

SomerStat

Constituent Services

Sean Murphy

October 23rd, 2008



1. Budget Review: PS Projections

ACCT	DESCRIPTION	TOTAL BUDGET FY09	ACTUAL PLUS ENCUM.	REMAINING BALANCE	WEEKLY SPENDING TO MEET BUDGET	10/4/2008	10/11/2008	WEEKLY AVG ACTUAL VS BUDGET	PROJECTED SURPLUS/ (DEFICIT)
WEEKLY PAYMENTS									
51110	SALARIES	\$ 546,861	\$ 151,778	\$ 395,083	\$ 10,536	\$10,487	\$ 10,487	\$ 48	\$ 1,812
51200	SALARIES & WAGES TEMP	\$ 22,000	\$ 10,485	\$ 11,515	\$ 307	\$ 146	\$ 341	\$ 63	\$ 2,380
51300	OVERTIME	\$ 10,000	\$ 1,553	\$ 8,447	\$ 225	\$ 241	\$ 146	\$ 31	\$ 1,181
51430	SHIFT DIFFERENTIALS	\$ 13,000	\$ 3,150	\$ 9,850	\$ 263	\$ 226	\$ 211	\$ 44	\$ 1,652
Total		\$ 591,861	\$ 166,966	\$ 424,895	\$ 11,331	\$11,101	\$ 11,186	\$ 187	\$ 7,025

		TOTAL BUDGET FY09	ACTUAL PLUS ENCUM.	REMAINING BALANCE	% SPENT
PERIOD PAYMENTS					
51410	LONGEVITY	\$ 2,500	\$ -	\$ 2,500	0%
51532	HOLIDAYS - S.M.E.A.	\$ 2,000	\$ -	\$ 2,000	0%
51930	UNIFORM ALLOWANCE	\$ 700	\$ 700	\$ -	100%
Total		\$ 5,200	\$ 700	\$ 4,500	13%
TOTAL		\$ 597,061	\$ 167,666	\$ 429,395	28%

Weeks Completed	14.7
Weeks Remaining	37.5
% of Year Completed	28%

Data as of 10/11/08

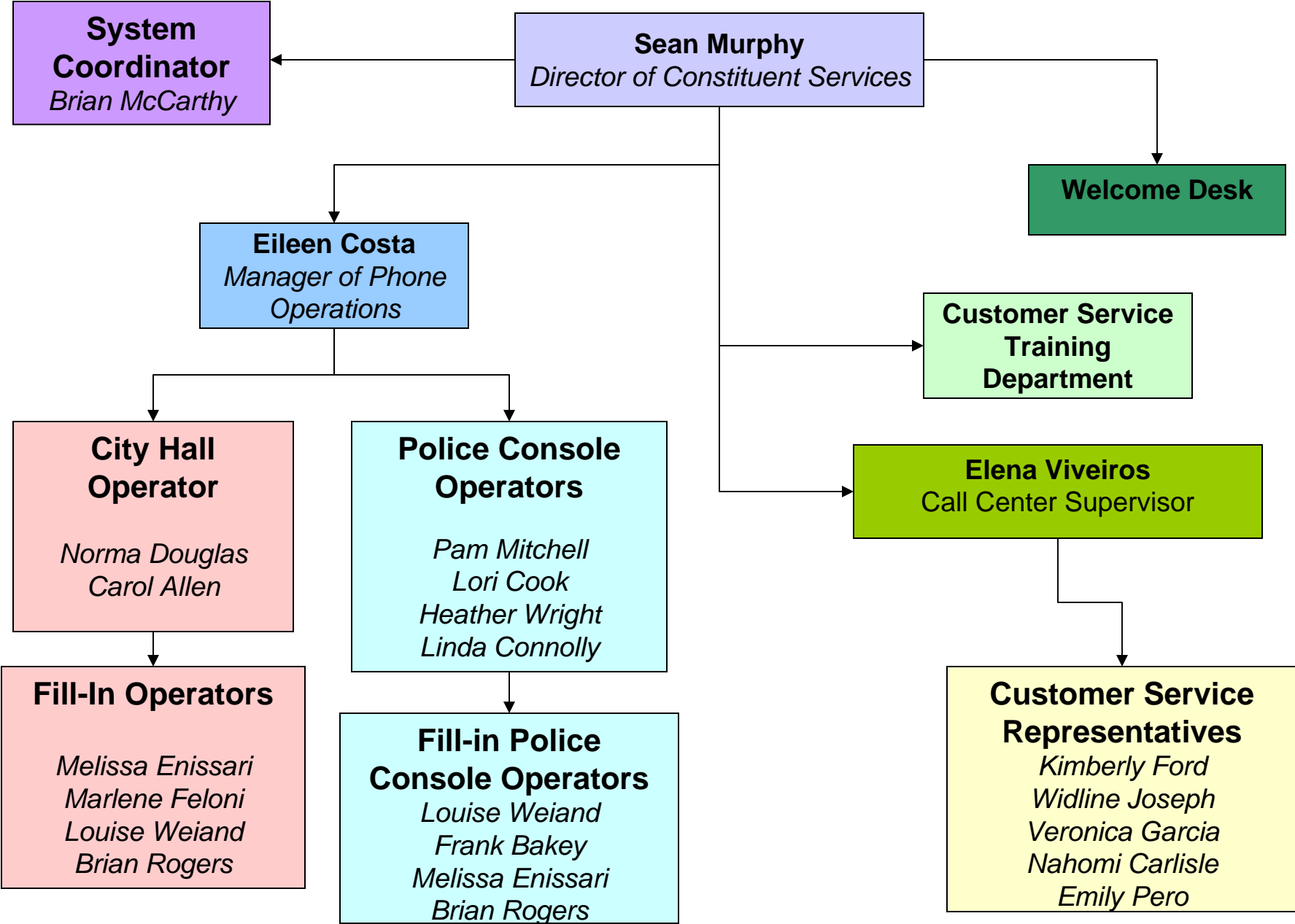
2. Budget Review: OM Spending

ACCT	DESCRIPTION	TOTAL BUDGET FY09	ACTUAL	ENCUM.	REMAINING BALANCE	% SPENT	ORIGINAL BUDGET FY09
53000	PRO & TECH SERVICES	\$ 4,000	\$ -	\$ 4,000	\$ 4,000	0%	\$ 4,000
53210	EMPLOYEE TRAINING COURSES	\$ 2,000	\$ -	\$ -	\$ 2,000	0%	\$ 2,000
53420	POSTAGE	\$ 1,000	\$ -	\$ -	\$ 1,000	0%	\$ 1,000
53440	EXPRESS/FREIGHT	\$ 50	\$ -	\$ -	\$ 50	0%	\$ 50
54200	OFFICE SUPPLIES	\$ 2,186	\$ 186	\$ 3,500	\$ 2,000	9%	\$ 2,000
54202	OFFICE FURNITURE	\$ 1,000	\$ -	\$ -	\$ 1,000	0%	\$ 1,000
54210	PRINTING & STATIONERY	\$ 6,189	\$ 3,437	\$ 1,000	\$ 2,752	56%	\$ 4,000
54221	COMPUTER EQUIPMENT	\$ 5,890	\$ 5,890	\$ -	\$ -	100%	\$ -
	TOTAL	\$ 22,315	\$ 9,513	\$ 8,500	\$ 12,802	43%	\$ 14,050

Weeks Completed	14.7
Weeks Remaining	37.5
% of Year Completed	28%

Data as of 10/11/08

3. Organizational Chart



4. September Benefit Day Usage

Sick Day Report for CY2008

Constituent Services

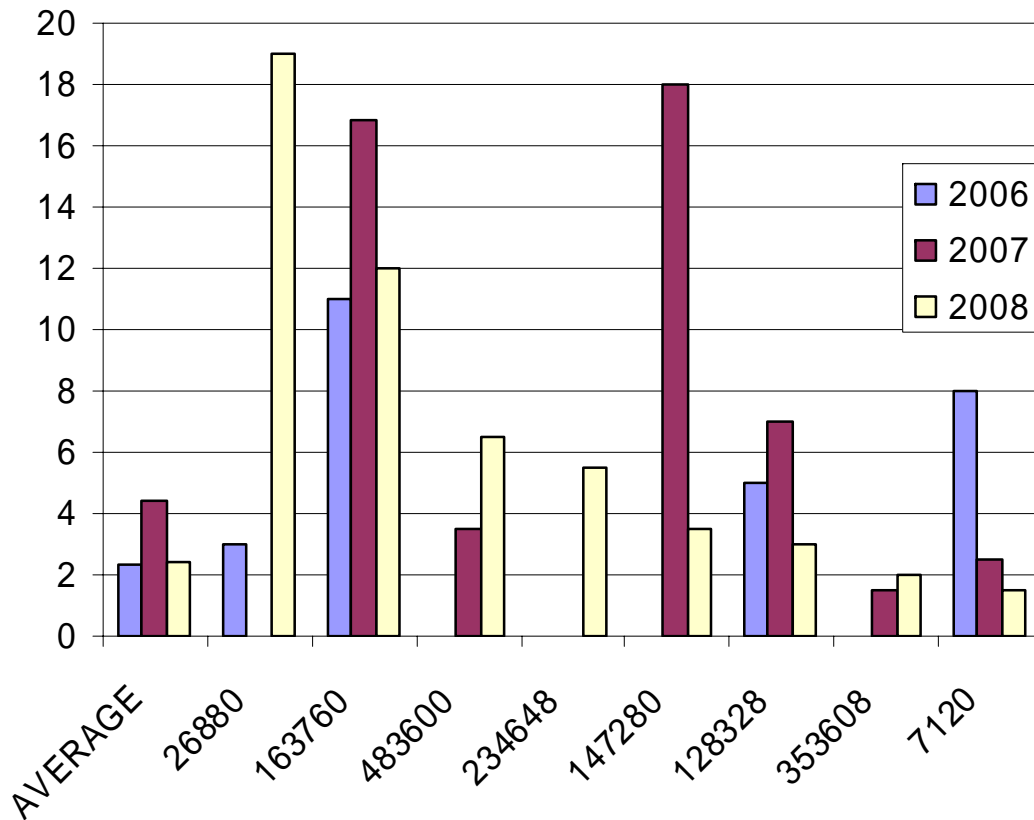
<i>Union Name</i>	<i>ID</i>	<i>Last</i>	<i>First</i>	<i>SickDays</i>
<i>SMEA Unit B</i>				
<i>May Require Doctor's Note (Jul08)</i>				11.5
<i>May Require Written Explanation (Jul08)</i>				
<i>May Require City Physical (Jul08)</i>				

0 Flagged for written explanation, City Physical, and Doctor's Note
3 employees have more vacation than allowed carry-over for next year.

5. Benefit Day Analysis

RandID	Sick Days CY06	Sick Days CY07	Sick Days CY08	CY08 Lost Productivity
AVERAGE	2.3	4.4	2.4	\$ 408
TOTAL	27	56.8	53.0	\$ 8,975
26880	3	0	19	\$ 2,800
163760	11	16.8	12	\$ 2,077
483600	0	3.5	6.5	\$ 1,807
234648	0	0	5.5	\$ 787
147280	0	18	3.5	\$ 501
128328	5	7	3	\$ 438
353608	0	1.5	2	\$ 286
7120	8	2.5	1.5	\$ 280

Sick Day Usage



43 sick days in CY08

Total lost productivity = \$7493

14 employees have used 0 sick days.

Employee 26880 has long term situation - discussed with Personnel

6. Intelligov: DPW Issues

DPW stressed disconnect with Intelligov system at 7/30 Highway meeting

- DPW did not know their work order SLA's – **new dashboard SLA tab**
- DPW said they cannot access a complete list of open work orders
- Funding for additional dashboard licenses available. (Sent to board 8/28)
- **STATUS – Intelligov Dashboard licenses purchased, software installed on all computers**
- **Issue of DPW finding time for training.**
- **T&P trained – interest in entering dummy work orders to use mapping features and other ideas**

Questions

- Who are the users of Intelligov in DPW?
- Training for Intelligov users in all departments?

The screenshot shows the Intelligov Callcenter interface. At the top right, it says "Intelligov Callcenter List Requests". Below this are navigation tabs for "Service Requests", "Reports", "Settings", and "Logout". A search bar contains filters for "CITIZEN'S NAME", "TICKET #", "KEY WORDS", "SERVICE", and "AGENCY". The search criteria are: Agency: DPW, Created: Past 30 Days, Status: Open. Below the search bar are buttons for "PRINT SELECTED" and "MAP SELECTED". The main content area displays "Search Results for : DPW created during Past 30 Days Total Results: 405". A table lists the results with columns for Tkt#, Service, Created, Agency Group, Updated, Status, Due, Completed, Created By, and SRA.

Tkt#	Service	Created	Agency Group	Updated	Status	Due	Completed	Created By	SRA
138621	DPW-Damaged/Missing Street Sign	8/4/2008	DPW-Highway	8/4/2008	Open	2 days	Open	Internal: FORD, KIM	
138613	DPW-Playgrounds&Parks, Gen. Maintenance	8/3/2008	DPW-B&G	8/3/2008	Open	1 days	Open	Internal: BAKEY, FRANK	Notified parks foreman
138608	DPW-Miscellaneous	8/2/2008	DPW-Administration	8/2/2008	Open	177 days	Open	Internal: COOK, LORI	Forwarded to superintendent
138607	DPW-Tree trimming	8/2/2008	DPW-Highway	8/2/2008	Open	6 days	Open	Internal: COOK, LORI	Notified highway foreman
138605	DPW-Miscellaneous	8/2/2008	DPW-Administration	8/2/2008	Open	177 days	Open	Internal: COOK, LORI	Notified highway foreman
138604	DPW-Traffic Signals-Outages,Blinking Yel	8/2/2008	DPW-Highway	8/2/2008	Open	2 days	Open	Internal: WRIGHT, HEATHER	Notified Lights and Lines
138601	DPW-Miscellaneous	8/1/2008	DPW-Administration	8/1/2008	Open	175 days	Open	Internal: GARCIA,	Notified highway

7. Intelligov: Work Orders

Continuing Clean-up Work on Work Orders

- Duplicate / Near duplicate classifications
- Actions without deadlines
- Unrealistic SLAs

Examples:

Service Type	Hours	Approx Days	Average days open*
DPW-Tree Maintenance	40	5	49
DPW-Tree maintenances	40	5	n/a
DPW-Tree trimming	40	5	19
Tree Trim	8	1	n/a
DPW-City Buildings-Repairs	999	125	57
DPW-Recycling - Improperly Stored	999	125	n/a
DPW-Catch Basin/Sewer	8	1	41
DPW-Graffiti-Removal	8	1	6

*excludes auto-close, average for CYTD 2008

8. Intelligov: SLA vs. Days Open

Date	Type	Dept	SLA	Days Open	Days Late
10/17/2008	DPW-Sidewalk Repair	DPW-Highwa	3	4	1
10/17/2008	DPW-Sidewalk Repair	DPW-Highwa	3	5	2
10/16/2008	DPW-Pothole	DPW-Highwa	2	6	2
10/15/2008	DPW-Pothole	DPW-Highwa	2	7	5
8/14/2008	DPW-Catch Basin/Sewer	DPW-Water	1	68	64
8/14/2008	DPW-Catch Basin/Sewer	DPW-Water	1	69	67
10/10/2008	DPW-City Buildings-Repairs	DPW-B&G	125	11	0
10/10/2008	DPW-City Buildings-Repairs	DPW-B&G	125	12	0
7/3/2008	DPW-Damaged/Missing Street	DPW-Highwa	5	110	103
7/3/2008	DPW-Damaged/Missing Street	DPW-Highwa	5	110	104

- SLA field now constant – days open and days late vary
- Days open include weekends but change based on time of day?
- How are days late calculated?

9. Intelligov: Work Flow System Implementation (1)

Background

- New work flow module to be implemented as an add-on to the existing Intelligov program
- Main feature of the add-on will allow departments to assign SLAs for each step of a work order and signal completion of each individual step

Next Steps

- Project plan prepared for system implementation
- Set up meetings with supervisors in ISD, DPW, and T&P
- Break down each work order into tasks and assign a specific SLA to each individual task
- Train all end users, as well as their supervisors, in use of the system

On Schedule for T&P and ISD

10. Intelligov: Work Flow System Implementation (2)

Task Name	September	October
Workflow Implementation	[Cyan bar spanning the entire width of the row]	
Develop Training material	[Cyan bar spanning the entire width of the row]	
Outline needs with the vendor	[Cyan bar from start to ~1/3]	
Work with Vendor to organize material	[Cyan bar from ~1/3 to ~2/3]	
Comment on format and layout	[Cyan bar from ~2/3 to ~3/4]	
Review final document	[Cyan bar from ~3/4 to end]	
Training Schedule	[Cyan bar spanning the entire width of the row]	
Identify department order	[Cyan bar from start to ~1/4]	
Schedule departments based on launch	[Cyan bar from ~1/4 to ~1/2]	
Design document flow	[Cyan bar spanning the entire width of the row]	
Introduce Workflow to Dept heads	[Cyan bar from ~2/3 to ~3/4]	
Create work flow - flow chart document	[Cyan bar from ~2/3 to end]	
System Testing	[Cyan bar spanning the entire width of the row]	
Secure QA test system	[Cyan bar from ~1/2 to ~3/4]	
Test work flow in QA system	[Cyan bar from ~1/2 to end]	
Move "launch" test type to production	[Cyan bar from ~3/4 to end]	
Live testing		[Cyan bar from start to ~1/4]
Training	[Cyan bar spanning the entire width of the row]	
Train Dept Heads	[Cyan bar from ~1/2 to ~3/4]	
Department Clerks training	[Cyan bar from ~3/4 to end]	
Build Workflow system	[Cyan bar spanning the entire width of the row]	
Flowchart workflow system procedures	[Cyan bar from ~1/2 to ~3/4]	
Final "buy-in" from department heads	[Cyan bar from ~3/4 to end]	
Input and activate test type	[Cyan bar from start to ~1/4]	
Final workflow procedure input		[Cyan bar from start to ~1/4]

11. Intelligov: Work Flow System Implementation (3)

QA SYSTEM

Intelligov Callcenter
Advanced Workflow Design

TESTING SYSTEM

Service Requests | Reports | Workflow | Users | System Setup | Data Mgmt | Logout

Service Workflow

*Agency Group: T & P - T&P Engineering

*Work Type: Step Complete

*Hours:

ADD

Start

T & P - T&P Engineering

Inspection

1

16

- + Add Conditional Branch
- + Add Parallel Branch
- Manage Closeout Branches

If Resolution: Denied



Complete



DPW - DPW-Highway

Crew work

2

40

- + Add Conditional Branch
- + Add Parallel Branch
- Manage Closeout Branches



Complete

SUBMIT

12. Intelligov: Work Flow System Implementation (4)

QA SYSTEM Intelligov Callcenter
Advanced Workflow Design

TESTING SYSTEM

Service Requests | Reports | Workflow | Users | System Setup | Data Mgmt | Logout

Service Workflow

*Agency Group: T & P - T & P

*Work Type: Step Complete

*Hours:

ADD

Start

Health - Health

Inspection

18

[Add Conditional Branch](#)
[Add Parallel Branch](#)
[Manage Closeout Branches](#)

If Resolution: Denied → Complete

Health - Health

Issue Ticket

1

[Add Conditional Branch](#)
[Add Parallel Branch](#)
[Manage Closeout Branches](#)

Health - Health

2nd Inspection

168

[Add Conditional Branch](#)
[Add Parallel Branch](#)
[Manage Closeout Branches](#)

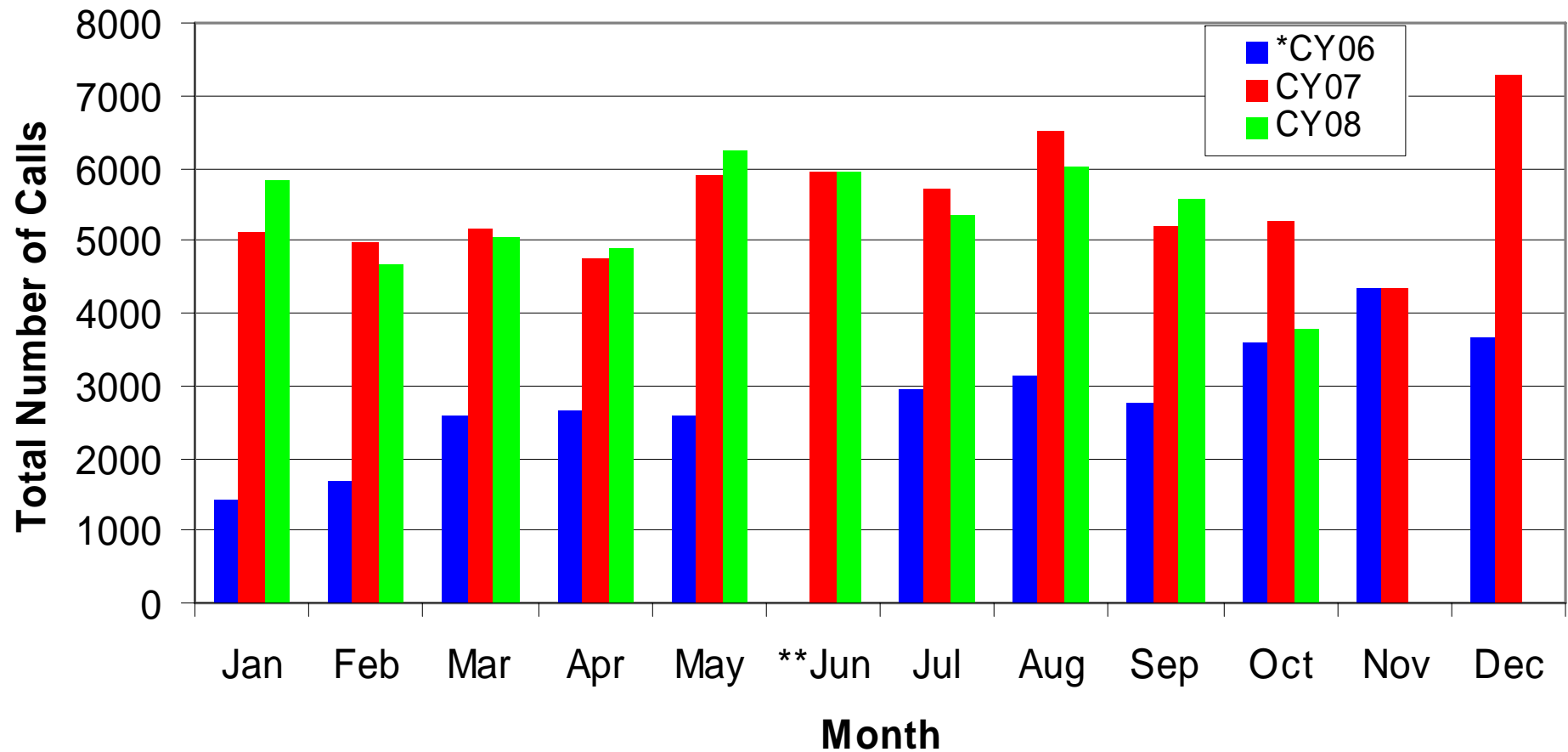
If Resolution: Denied → Complete

Complete

SUBMIT

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13. 311 Activity Data: Total Calls Handled

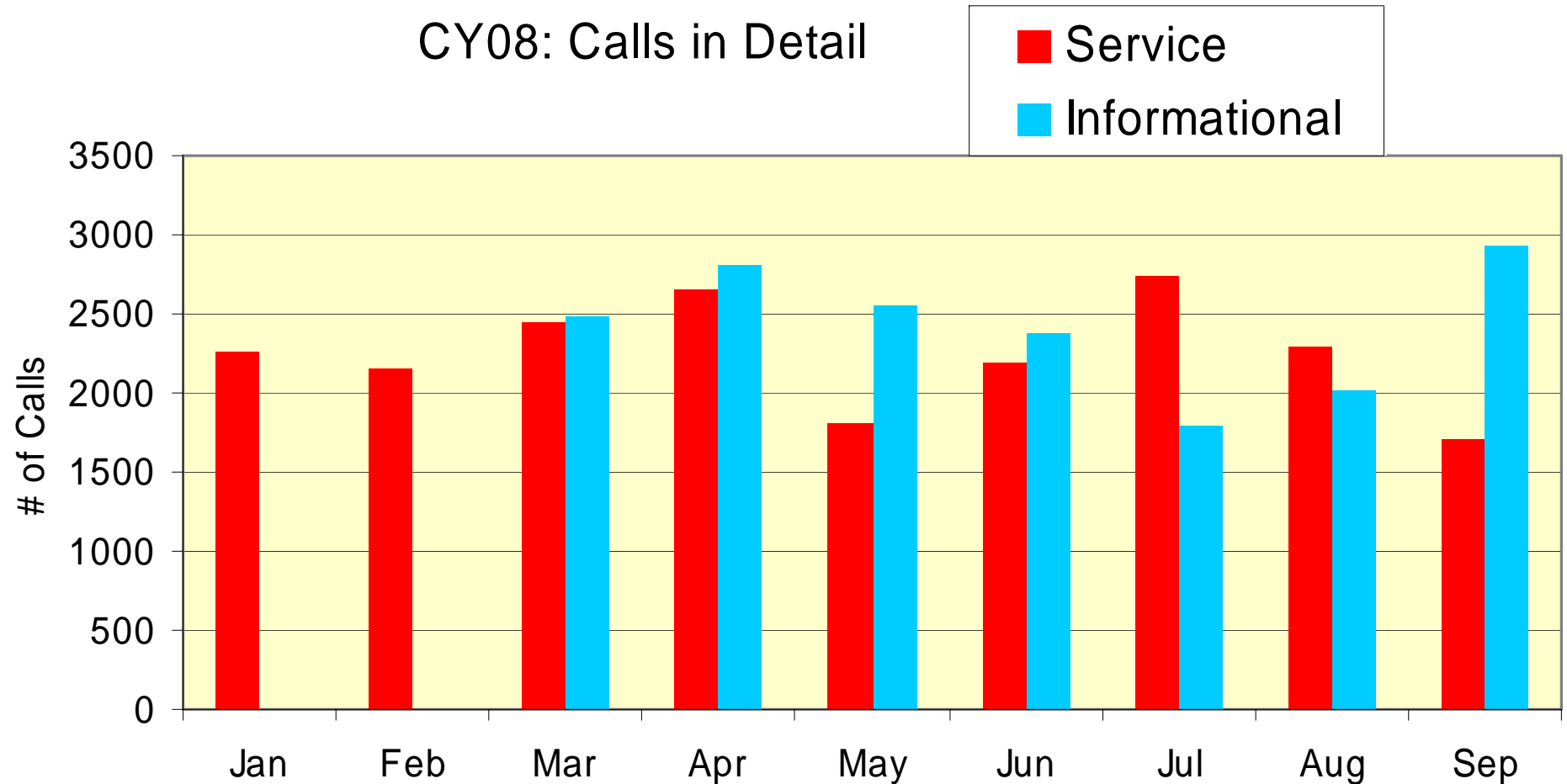


Data as of 10/19/08

*CY06 Jan includes Dec 05 calls

**Jun 2006 is unavailable

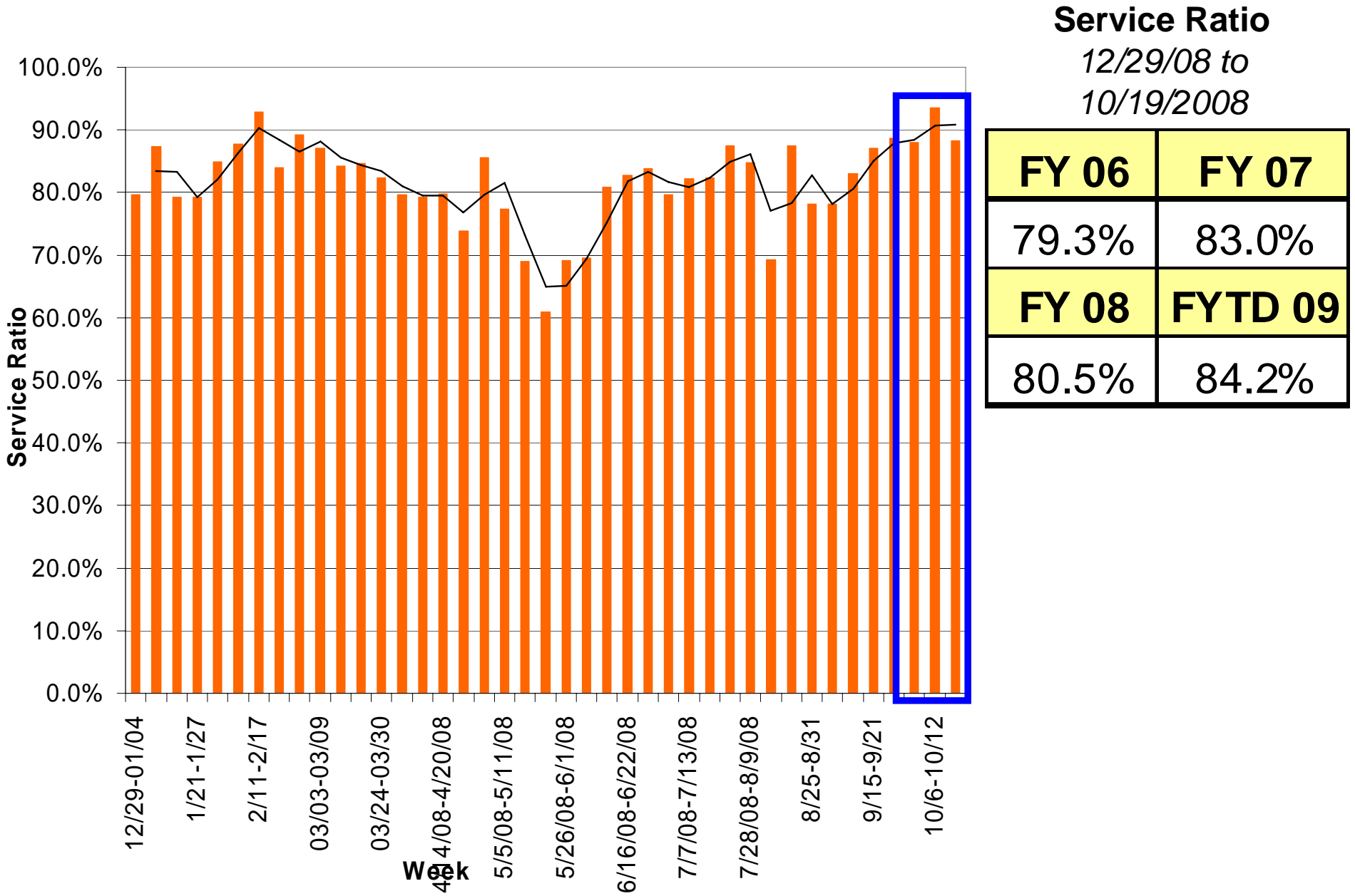
14. 311 Activity Data: CY08 Calls in Detail



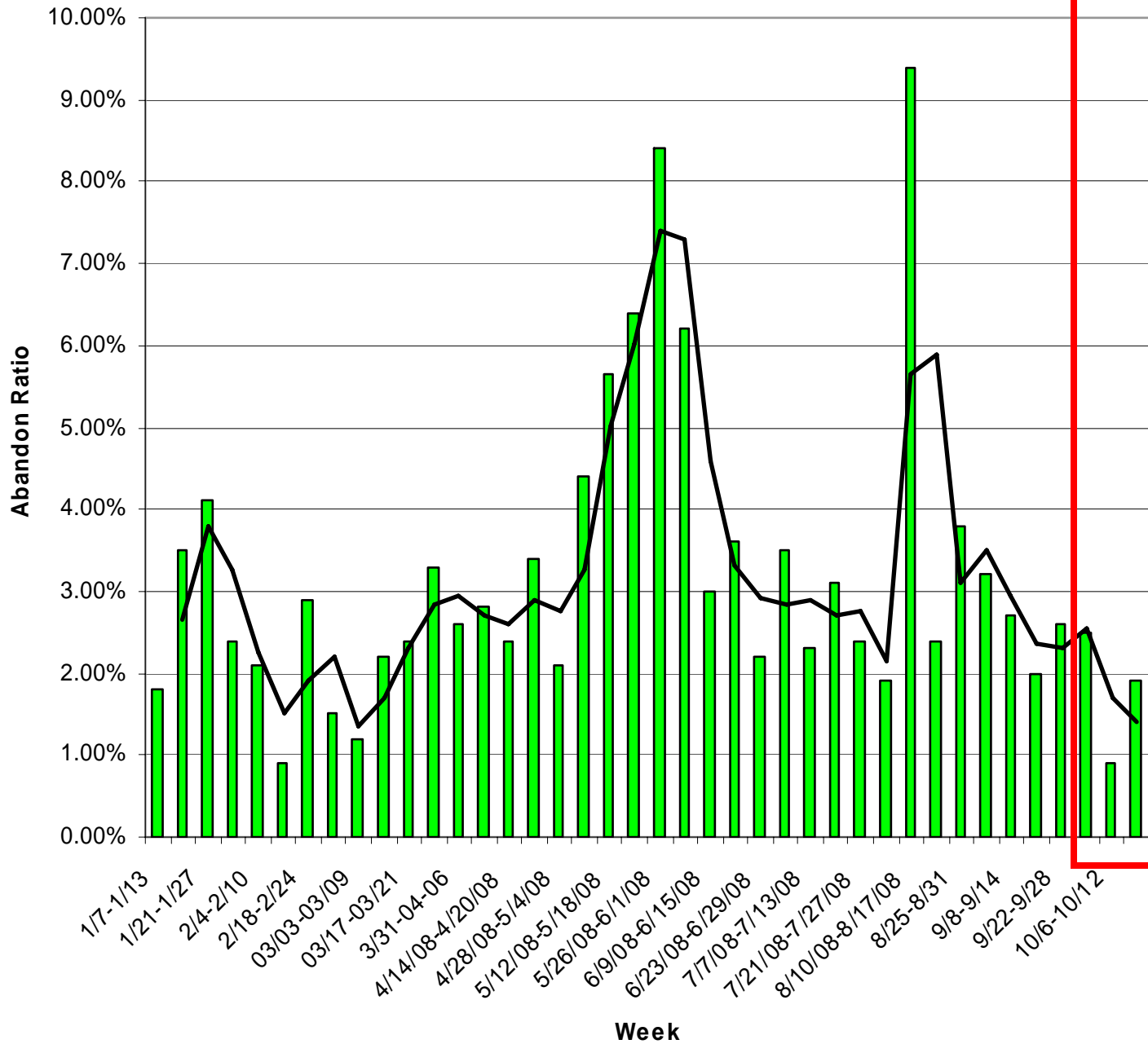
Note: 311 did not begin tracking informational calls with Intelligov till end of Feb 08

Data as of 8/31/08

15. 311 Activity Data: Service Ratio in Detail



16. 311 Activity Data: Abandoned Ratio in Detail



Abandoned Ratio
1/7/08-10/19/08

Average:

FY 06	FY 07
3.00%	3.37%
FY 08	FYTD 09
3.25%	2.94%

17. Activity Data: Citywide Workorders

Work Orders Most Commonly More than 31 days open
(Count of instances of different work orders)

Work Order	#
DPW-School Buildings	475
DPW-City Buildings-Repairs	226
DPW-Sidewalk Repair	168
DPW-Trees-arborist	89
DPW-Tree trimming	68
DPW-Trees-Request A New Tree	68
DPW-Miscellaneous	50
DPW-Playgrounds&Parks Gen Maintenance	34
DPW-Damaged/Missing Street Sign	33
DPW-Traffic Signals-Outages,Blinking Yel	27

Work Order Type	#
DPW-City Buildings-Repairs	28
T&P Illegal Parking	19
DPW-Damaged/Missing Street Sign	13
DPW-StreetLights, Nstar-Outages,Knockdow	13
DPW-Playgrounds&Parks Gen Maintenance	12
DPW-Tree trimming	12
DPW-Trash-TV/Monitor	11
T&P Meter not working properly	9
DPW-Miscellaneous	6

Work Orders Most Commonly Requiring Two or More Calls
(Count of instances of multiple calls for the same work order, not count of calls)

18. Activity Data: Dashboard Views

QA SYSTEM

Intelligov Workflow
TESTING SYSTEM Workflow Summary

Home
Service Requests
Reports
Manifests
Settings
Logout

Logged in as: bmccarthy

<p style="text-align: center; margin: 0;">Constituent Services</p> <p style="margin: 0;"><u>CS-Dilboy Field Noise - Open-InProgress</u></p> <p style="margin: 0;">1 Open Tickets 1 Overdue </p> <p style="margin: 0;">0 due in 7 days 0 due today</p>	<p style="text-align: center; margin: 0;">Constituent Services</p> <p style="margin: 0;"><u>DPW-StreetLights, Nstar-Outages, Knockdown - Open-InProgress</u></p> <p style="margin: 0;">2 Open Tickets 2 Overdue </p> <p style="margin: 0;">0 due in 7 days 0 due today</p>
<p style="text-align: center; margin: 0;">Constituent Services</p> <p style="margin: 0;"><u>CS-Mail Yard Waste Sticker - Open-InProgress</u></p> <p style="margin: 0;">7 Open Tickets 7 Overdue </p> <p style="margin: 0;">0 due in 7 days 0 due today</p>	<p style="text-align: center; margin: 0;">Constituent Services</p> <p style="margin: 0;"><u>PD-Register Electronic Items - Open-InProgress</u></p> <p style="margin: 0;">8 Open Tickets 8 Overdue </p> <p style="margin: 0;">0 due in 7 days 0 due today</p>
<p style="text-align: center; margin: 0;">Constituent Services</p> <p style="margin: 0;"><u>CS-New Resident Welcome Kit - Open-InProgress</u></p> <p style="margin: 0;">2 Open Tickets 2 Overdue </p> <p style="margin: 0;">0 due in 7 days 0 due today</p>	

No open manifests found.

Update ticket details.	Print ticket.	Add action taken on ticket.
Add comment to ticket.	Search within 500ft radius of ticket	Ticket overdue
Update Ticket Workflow Status	Add ticket to manifest	Ticket due in 2 days

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19. BOA Issues - 311

Items currently with BOA:

- None.

Future issues for the BOA:

- Need to appropriate additional money to temporary salaries line due to employee sicktime?

20. ResiStat Goals

ResiStat Goal List for Departments

ORG 1049: EXECUTIVE OFFICE OF CONSTITUENT SERVICES

TO BE COMPLETED IN FY09

Create multi-lingual 311 web site. Update 4/28/08: 311 will explore offering multi-lingual services on the City's website through the Babelfish online translation software.

Create searchable inventory of parks and the various features each one contains. Include all public space, not just City-managed. Update 5/9/08: The Inventory is complete and the Office of Strategic Planning and Community Development is exploring best way to post the information online.

SOME PROGRESS PLANNED FOR FY09

Create the capacity for designating phone numbers as Portuguese (or other languages) in the 311 database and of placing Connect-CTY phone calls to those numbers in that language. Update 5/13/08: 311 and Communications will research ways to address this goal.

Make more crime data regularly available on the web.

Post all commissions-related FAQs on website Update 4/28/08: 311 and the Health Department will address this goal once the Commissions are fully staffed.

Provide 24-hour multi-lingual 311 phone customer service. Update 5/19/08: 311 will research ways to address this goal in FY09. With recent hires, 311 now has at least two staff who speak Spanish, Portuguese, and Haitian Creole available during business hours.

Translate more City documents into other languages. Update 5/12/08: There are currently no dedicated resources in the City to translate a large number of written documents. However, it is the goal of the Mayor's Office to develop a plan to build this capacity in FY09.

21. ACE: Web Scorecard

311	Up-to-Date FAQs	All Text Current	Transactions	Current Programming or Alerts	Interesting Uses	Score (100% Perfect Score)
2/26/2007	YES	YES	YES	SOME	SOME	80
3/20/2007	YES	YES	YES	YES	SOME	90
5/23/2007	YES	YES	YES	YES	YES	100
6/27/2007	YES	YES	YES	YES	YES	100
7/25/2007	YES	YES	YES	YES	YES	100
9/26/2007	YES	YES	YES	YES	YES	100
10/22/2007	YES	YES	YES	YES	YES	100
1/3/2008	YES	YES	YES	YES	YES	100
3/25/2008	SOME	SOME	SOME	SOME	SOME	80
4/23/2008	SOME	SOME	SOME	SOME	SOME	80
5/19/2008	SOME	SOME	SOME	SOME	SOME	80
6/26/2008	SOME	SOME	SOME	SOME	SOME	80
8/7/2008	SOME	SOME	SOME	SOME	SOME	80
9/20/2008	SOME	SOME	SOME	SOME	SOME	80
10/22/2008	SOME	SOME	SOME	SOME	SOME	80

Intranet to be part of new website?

Status of consolidated online transaction page?

