission**, for example, has established a ten-day turnaround time for responding to tree planting requests which it was meeting 74 percent of the time in August—an improvement over its 53% rate in July.

Many departments, however, either need assistance in setting customer service standards and determining how to mention them, or they need to establish more appropriate goals that will drive performance forward. The Performance Management Team will work closely with these departments to assist in the development/refinement of standards. Many departments such as the **Department of Prisons**, **Fire Department** and **Fairmount Park Commission** have also set ambitious goals. While their performance in many cases may fall short of those goals, setting lofty goals is an important step towards becoming a national leader in customer service and we applaud their efforts.

As this is our first effort in conducting a city-wide assessment of customer service, we welcome your feedback on our format and content. If you have any questions/comments regarding this report, please contact any members of the PhillyStat Team:

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Philadelphia International Airport

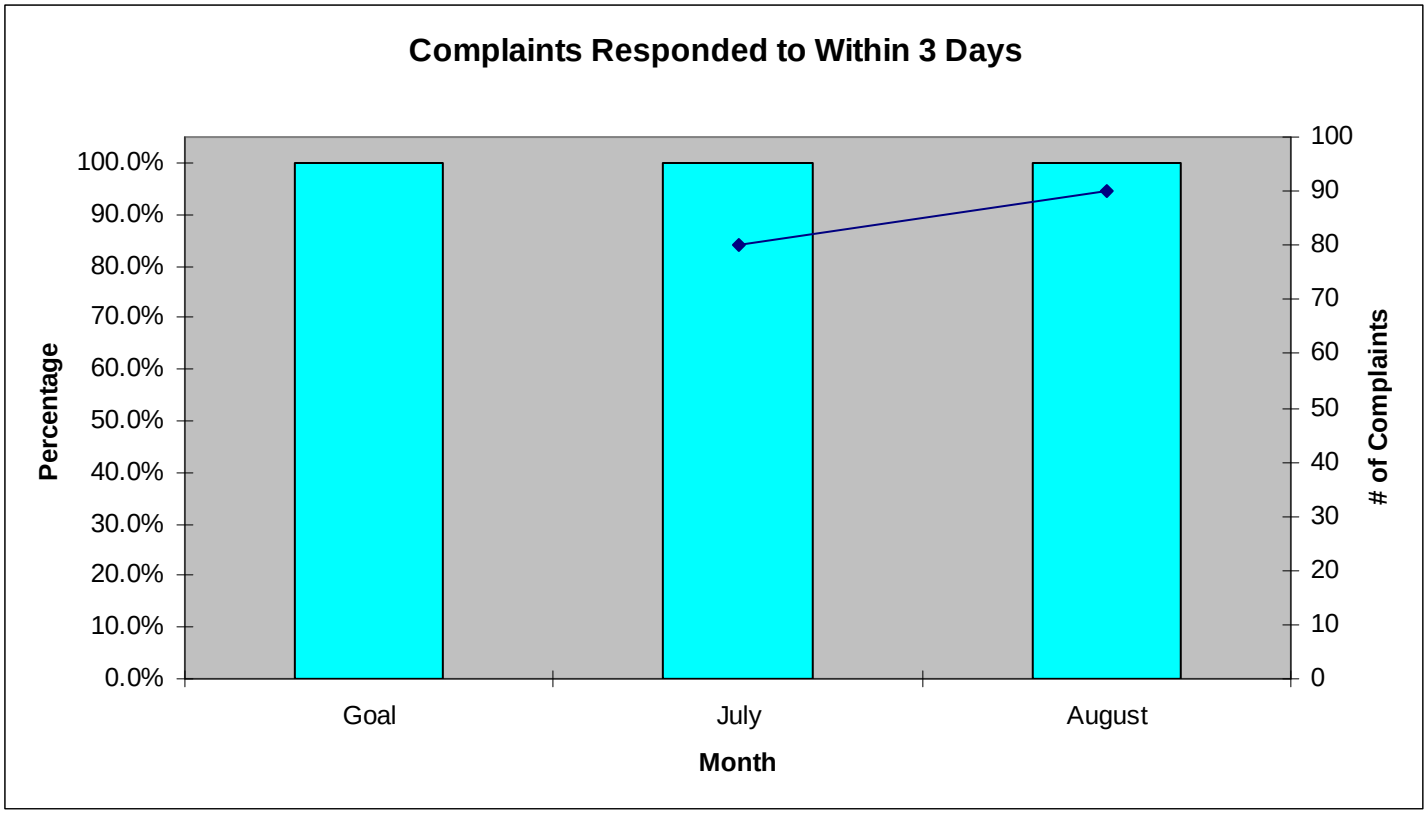
September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
COMPLAINTS RECEIVED THROUGH THE AIRPORT'S WEBSITE, CORRESPONDENCE, AND COMMENT CARDS WILL BE ACKNOWLEDGED WITHIN 3 BUSINESS DAYS

REDRESS:
CUSTOMER WILL RECEIVE A WRITTEN APOLOGY FROM THE AIRPORT DIRECTOR

FISCAL YEAR TO DATE DATA

GOAL: 100%



MONTHLY CUSTOMER SERVICE IMPROVEMENT

THIS SUMMER, THE AIRPORT OPENED SEVEN (7) PET PORT AREAS THROUGHOUT THE TERMINAL COMPLEX. PET PORT AREAS WERE CREATED TO PROVIDE APPROPRIATE FACILITIES FOR SERVICE ANIMALS TRAVELING WITH SPECIAL NEEDS PASSENGERS AS WELL AS PETS AND AIRPORT SECURITY CANINES. THE PET PORT AREAS WERE ORIGINALLY RECOMMENDED BY THE AIRPORT'S AMERICANS WITH DISABILITIES ACT REVIEW COMMITTEE AS A SERVICE TO OUR PASSENGERS. THE FACILITIES HAVE BEEN DESIGNED TO ACCOMMODATE ANIMALS AND ENSURE THAT THE AIRPORT GROUNDS ARE PROPERLY MAINTAINED. PET PORTS ARE ANOTHER EXAMPLE OF CUSTOMER SERVICE ENHANCEMENTS PROVIDED AT PHILADELPHIA INTERNATIONAL AIRPORT.

Philadelphia International Airport

September, 2008

MONTHLY CUSTOMER SERVICE IMPROVEMENT
CONTINUED

PHOTOGRAPHS DEPICTS NEW IMPROVEMENT EFFORT

Department of Behavioral Health and Mental Retardation Services

September, 2008

INFORMATION IS FORTHCOMING

Philadelphia City Planning Commission

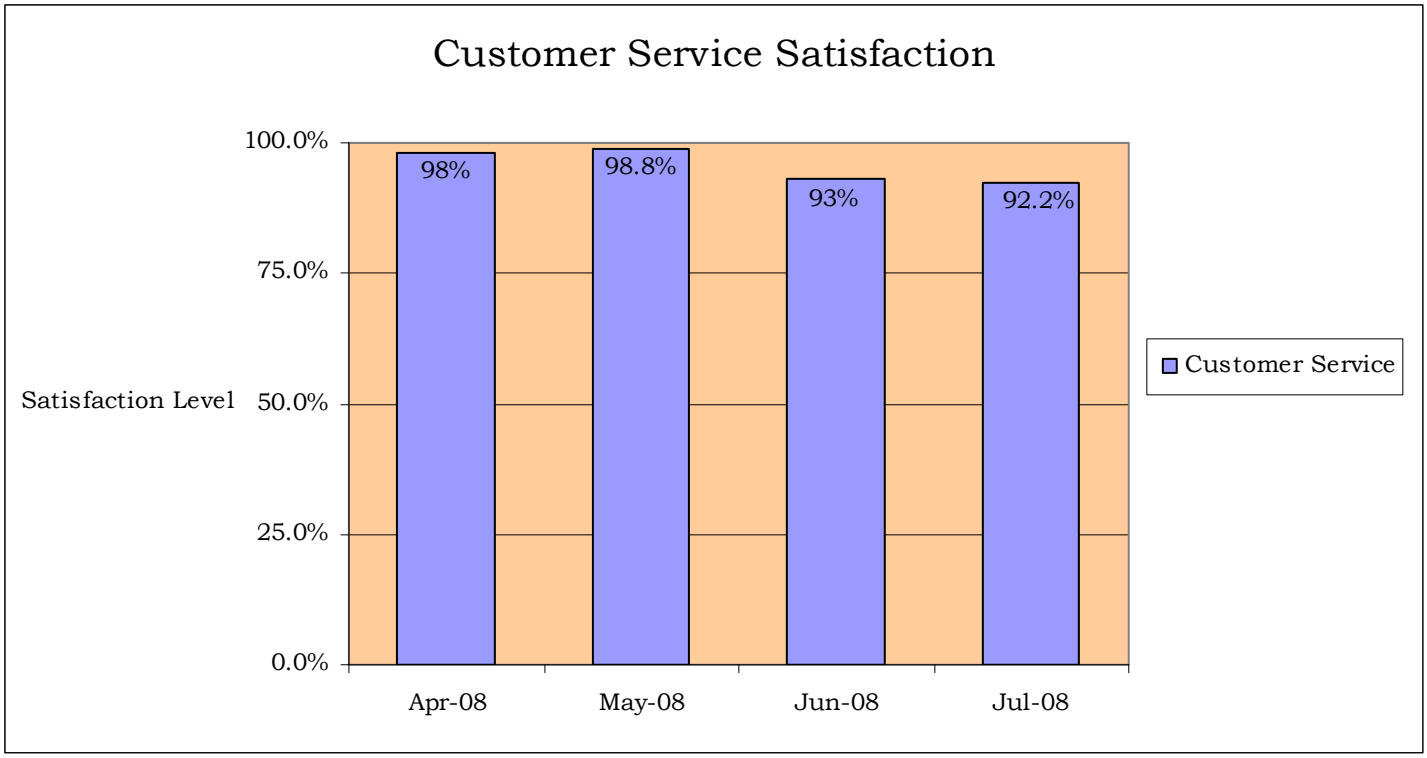
September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
ENSURE ALL CUSTOMERS ARE SATISFIED WITH THE SERVICE OF PLANNING COMMISSION STAFF

REDRESS: DIALOGUE WITH CUSTOMER TO RESOLVE ISSUE

FISCAL YEAR TO DATE DATA

GOAL: 100% OF CUSTOMERS ARE "SATISFIED" TO "VERY "SATISFIED"



MONTHLY CUSTOMER SERVICE IMPROVEMENT

WE SURVEY ALL VISITORS IN HOPES TO CONTINUOUSLY IMPROVE CUSTOMER SERVICE. WE HAVE ADDED A SPACE ON OUR SURVEY FOR THE CUSTOMER TO INCLUDE THEIR NAME, PHONE NUMBER AND EMAIL ADDRESS FOR FURTHER COMMENTS.

Department of Commerce

September, 2008

INFORMATION IS FORTHCOMING

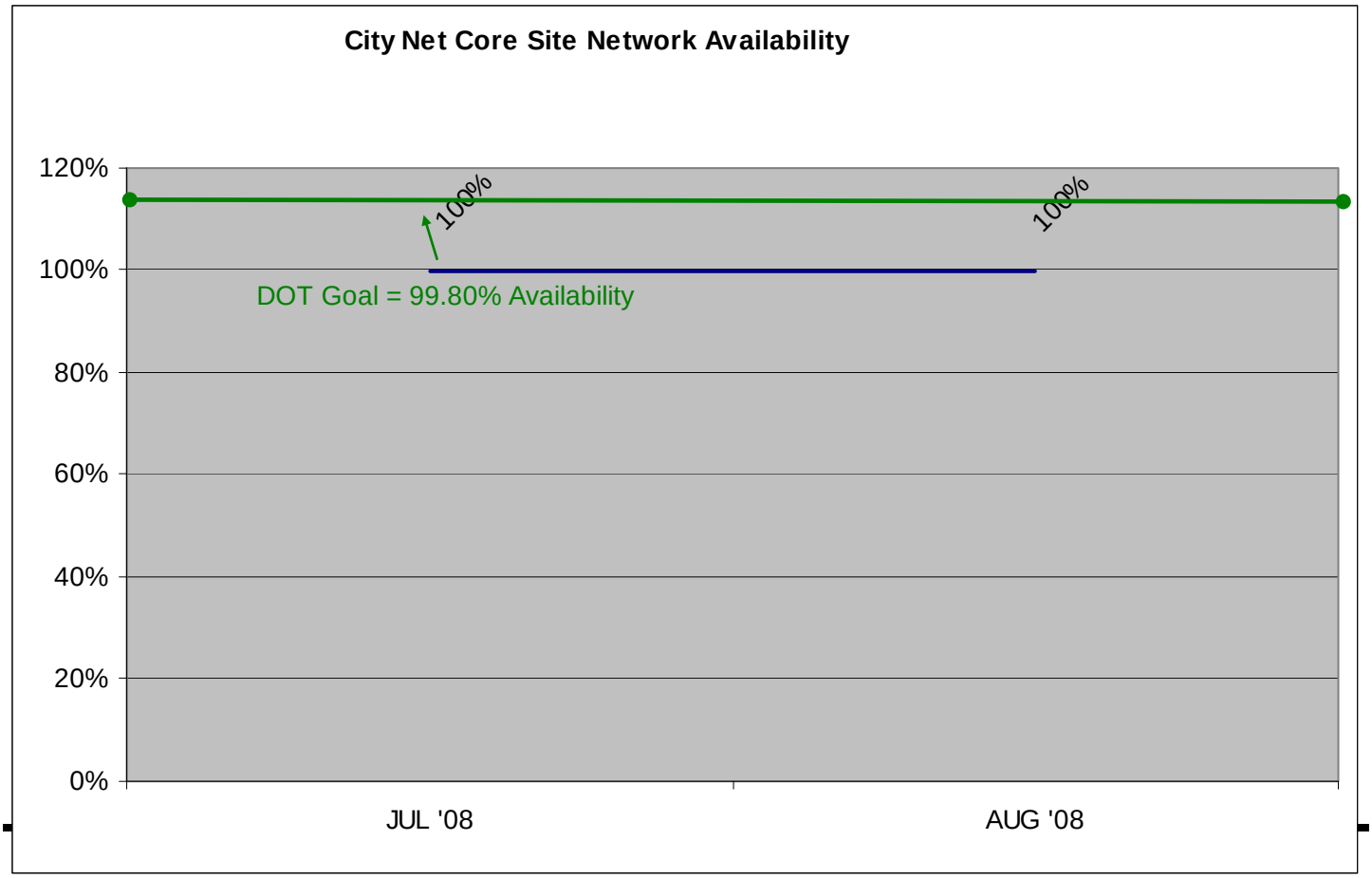
Division of Technology

September, 2008

Priority Customer Service Standard:
Enterprise Infrastructure standard of availability is 99.80.
Redress:
A communication is issued citywide explaining that we must identify the root cause, estimate time of remediation. Remediate the problem, and survey/follow-up with the customer upon closing tickets

Fiscal Year to Date DatA

Goal: 99.8%



Monthly Customer Service Improvement

No report at this time.

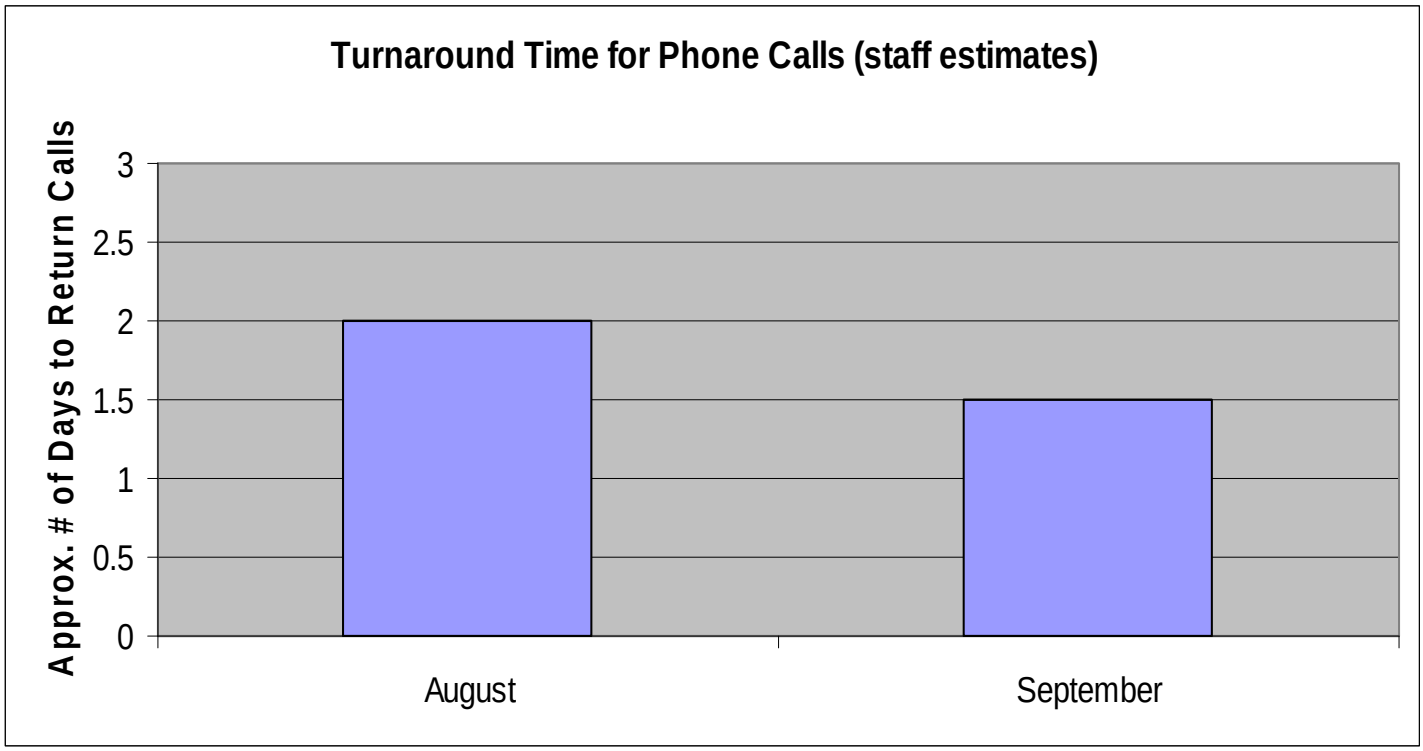
Mayor's Office of Education

September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
CUSTOMERS WILL RECEIVE ACKNOWLEDGEMENTS OF THEIR VOICEMAIL MESSAGES WITHIN 24 HOURS ON REGULAR BUSINESS DAYS.
REDRESS: CUSTOMER WILL GET A VERBAL APOLOGY FROM THE DEPUTY EDUCATION OFFICER OR THE CHIEF EDUCATION OFFICER WITHIN 48 HOURS OF THEIR PHONE CALL.

FISCAL YEAR TO DATE DATA:

GOAL: NOT PROVIDED



MONTHLY CUSTOMER SERVICE IMPROVEMENT

OUR OFFICE HAS IMPLEMENTED A MORE COORDINATED TELEPHONE SYSTEM THAT WILL ALLOW US TO BETTER SERVE CALLERS. OUR NEW PHONE LINE HAS MULTIPLE OPTIONS TO BETTER ROUTE CALLS. WE ARE WORKING TO IMPROVE THE TRACKING OF OUR CALLS WITH THIS NEW SYSTEM.

Office of Emergency Management

September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
ALL PROJECTS WITHIN THE OFFICE OF EMERGENCY MANAGEMENT WILL HAVE A COMPLETION DATE AND WILL RESULT IN A TANGIBLE DELIVERABLE.

REDRESS:
PROJECT MANAGER WILL EXPLAIN IN WRITING TO INVOLVED STAKEHOLDERS WHY A PROJECT WAS NOT COMPLETED BY THE SPECIFIC DATE AND A REVISED SCHEDULE WILL BE PROVIDED.

FISCAL YEAR TO DATE DATA

GOAL: 80%

Data is forthcoming

MONTHLY CUSTOMER SERVICE IMPROVEMENT

THE OFFICE OF EMERGENCY MANAGEMENT HAS REDEVELOPED THEIR WEBSITE TO MAKE IT EASIER FOR CUSTOMERS TO RECEIVE INFORMATION REGARDING EMERGENCY PREPAREDNESS FOR THE CITY OF PHILADELPHIA AND FOR CITIZENS. YOU CAN VISIT THE NEW WEBSITE AT: HTTP://OEM.READYPHILADELPHIA.ORG

BROCHURES DISPERSED BY THE OFFICE OF EMERGENCY MANAGEMENT ARE ALSO NOW AVAILABLE IN SEVEN DIFFERENT LANGUAGES.

Fairmount Park Commission

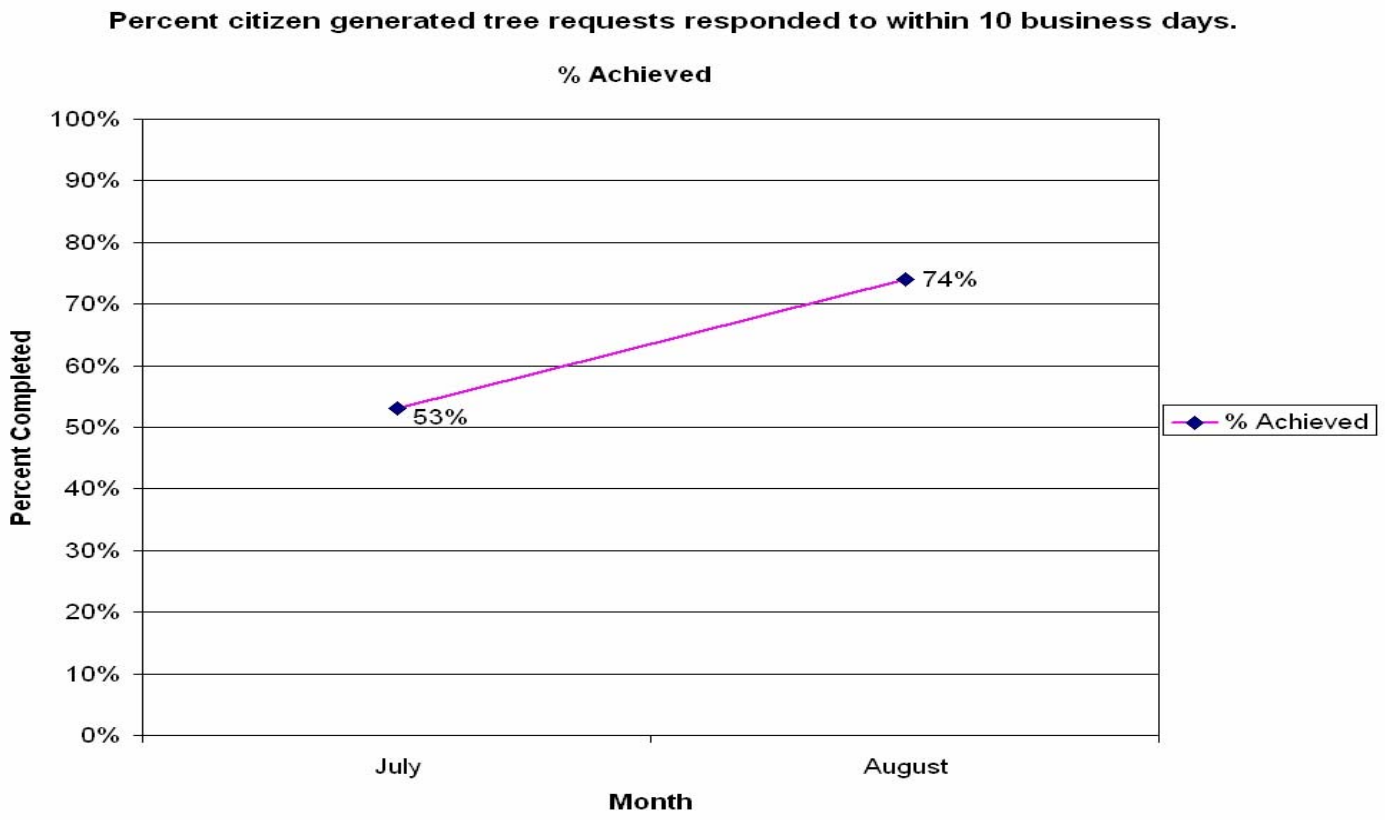
September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
SITE INSPECTIONS RESULTING FROM CITIZEN-GENERATED REQUESTS FOR TREE PLANTING, PRUNING AND REMOVAL RESPONDED TO WITHIN 10 BUSINESS DAYS

REDRESS:
CITIZEN WILL RECEIVE A VERBAL EXPLANATION AND APOLOGY AND INSPECTION WILL OCCUR WITHIN 3 BUSINESS DAYS.

FISCAL YEAR TO DATE DATA

GOAL: NOT PROVIDED



MONTHLY CUSTOMER SERVICE IMPROVEMENT

THE COMMISSION RECENTLY BEGAN AN ARRANGEMENT WITH THE BIG BUS TOURIST BUS WHEREBY THEY ADDED A STOP IN FRONT OF THE FAIRMOUNT PARK WELCOME CENTER IN JFK PLAZA AND WE MAKE THEIR BROCHURE AVAILABLE IN THE CENTER. BIG BUS REPRINTED THEIR BROCHURE TO ADD THE STOP AND THEY PROVIDED A SANDWICH BOARD SIGN WHICH INCLUDES BOTH THE PARK AND BIG BUS LOGOS WHICH STAFF PLACE OUTSIDE THE CENTER. THIS PROVIDES EASIER ACCESS TO PARKWAY ATTRACTIONS FOR VISITORS AT OUR WELCOME CENTER..

Department of Fire

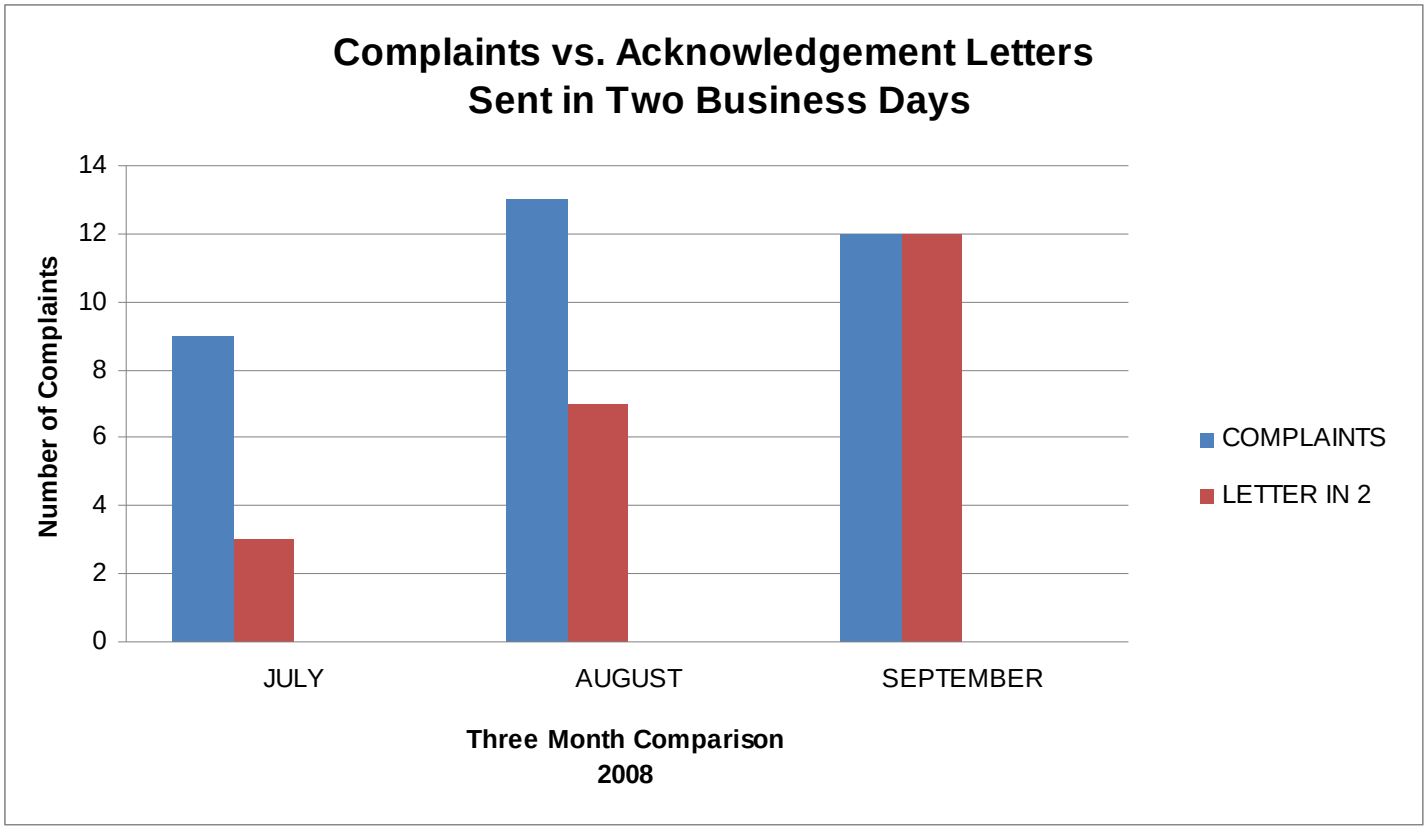
September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
COMPLAINTS WILL BE ACKNOWLEDGED IN WRITING WITHIN 2 BUSINESS DAYS OF THEIR RECEIPT.

REDRESS:
COMPLAINTANT WILL BE CONTACTED BY PHONE BY A CHIEF OFFICER OR THE HEAD OF THE UNIT INVOLVED.

FISCAL YEAR TO DATE DATA

GOAL: 100%



MONTHLY CUSTOMER SERVICE IMPROVEMENT

THE DEPARTMENT IS REDESIGNING THE WAY COMPLAINTS ARE RECORDED AND TRACKED SO THAT THERE WILL BE ONLY ONE CONSOLIDATED DATA BASE FOR FOLLOW-UP. THIS SHOULD PROVIDE A MORE EFFICIENT PROCESS AND RESULT IN A QUICKER ACKNOWLEDGEMENT RESPONSE.

Office of Fleet Management

September, 2008

INFORMATION IS FORTHCOMING

Free Library of Philadelphia

September, 2008

INFORMATION IS FORTHCOMING

Philadelphia Historical Commission

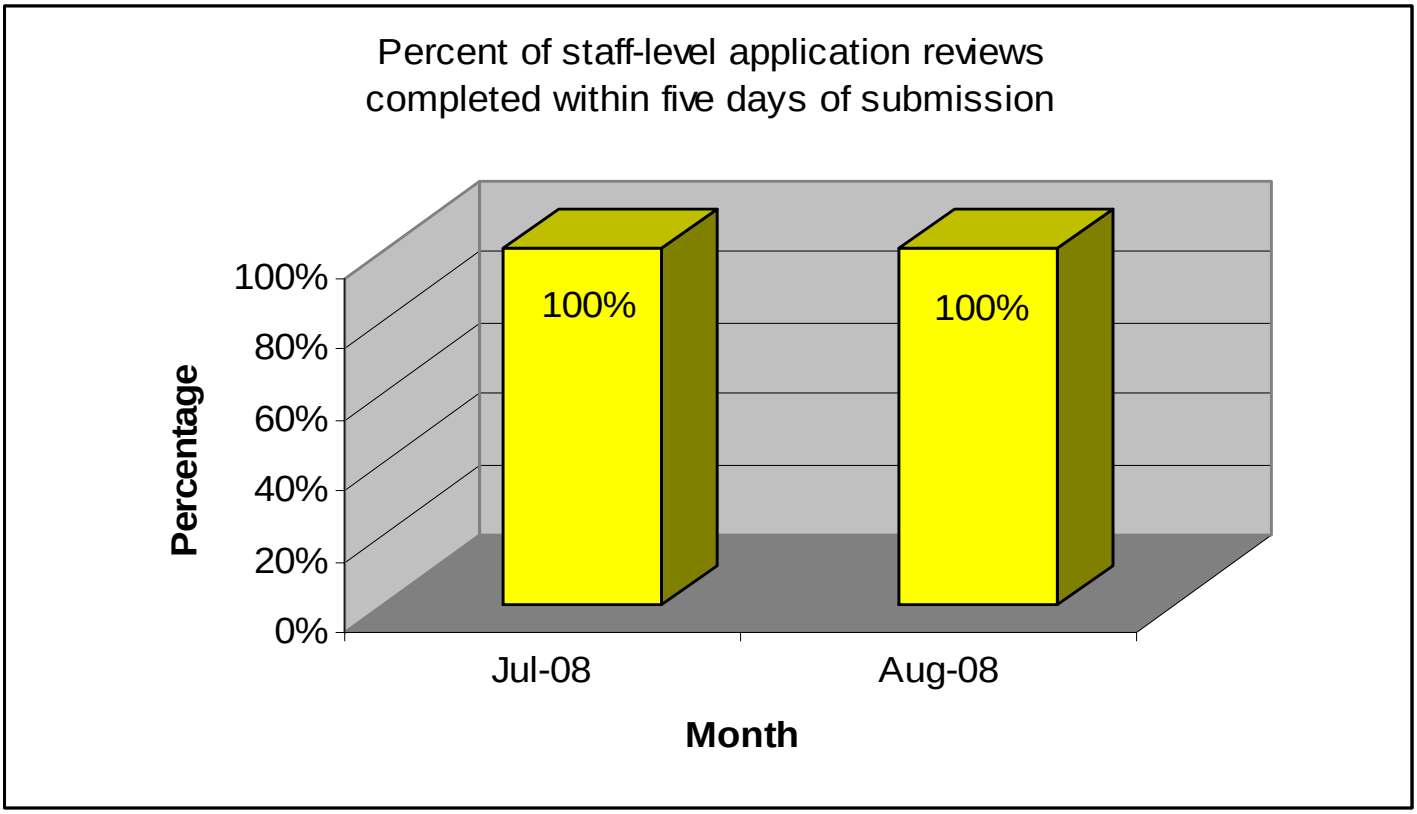
September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
COMPLETE ALL STAFF-LEVEL REVIEWS OF BUILDING PERMIT APPLICATIONS WITHIN FIVE WORKING DAYS OF THE RECEIPT OF A COMPLETE APPLICATION.

REDRESS:
CONTACT THE APPLICANT, EXPLAIN THE DELAY, AND COMPLETE THE REVIEW WITHIN TWO DAYS

FISCAL YEAR TO DATE DATA

GOAL: 100% OF ALL APPLICATIONS REVIEWED WITHIN 5 DAYS



MONTHLY CUSTOMER SERVICE IMPROVEMENT

THE HISTORICAL COMMISSION IS NOW INCLUDING A COPY OF ITS MEETING AGENDA WITH EVERY MEETING INVITATION LETTER SENT TO APPLICANTS. ALTHOUGH THIS MAY APPEAR INSIGNIFICANT, IT ADDRESSES A CHRONIC PROBLEM. APPLICANTS USED TO ARRIVE AT THE START OF EVERY COMMISSION MEETING AND WAIT FOR HOURS FOR AN APPLICATION TO BE HEARD. NOW, WITH THE AGENDA IN HAND, APPLICANTS CAN ESTIMATE THEIR APPEARANCE TIME BEFORE THE COMMISSION, ARRIVE ACCORDINGLY, AND SAVE SIGNIFICANT AMOUNTS OF TIME AND MONEY.

Office of Housing & Community Development

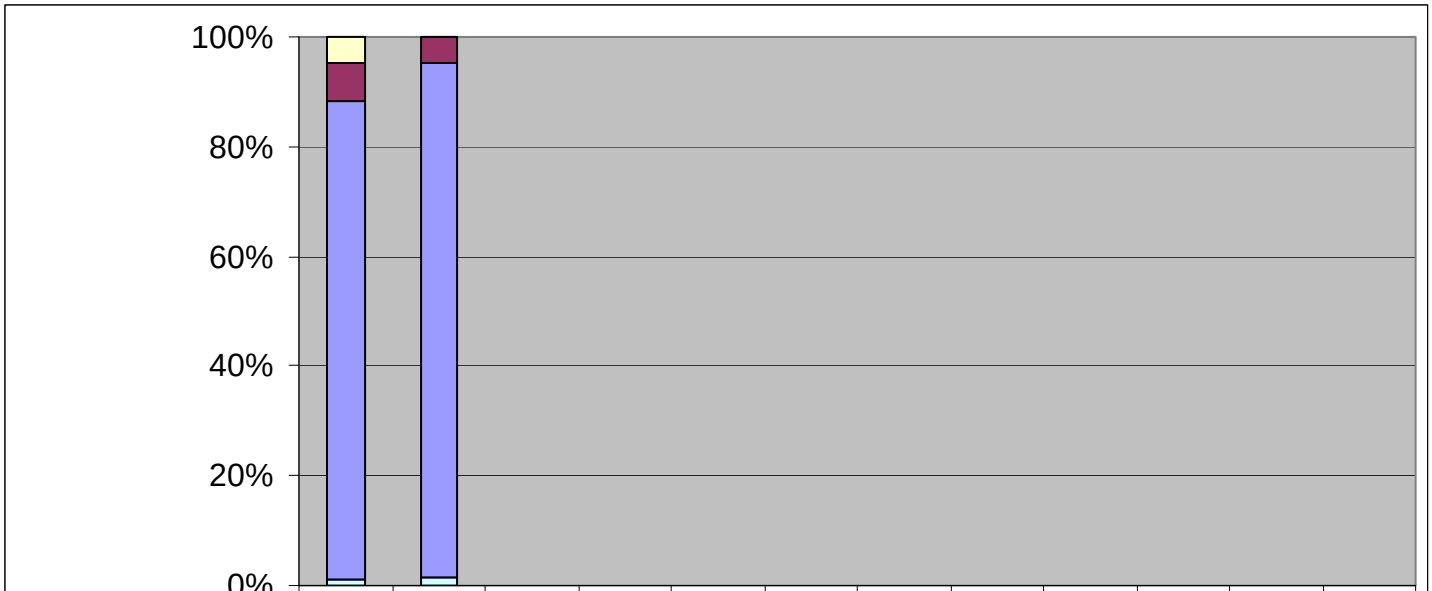
September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
THE OFFICE OF HOUSING HAD GUARANTEED IN PRIOR YEARS THE DELIVERY OF ALL SETTLEMENT GRANT CHECKS WITHIN THREE WEEKS OF THE RECEIPT OF A COMPLETED APPLICATION.

REDRESS:
THE CHECK WILL BE ISSUED THE NEXT DAY

FISCAL YEAR TO DATE DATA:

GOAL: 100% OF CHECKS ARE DELIVERED IN STATED TIME



	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June
15 or More Business Days	4	0										
11-14 Business Days	6	3										
10 Business Days or Less	76	61										
Percentage in Compliance	88.4%	95.3%										

MONTHLY CUSTOMER SERVICE IMPROVEMENT

THE OFFICE OF HOUSING AND COMMUNITY DEVELOPMENT WILL BE REDUCING ITS CUSTOMER SERVICE STANDARD FOR SETTLEMENT CHECK TURNAROUND TIME TO TWO WEEKS.

Office of Human Resources

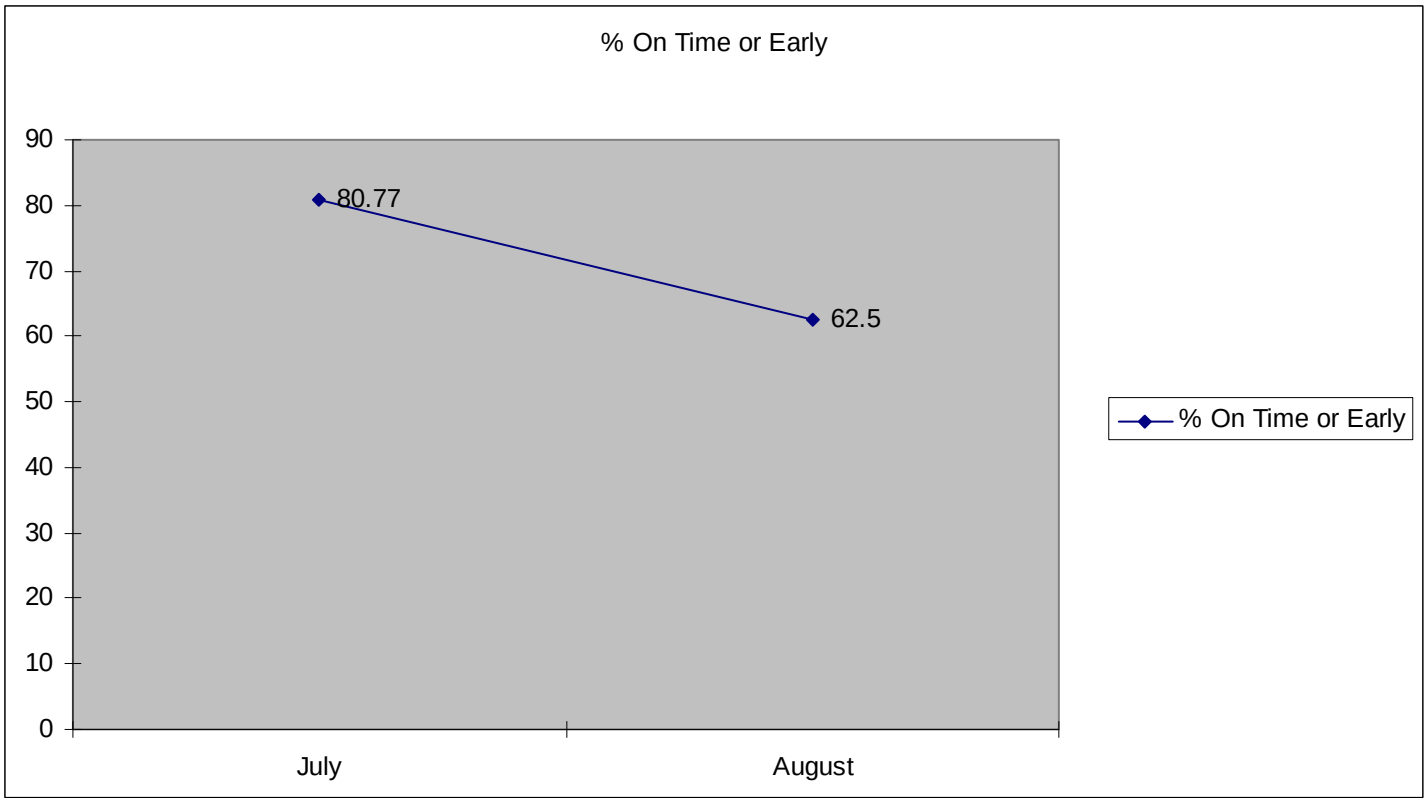
September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
ELIGIBLE LISTS WILL BE AVAILABLE ON THE MUTUALLY AGREED UPON TARGET DATE 100% OF THE TIME.

REDRESS:
PERSONAL APOLOGY FROM DIRECTOR WITH REVISED TARGET DATE AND EXPLANATION.

FISCAL YEAR TO DATE DATA

GOAL:FORTHCOMING



MONTHLY CUSTOMER SERVICE IMPROVEMENT

NO REPORT AT THIS TIME.

Department of Licenses & Inspections

September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:

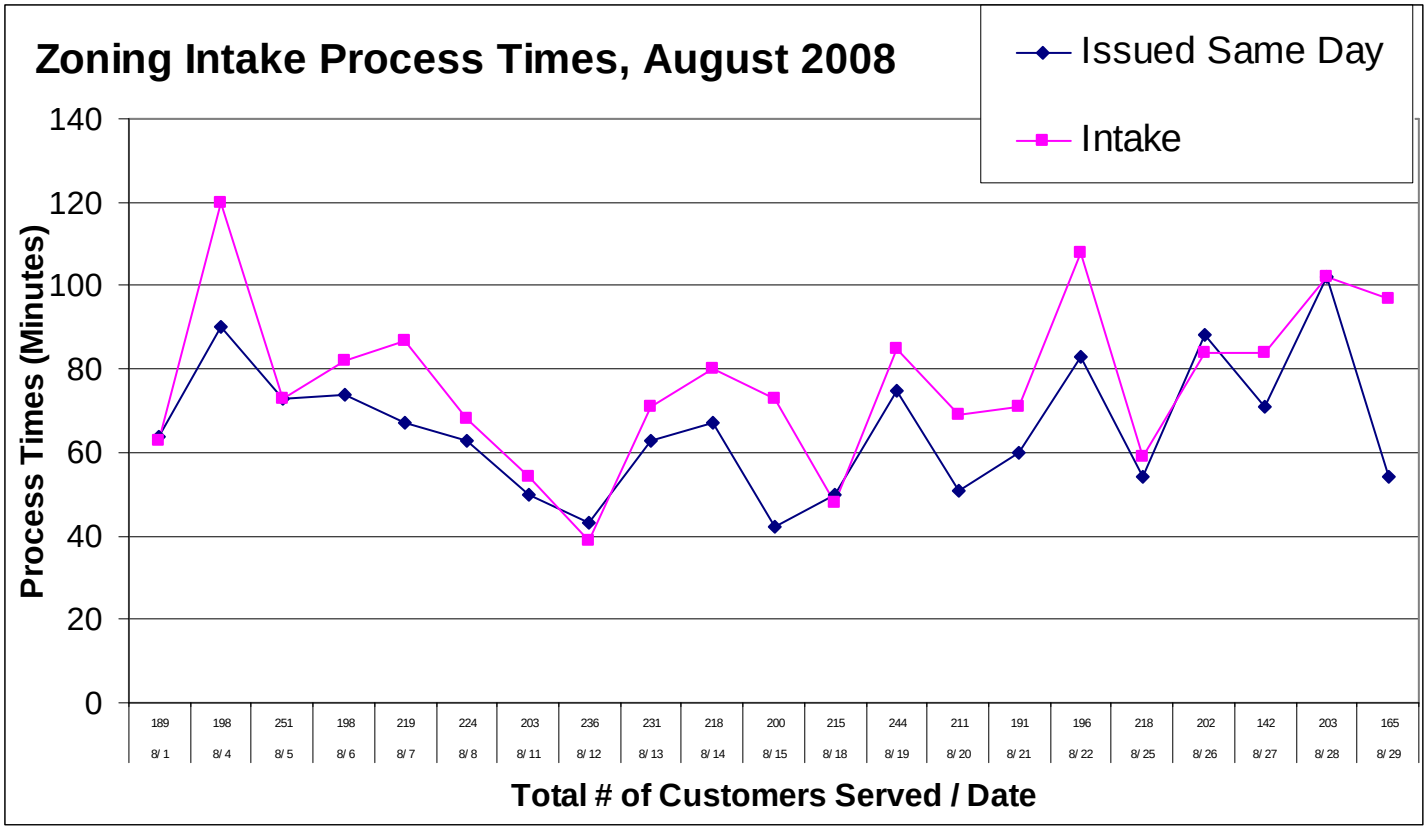
THE INTAKE PROCESS FOR ACCEPTING A COMPLETE APPLICATION SUBMITTAL FOR REVIEW – 2 HOURS MAX

REDRESS:

CUSTOMERS WILL BE MOVED TO THE HEAD OF THE LINE

FISCAL YEAR TO DATE DATA:

GOAL: NOT PROVIDED



MONTHLY CUSTOMER SERVICE IMPROVEMENT

THE DEPARTMENT OF LICENSES AND INSPECTIONS RECENTLY POSTED CUSTOMER SERVICE STANDARDS ON THEIR WEB SITE. THESE STANDARDS INCLUDE THE AMOUNT OF TIME A CUSTOMER CAN EXPECT TO WAIT IN LINE TO COMPLETE THEIR APPLICATION AND ALSO THE AMOUNT OF DAYS IT WILL TAKE TO RECEIVE THEIR COMMERCIAL OR RESIDENTIAL PERMIT. THIS IMPORTANT STEP REACHING OUT TO OUR CUSTOMERS VIA THE INTERNET IS DUE TO THE REALIZATION THAT A CUSTOMER'S FIRST INTERACTION WITH THE DEPARTMENT MAY VERY WELL BE THROUGH USING THE INTERNET TO OBTAIN INFORMATION ABOUT THE SERVICES WE OFFER. BY POSTING OUR CUSTOMER SERVICE STANDARDS ON THE INTERNET, OUR CUSTOMERS KNOW WHAT TO EXPECT WHEN SEEKING A PERMIT OR LICENSE AND THE QUALITY OF SERVICE THEY SHOULD BE RECEIVING.

Department of Police

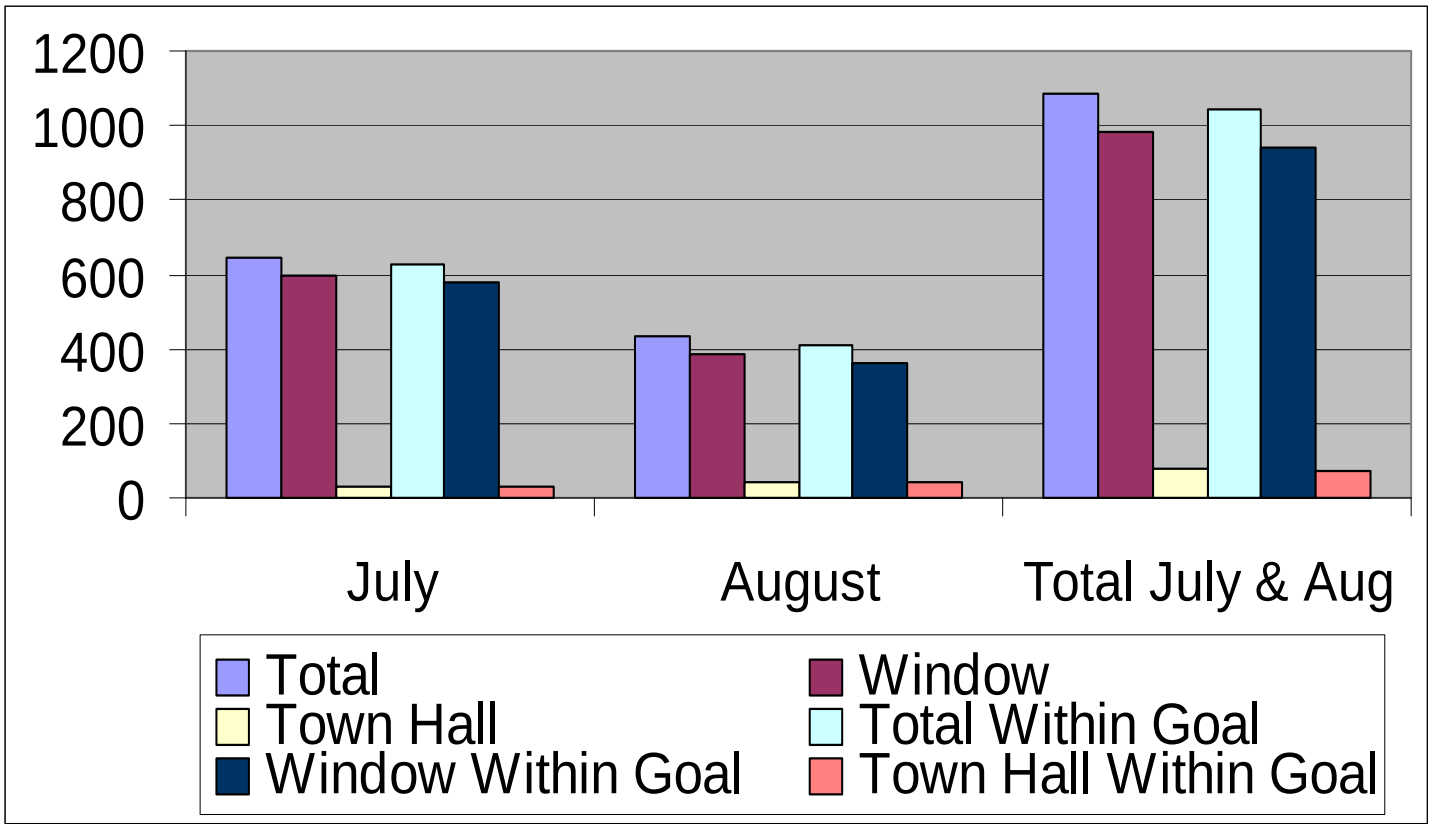
September, 2008

Priority Customer Service Standard:
All issues brought to the Police District windows or received at a Town Hall meeting will be addressed in 5 business days.

Redress:
District Captain will step in to contact the customer and resolve the issue.

Fiscal Year to Date DatA

Goal: 100%



Monthly Customer Service Improvement

The Police Department has developed a new mapping system to provide citizens with incident data to better inform citizens regarding crime activity. This new system has the following features:

- Filter incidents based on crime classification, dates and locations
- Click on mapped incidents to see details
- View incident data in a table
- Download files of data displayed on the map

Philadelphia Prison System

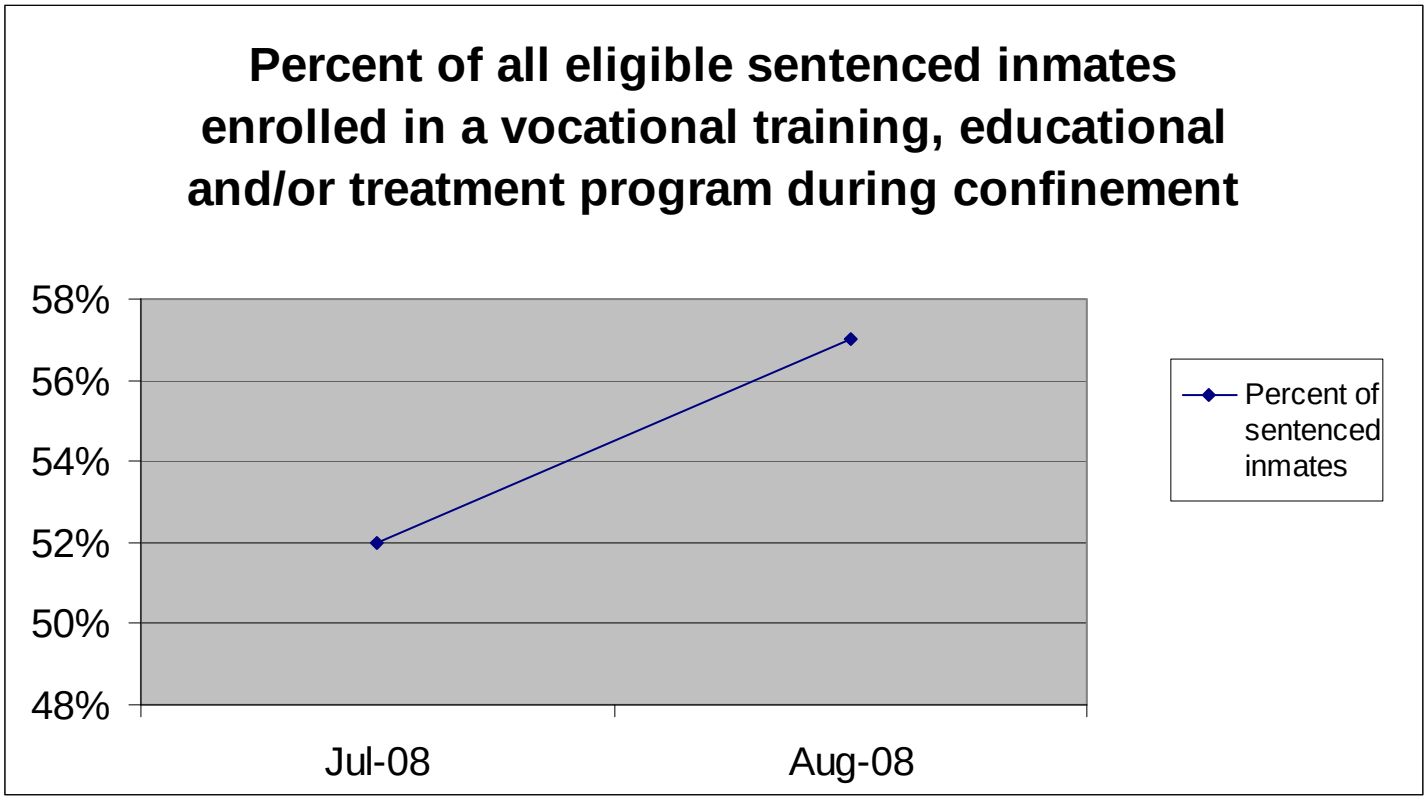
September, 2008

Priority Customer Service Standard:
All sentenced inmates will be enrolled in a vocational, training, educational and/or treatment program during confinement.

Redress:
Forthcoming

Fiscal Year to Date DatA

Goal: 100%



Monthly Customer Service Improvement

The Philadelphia Prison System has been more focused on providing better programming and enrollment for sentenced inmates. An additional 200 inmate beds have been provided through the Coleman Education Center and has influenced the increased number of inmates enrolled in drug and alcohol treatment programs.

Department of Procurement

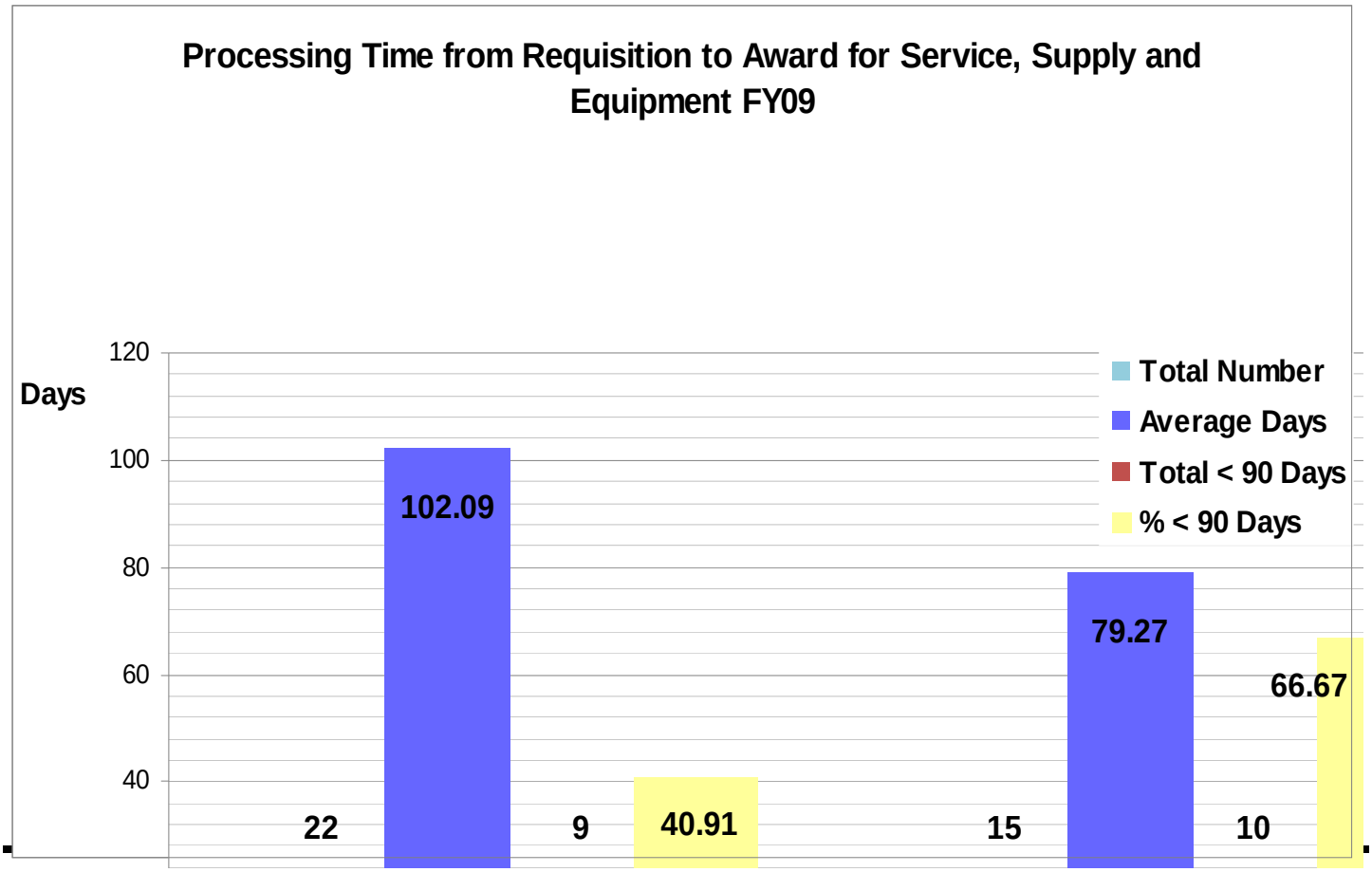
September, 2008

Priority Customer Service Standard:
Service, Supply and Equipment awards will be completed within 90 days from receipt of the requisition.

Redress:
For requisitions not awarded within 90 days, there will be: 1) an apology from the Procurement Department, including the Commissioner; (2) an in depth review of the file; (3) a meeting with the appropriate Manager and staff members; and (4) expedited Service on a purchase chosen by the customer.

Fiscal Year to Date DataA

Goal: 90 Days



Monthly Customer Service Improvement

The Procurement Department has established a goal of completing awards within 90 days from the receipt of the requisition. This is a customer-driven standard developed in response to our customer's needs and want of a faster, more streamlined procurement process.

Department of Public Health

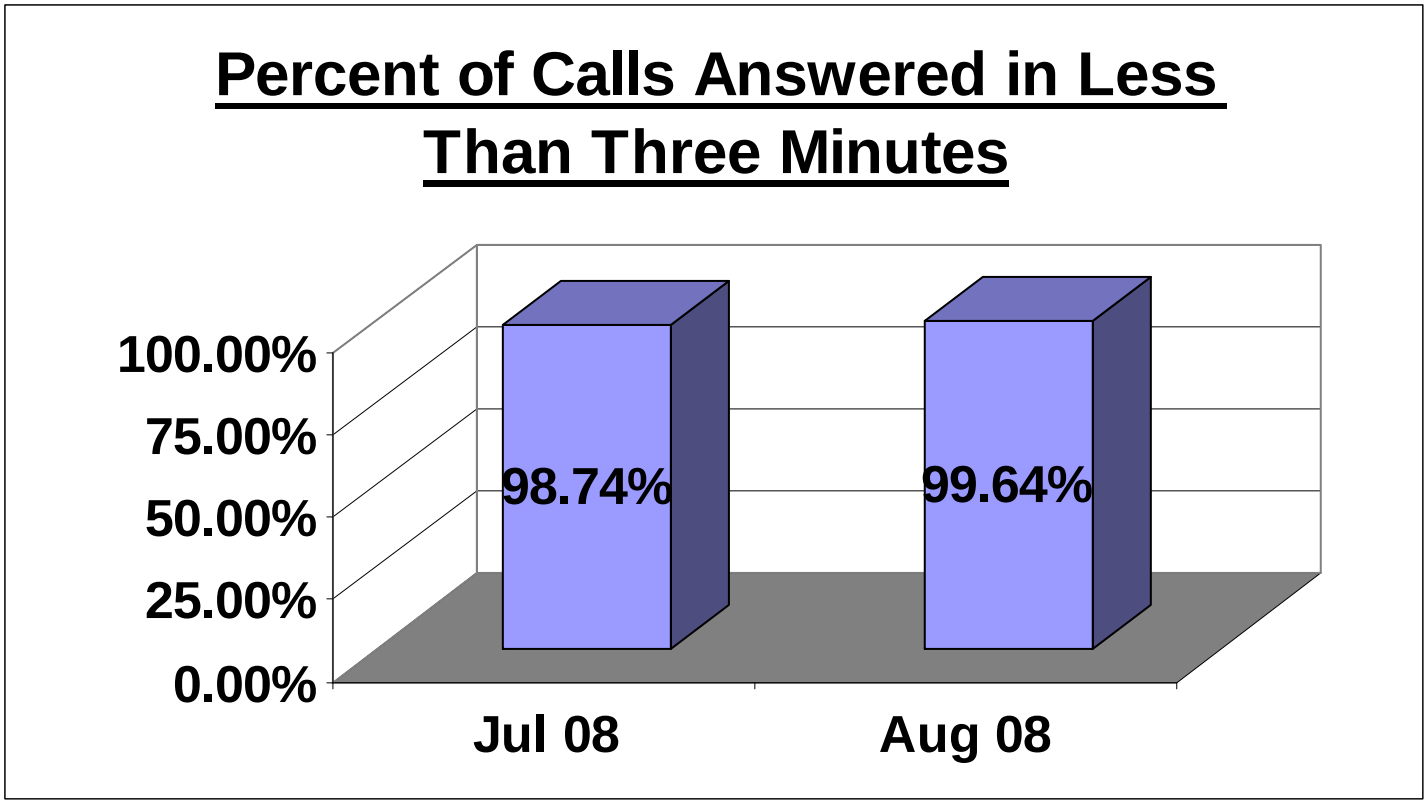
September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
ALL CALLS TO THE CALL CENTER WILL BE ANSWERED WITHIN 3 MINUTES.

REDRESS:
AN APOLOGY WILL BE MADE BY TELEPHONE.

FISCAL YEAR TO DATE DATA

GOAL: 100%



MONTHLY CUSTOMER SERVICE IMPROVEMENT

THE DEPARTMENT OF PUBLIC HEALTH HAS IMPLEMENTED A NEW SYSTEM TO IDENTIFY CALLS THAT ARE ON HOLD FOR MORE THAN 3 MINUTES. CALLERS RECEIVE A RECORDED APOLOGY FROM THE SYSTEM AND AN APOLOGY IS GIVEN BY THE OPERATOR WHEN THE CALL IS PICKED UP.

Department of Public Property

September, 2008

INFORMATION IS FORTHCOMING

Department of Records

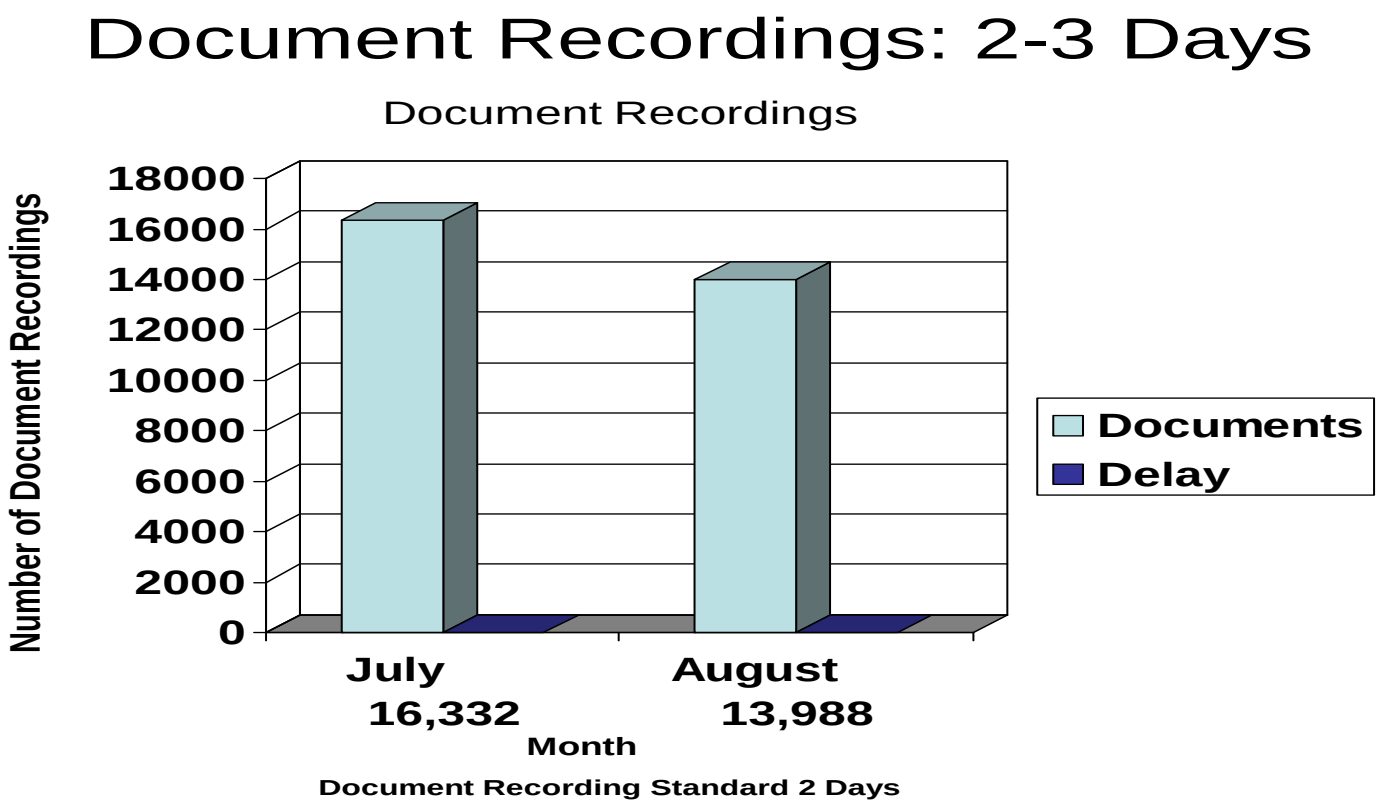
September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
REQUESTS FOR DOCUMENT RECORDING WILL BE COMPLETED WITHIN 3 DAYS FOR THE BUSINESS COMMUNITY.

REDRESS:
DEPLOY A SWAT TEAM TO PROCESS DOCUMENTS

FISCAL YEAR TO DATE DATA

GOAL: 100%



MONTHLY CUSTOMER SERVICE IMPROVEMENT

NO REPORT AT THIS TIME.

Department of Recreation

September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:

PROVIDE FIRST CALL RESOLUTION FOR CUSTOMER CALLS WITH A 48 HOUR TURNAROUND TIME FOR ANY CALLS THAT ARE TRANSFERRED

REDRESS:

ADMINISTRATIVE SUPERVISORS HANDLE ALL REQUESTS THAT ARE NOT HANDLED WITHIN 24 HOURS

FISCAL YEAR TO DATE DATA:

GOAL: 100% FIRST CALL RESOLUTION

INFORMATION IS FORTHCOMING

MONTHLY CUSTOMER SERVICE IMPROVEMENT

THE DEPARTMENT BEGAN A REQUEST TRACKING SYSTEM TO ENSURE CUSTOMERS THAT THEY HAVE A WAY TO MONITOR INFORMATION/ SERVICE REQUESTS THAT ARE SUBMITTED VIA PHONE TO THE DEPARTMENT BUT THAT CANNOT BE RESOLVED ON THE FIRST CALL.

Department of Revenue

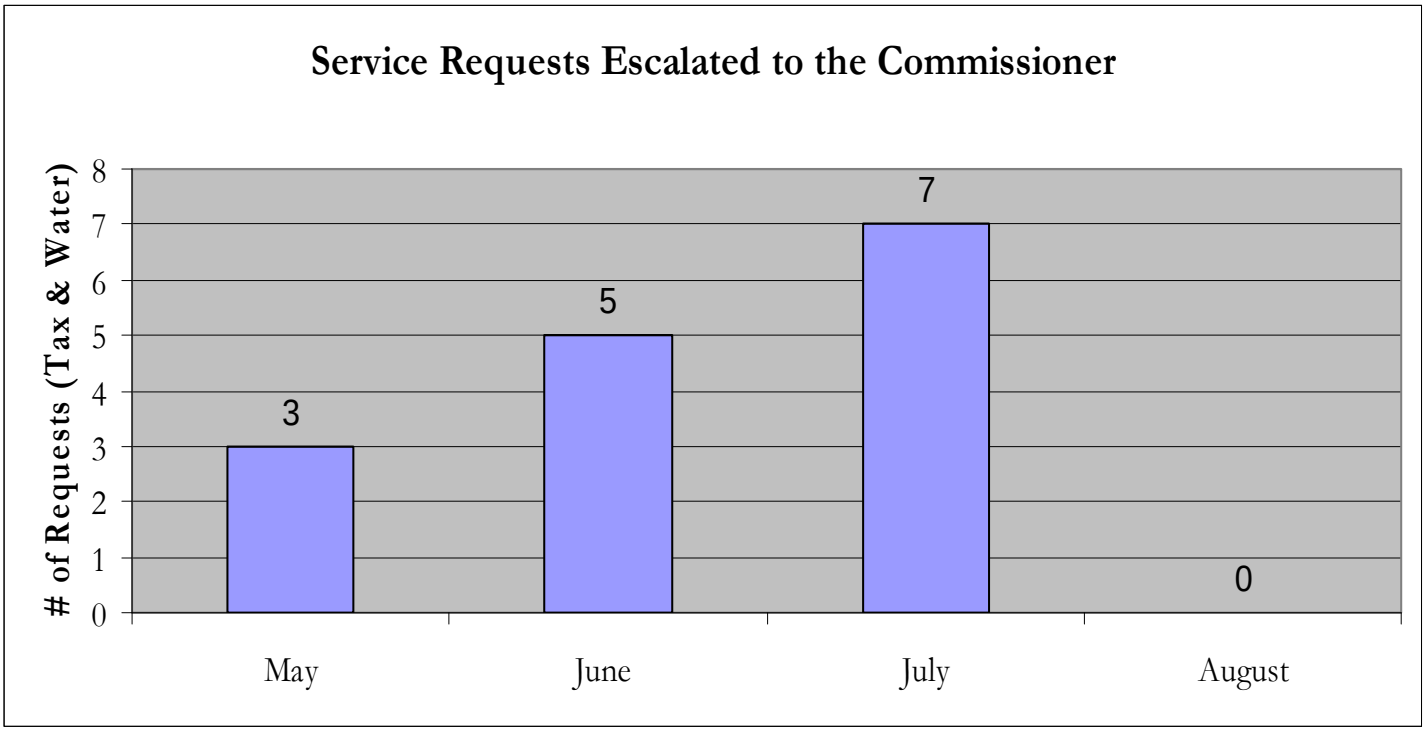
September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
CUSTOMERS WILL RECEIVE ACCURATE & UNDERSTANDABLE EXPLAINATIONS THE FIRST TIME THEY SEEK ASSISTANCE

REDRESS:
TAXPAYERS HAVE THE OPTION OF ESCALATING THEIR ISSUE UP THE ENTIRE DEPARTMENTAL CHAIN OF COMMAND

FISCAL YEAR TO DATE DATA

GOAL: AVERAGE OF 8 ESCALATIONS PER MONTH



MONTHLY CUSTOMER SERVICE IMPROVEMENT

THE DEPARTMENT OF REVENUE INSTALLED SYMON BOARDS IN THE TAX REVENUE CALL CENTER THIS MONTH. THE SYMON BOARDS HANG FROM THE CEILING AND DISPLAY THE NUMBER OF CALLS WAITING IN THE REAL ESTATE AND BUSINESS TAX CALL QUEUES, THE LONGEST WAIT TIME, THE TOTAL CALLS ANSWERED THAT DAY, AND NUMBER OF CALLS ABANDONED. AS A RESULT, AGENTS, ARMED WITH INFORMATION, ARE TAKING THE INITIATIVE TO SWITCH BETWEEN THE CALL QUEUES BASED ON WHERE THE GREATEST NEED IS. CALLERS SHOULD EXPERIENCE REDUCED WAIT TIMES FOR SERVICE BECAUSE OF THE SYMON BOARDS.

Department of Streets

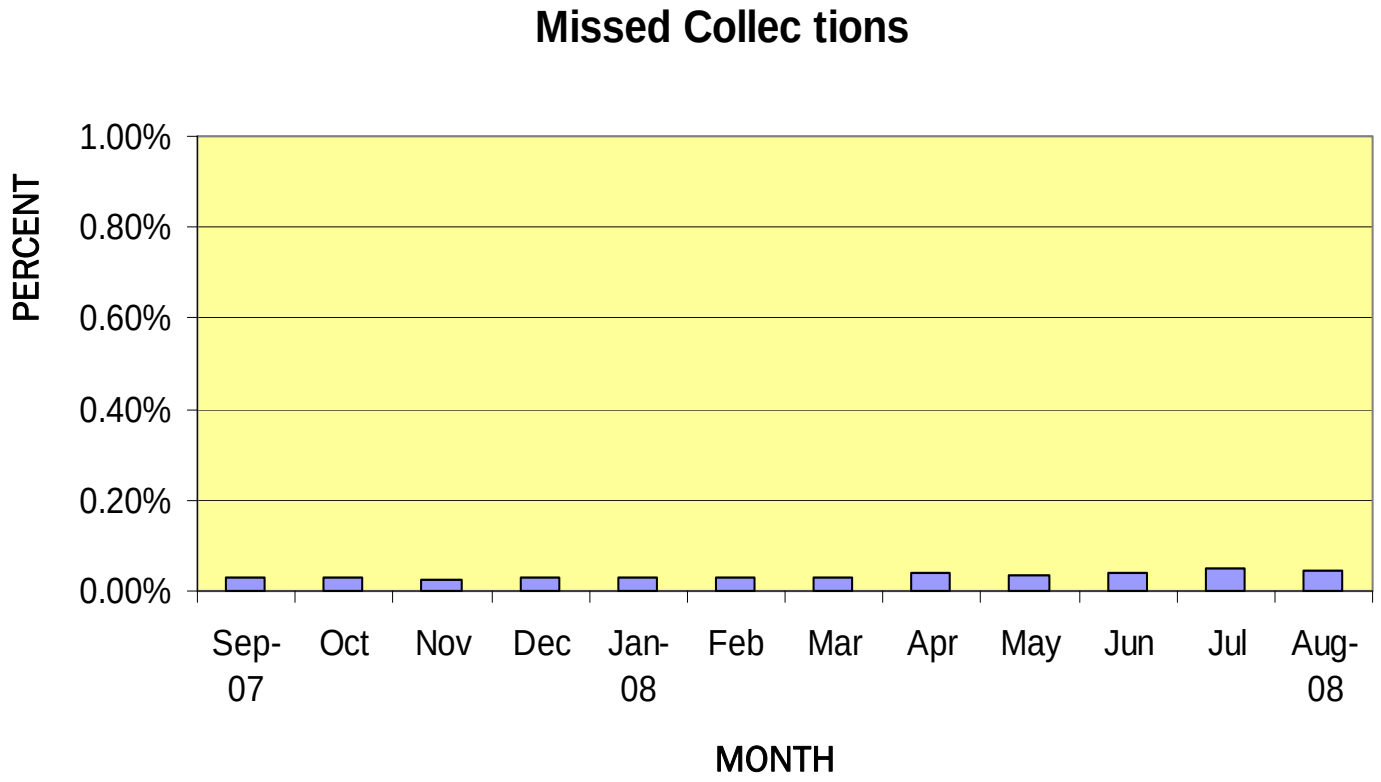
September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
ALL RUBBISH AND RECYCLING WILL BE COLLECTED ON SCHEDULED COLLECTION.

REDRESS:
RUBBISH AND/OR RECYCLING WILL BE COLLECTED IN THE SAME BUSINESS DAY.

FISCAL YEAR TO DATE DATA

GOAL: 100%



MONTHLY CUSTOMER SERVICE IMPROVEMENT

THE STREETS DEPARTMENT HAS IMPLEMENTED A SINGLE-STREAM RECYCLING PROGRAM TO IMPROVE THE EFFICIENCY OF RECYCLING COLLECTION. THIS PROGRAM ALLOWS CUSTOMERS TO PUT ALL RECYCLABLES IN ONE COLLECTION BIN, MAKING IT LESS ONEROUS ON THE CUSTOMER TO RECYCLE.

Office of Supportive Housing

September, 2008

INFORMATION IS FORTHCOMING

Department of Water

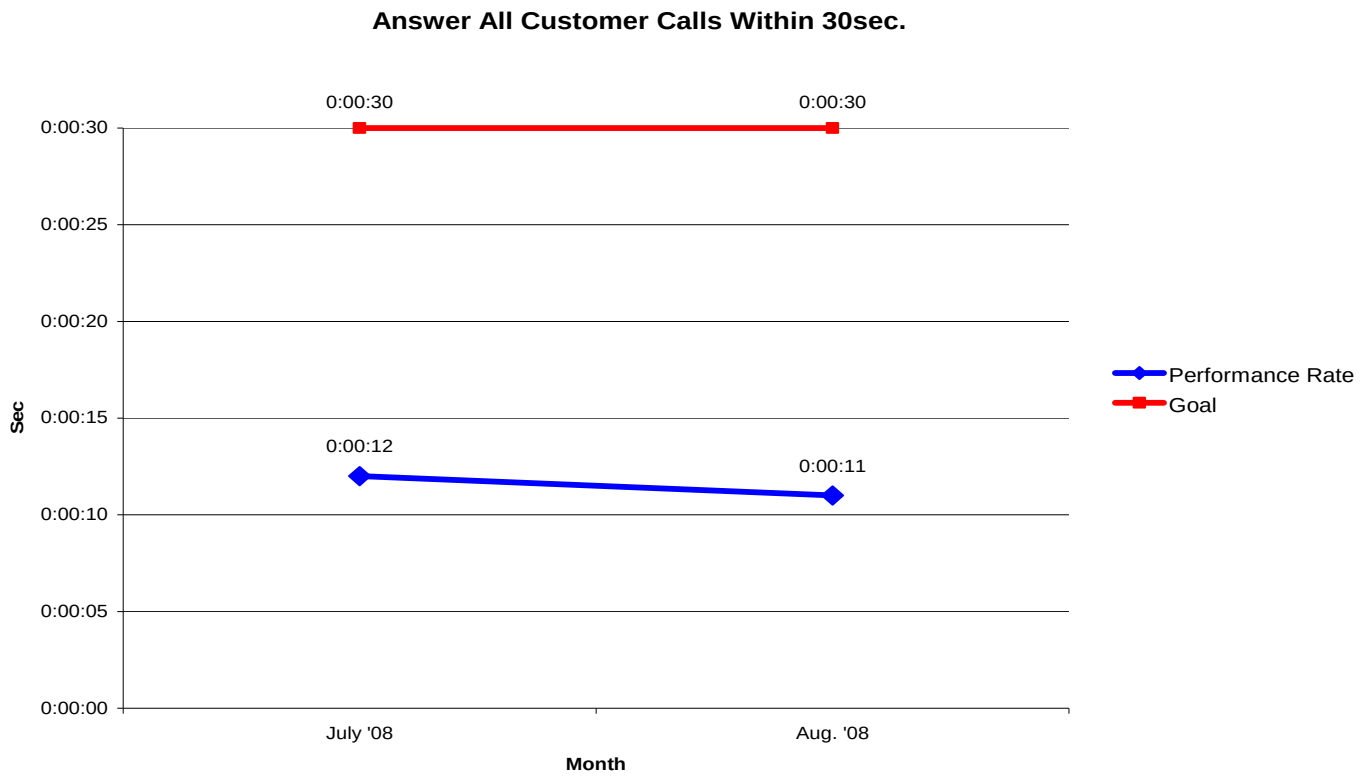
September, 2008

PRIORITY CUSTOMER SERVICE STANDARD:
CALLS MADE TO THE WATER DEPARTMENT WILL BE ANSWERED WITHIN 30 SECONDS.

REDRESS:
CUSTOMERS MAY LEAVE A VOICEMAIL IF THEIR CALL IS NOT ANSWERED AND THE WATER DEPARTMENT WILL RETURN THE CALL WITHIN 24 HOURS.

FISCAL YEAR TO DATE DATA

GOAL: 100%



MONTHLY CUSTOMER SERVICE IMPROVEMENT

FULL TIME VACANCIES IN THE WATER DEPARTMENT'S CALL CENTER ARE DOWN TO 14 PERCENT IN AUGUST 2008 VERSUS 36% IN AUGUST 2007. THE ABILITY TO MEET THE DESIRED PERFORMANCE LEVEL IS DIRECTLY RELATED TO THE NUMBER OF VACANT POSITIONS.

SEPTEMBER 2008
Customer Service Report
Appendix

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Department and Department Standards	Redress	Goal	July'08	August '08	YTD
KEY: What do Colors Mean?					
Meet or Exceed Standard: GREEN	EXAMPLE	100%	100%	100%	100%
Below Standard: RED	EXAMPLE	90%	33%	54%	45%
Priority Standards: GREY					
Information Not Submitted by Department	Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming
YTD: Year to Date					
Philadelphia International Airport					
1) Complaints received through the Airport's website, correspondence, and comment cards will be acknowledged within 3 business days	Failure to acknowledge within 3 business days will trigger an e-mail apology from the Airport Director	100%	100%	100%	100%
2) Airport restrooms will be kept clean and well-supplied during all hours of operation. On average, restroom complaints received through the complaint line will be less than 1 per day	Maintenance Department evaluates information for trends and takes immediate action to enhance the customer's experience	95%	100%	100%	100%
3) Shuttle Bus will meet posted scheduled 95% of the time	Vendor is not compensated for missed hours. Additionally vendor is penalized an additional 1.5 missed hours.	95%	93%	93%	93%
Department of Behavioral Health					
1) Timely payment (within 45 days) to providers to ensure that services remain available to consumers (Goal: 100% on time)	Forthcoming	100%	100%	97%	99%
2) Increase the rate of timely authorization (within 2 days) of requests for Behavioral Health Rehabilitation Services	Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming
Philadelphia City Planning Commission					
1) Percent of visitors greeted within within 5 minutes of arrival	Letter of apology	100%	100%	Forthcoming	98%
2) Percent of visitors seen within 5 minutes of arrival	Letter of apology	100%	90%	Forthcoming	96%
3) Percent of visitors "satisfied" and "very satisfied" with the service of PCPC staff (as reported in customer-service survey forms completed by visitors)	Dialogue with the visitor to resolve the issue	100%	95%	Forthcoming	96%
4) Percent of visitors "satisfied and very satisfied" with the knowledge /direction /advice of PCPC staff (as reported in customer-service survey forms completed by visitors)	Dialogue with the visitor to resolve the issue	100%	95%	Forthcoming	96%
Department of Commerce					
Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming

Department and Department Standards	Redress	Goal	July'08	August '08	YTD
Division of Technology					
1) Enterprise Infrastructure standard of availability is 99.80%.	A communication is issued citywide explaining that we must identify the root cause, estimate time of remediation. Remediate the problem, and survey/follow-up with the customer	Forthcoming	Forthcoming	Forthcoming	Forthcoming
Mayor's Office of Education					
1) Callers will receive acknowledgements of their voicemail messages within 24 hours on regular business days	Customer will get a verbal apology from the Deputy Education Officer or the Chief Education Officer within 48 hours of their phone call.	95%	Forthcoming	Forthcoming	Forthcoming
Office of Emergency Management					
1) All projects within the Office of Emergency Management will have a completion date and will result in a tangible deliverable	Project manager will explain in writing to involved stakeholders why the project was not completed by the specific date and will also provide a revised schedule	80%	Forthcoming	Forthcoming	Forthcoming
2) The Office of Emergency Management will respond to requests via e-mail and telephone from the public within 2 business days of their receipt	The Deputy Managing Director for Emergency Management will provide an apology in writing and will address the customer's concern directly	100%	Forthcoming	Forthcoming	Forthcoming
Fairmount Park Commission					
1) Turf mowed every two weeks between 4/15 and 10/1	Park staff will respond to complaint with verbal apology and explanation; mowing will occur within 1 business day.	100%	100%	100%	100%
2) Site inspections resulting from citizen-generated requests for tree planting, pruning and removal responded to within 10 business days	Citizen will receive a verbal explanation and apology and inspection will occur within 3 business days.	100%	53%	74%	64%
3) Wedding and picnic permits issued within 10 business days of submission of complete application	Applicant will receive a 50% discount on a future permit.	100%	100%	100%	100%
Department of Fire					
1) After a customer complaint is received, a written acknowledgement within two business days with the investigation process described will be sent.	Phone call from Chief Officer or Unit Head.	90%	33%	54%	45%
2) The Fire Department will install a fire alarm within 10 business days of receiving a request.	Phone call from Chief Officer or Unit Head.	90%	100%	31%	81%
Office of Fleet Management					
Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming

Department and Department Standards	Redress	Goal	July'08	August '08	YTD
Free Library of Philadelphia					
1) Library locations offering six day service during the school year	Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming
2) Information requests received via email immediately acknowledged, and responded to within 2 business days	Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming
3) Preschool groups requesting a library visit and literacy orientation that are scheduled within 2 weeks at their local branch	Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming
Historical Commission					
1) The Historical Commission will complete all staff-level reviews of building permit applications within five working days of the receipt of a complete application.	If the five-day standard is not met, the Historical Commission will contact the applicant, explain the delay, and complete the review within two working days	100%	100%	100%	100%
2) The Historical Commission will complete all Commission-level reviews of building permit applications within 60 working days of the receipt of a complete application	If the 60-day standard is not met, the application will be deemed approved and the Historical Commission will forward the approved application to the Department of Licenses & Inspections.	100%	100%	100%	100%
3) The Historical Commission will acknowledge the receipt of all individual nominations for designation in writing within five working days of receipt.	If the five-day standard is not met, the Historical Commission will contact the nominator, explain the delay, and acknowledge the receipt in writing within two working days.	100%	Forthcoming	Forthcoming	Forthcoming
4) The Historical Commission will review all individual nominations "for technical and substantive correctness and completeness" and notify the nominator of the results of the review in writing within 30 working days of receipt	If the 30-day standard is not met, the Historical Commission will contact the nominator and explain the delay within two working days; and complete the review and notify the nominator in writing within five working days	100%	Forthcoming	Forthcoming	Forthcoming
Office of Housing and Community Development					
1) For the quarter of FY 2009, the Office of Housing Delivered checks a median of 8 days from the time of receiving tax.	Deliver all grant payments within two week period from receipt of the completed application, immediate payment on same day of the discovery if standard is not met.	92%	88%	95%	92%
Department of Human Resources					
1) Eligible lists will be available on the mutually agreed upon target date 100% of the time.	Forthcoming	100%	81%	63%	72%
2) Employee status changes will be processed within 3 days of receipt 100% of the time.	Forthcoming	100%	97%	97%	97%
3) Candidates will be referred for interview within 2 days of a certification request at all times. (Mechanism for measurement not implemented yet)	Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming

Department and Department Standards	Redress	Goal	July'08	August '08	YTD
Department of Licenses and Inspections					
1) Commercial permits issued 25 days or less;	The redress for the issuance of both the commercial and residential permits are 1. A personal appointment with the building plans examiner and/or supervisor to review the project if the permit review time standards are not met. Also an apology from the plans examiner will be issued followed by the immediate processing of the permit.	Forthcoming	Not Available	93%	93%
2) Residential permits issued 15 days or less;	The redress for intake and accepting a permit within two hours is our go to the head of the line pass along with a letter of apology.	Forthcoming	Not Available	93%	93%
3) The intake process for accepting a complete application for a zoning or building permit should take 2 hours maximum.	To reduce the wait time for customers who are seeking our services.	Forthcoming	Not Available	85%	85%
4) Permit inspections performed within 2 days of request		Forthcoming	Not Available	95%	95%
Department of Police					
1) Non-emergency calls for service will be addressed within 60 minutes. After 60 minutes, calls will be rerouted to the Differential Response Unit, which will contact the original caller within 30 minutes.	The Police Department is not included in the Customer Service Report Appendix provided by Eryn Santamoor. We called Eryn to address whether we should add the Department or whether this is something she should do.	100%	Not Available	96%	96%
2) Complainants shall be served by district personnel within five minutes pending service of others. All non-emergency issues of concern will be addressed within five business days.	Redress for failure to respond within the five (5) business day period is made by the relevant district Captain who will step in to contact the customer and resolve the issue.	Forthcoming	Not Available	Forthcoming	Forthcoming
3) Divisional inspectors will hold bi-monthly town hall meetings. All non-emergency issues will be addressed within five business days.	The Department's standard is addressing issues brought to district windows or town hall meetings within five (5) business days.	Forthcoming	Not Available	Forthcoming	Forthcoming
Philadelphia Prison System					
1) Percent of sentenced inmates provided with the opportunity to participate in a vocational, training, educational and/or treatment program during confinement	Forthcoming	100%	52%	57%	55%
2) Percent of newly admitted inmates that are processed and housed within 24 hours of admission	Forthcoming	100%	100%	100%	100%
Department of Public Health					
1) All calls to the Call Center will be answered within 3 minutes	Apology phone call.	100%	Not Available	100%	100%
2) All (new) prescriptions will be filled by next day	Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming
3) All new patient appointments will be made within 30 days	Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming

Department and Department Standards	Redress	Goal	July'08	August '08	YTD
Department of Public Property					
1) Except for emergencies, provide within two days the date for when customer service requests will be completed	Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming
2) Municipal switchboard will answer calls within 60 seconds and ensure calls are routed correctly to eliminate call backs	Forthcoming	Forthcoming	Forthcoming	Forthcoming	Forthcoming
Department of Procurement					
1) Service, Supply and equipment awards will be completed within 90 days from receipt to requisition.	For requisitions not rewarded within 90 days, 1. An apology from the procurement department, including the commissioner and 2) An in depth review of the file 3) A meeting with the approproate manager and stadd memebers and 4) Expedited servise on a purchase chose by the customer.	100%	100%	100%	100%
Department of Records					
1) Requests for document recording will be completed within 3 days (business community) (Data is measured by redress)	Deploy a swat team to process documents.	100%	100%	100%	100%
2) Requests made to Central Duplication will be completed within 3 days (internal departments)	Give the agency priority for the next service request.	100%	100%	100%	100%
Department of Recreation					
1) First Call Resolution: Successfully answer all customer needs when they call.	Administrative Supervisors handle all customer needs that are not initially satisfied within 24 hours.	100%	Forthcoming	Forthcoming	Forthcoming
2) 100% of customers with complaints are satisfied with service.	Issue forwarded to Administrative Supervisor.	100%	100%	100%	100%
3) Regain contact with 2/3 of customers with complaints to ensure satisfaction.	Average calls every week, ensure 2/3 is reached by month's end.	100%	75%	67%	71%
Department of Revenue					
1) Customers will receive accurate and understanable explanations the first time they seek assistance. *Measured by number of times redress is required.*	Taxpayers have the option of escalating their issue up the entire departmental chain of command.	8	5	7	6
Department of Streets					
1) Rubbish and recycling collections not picked up on scheduled collection day	will be collected on the business next day	100%	99%	99%	99%
2) If potholes are not repaired within 1 day	the customer will be notified	100%	100%	100%	100%
3) If ditches are not repaired within 15 days	the customer will be notified	90%	83%	84%	84%
Office of Supportive Housing					
1) Treat customers with dignity and respect	An administrator will respond to consumer complaints within 24 hours	70%	Forthcoming	Forthcoming	Forthcoming

Department and Department Standards	Redress	Goal	July'08	August '08	YTD
Department of Water					
1) Respond to requests for storm drain cleaning within 72 hours	Forthcoming	100%	74%	65%	70%
2) Calls made to the Water Department will be picked up within 30 seconds	Forthcoming	100%	90%	91%	91%