



# City Council Priority: **Uphold High Standards for all City Services**

# Uphold High Standards for City Services

“City services have a direct and immediate impact on residents and are essential to the quality of life in our city. The interactions residents have with City employees influences opinions of City government and the value they receive for the taxes and fees they pay. Maintaining high standards for City services is essential to maintaining the positive reputation Oklahoma City has and helps make Oklahoma City an attractive place for businesses to locate. With a commitment to providing quality customer service, we will continue to follow best practices in achieving and exceeding expectations for effective service delivery.”



# Uphold High Standards for all City Services



## Progress Indicators

### City Manager

% of citizens satisfied with the quality of City services

### Action Center

% of service requests received through the Action Center acted upon within 10 working days

### Utilities Department

% of wastewater backup calls responded to within 2 hours

% of water main breaks repaired within 72 hours

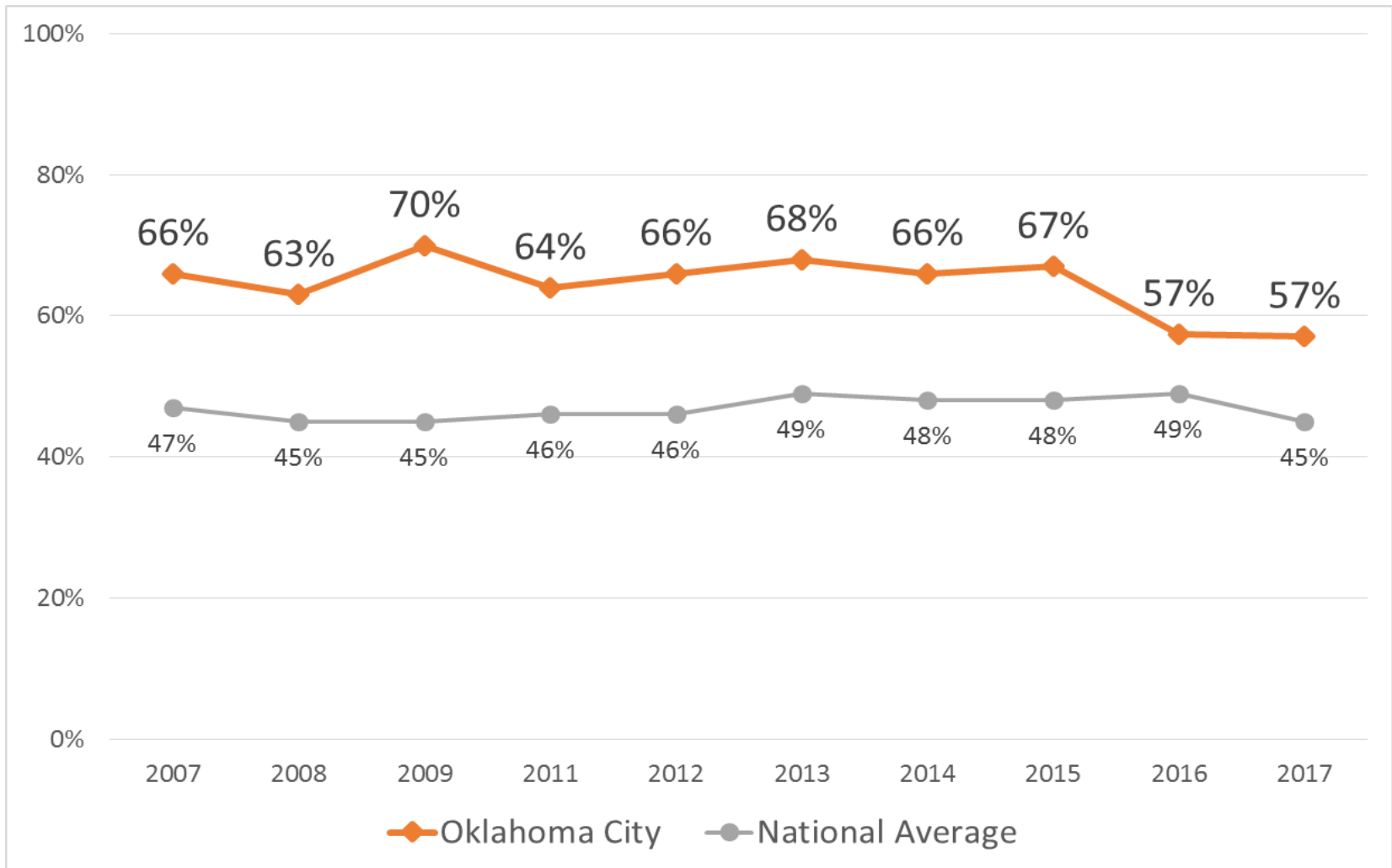
% of scheduled solid waste routes collected by 5:00 p.m.

### Public Works

% of pothole repairs completed within 3 days of request



# Satisfaction with City Services



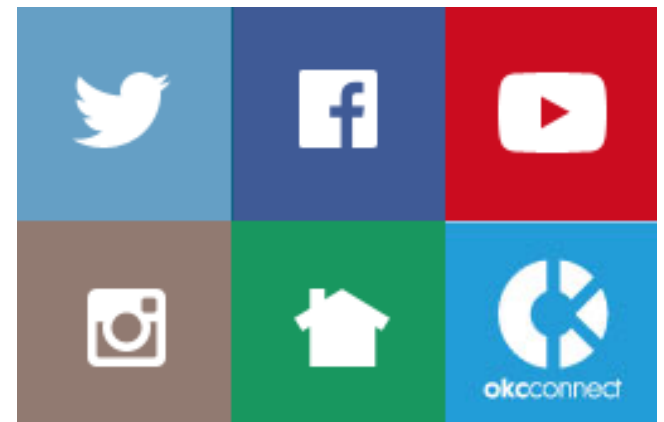


# City Council Priority: **Uphold High Standards for all City Services**

## Action Center

City of Oklahoma City | September 12, 2017

# Action Center Overview



# Contact Us



voice: (405) 297-2535  
text: (405) 252-1053  
web: [okc.gov/action](http://okc.gov/action)  
email: [action.center@okc.gov](mailto:action.center@okc.gov)  
app: [okc.gov/connect](http://okc.gov/connect)  
twitter: [@OKCAction](https://twitter.com/OKCAction)



# Resident Interactions



**100,000 Resident Contacts**

80%

**Service Requests**



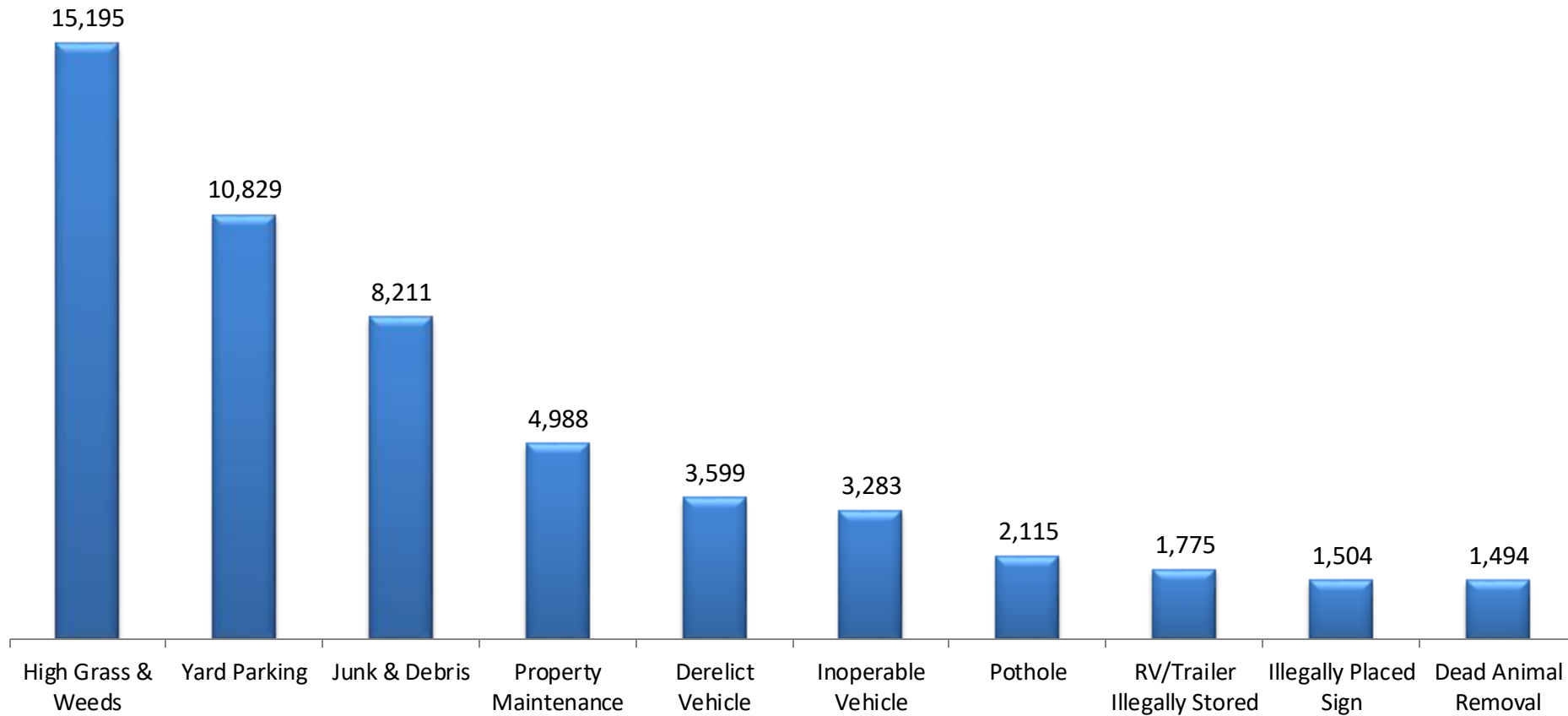
**Information Requests**



**Meetings & Workshops**

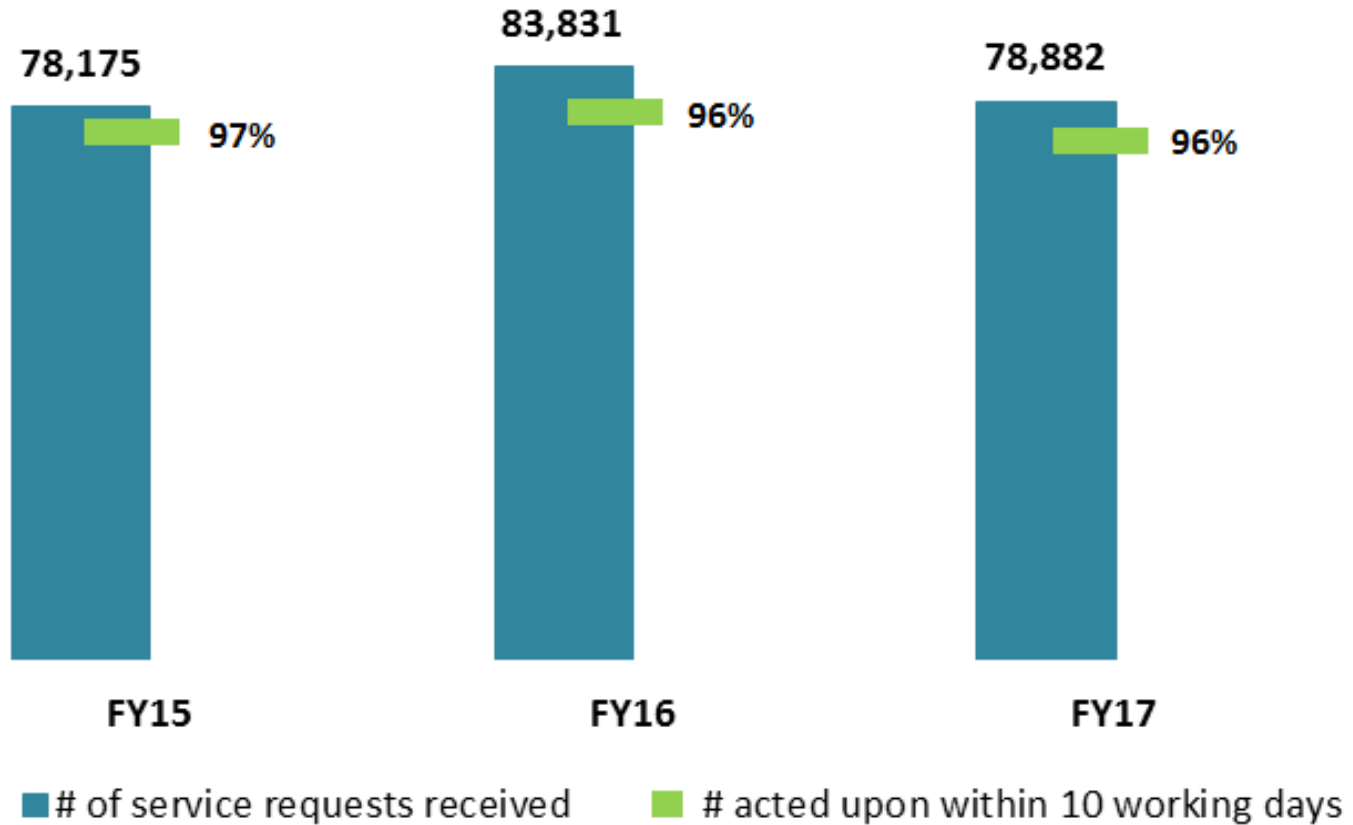


# Top Concerns Reported – FY17



*The way we do business*

# % of service requests received through the Action Center acted upon within 10 working days



# Uphold High Standards for all City Services

Action Center



Questions?



# City Council Priority: **Uphold High Standards for all City Services**

## Utilities Department

City of Oklahoma City | September 12, 2017

# Uphold High Standards for all City Services



“City Services have a direct and immediate impact on residents and are essential to the quality of life in our city.” – City Council Priorities, January 2017



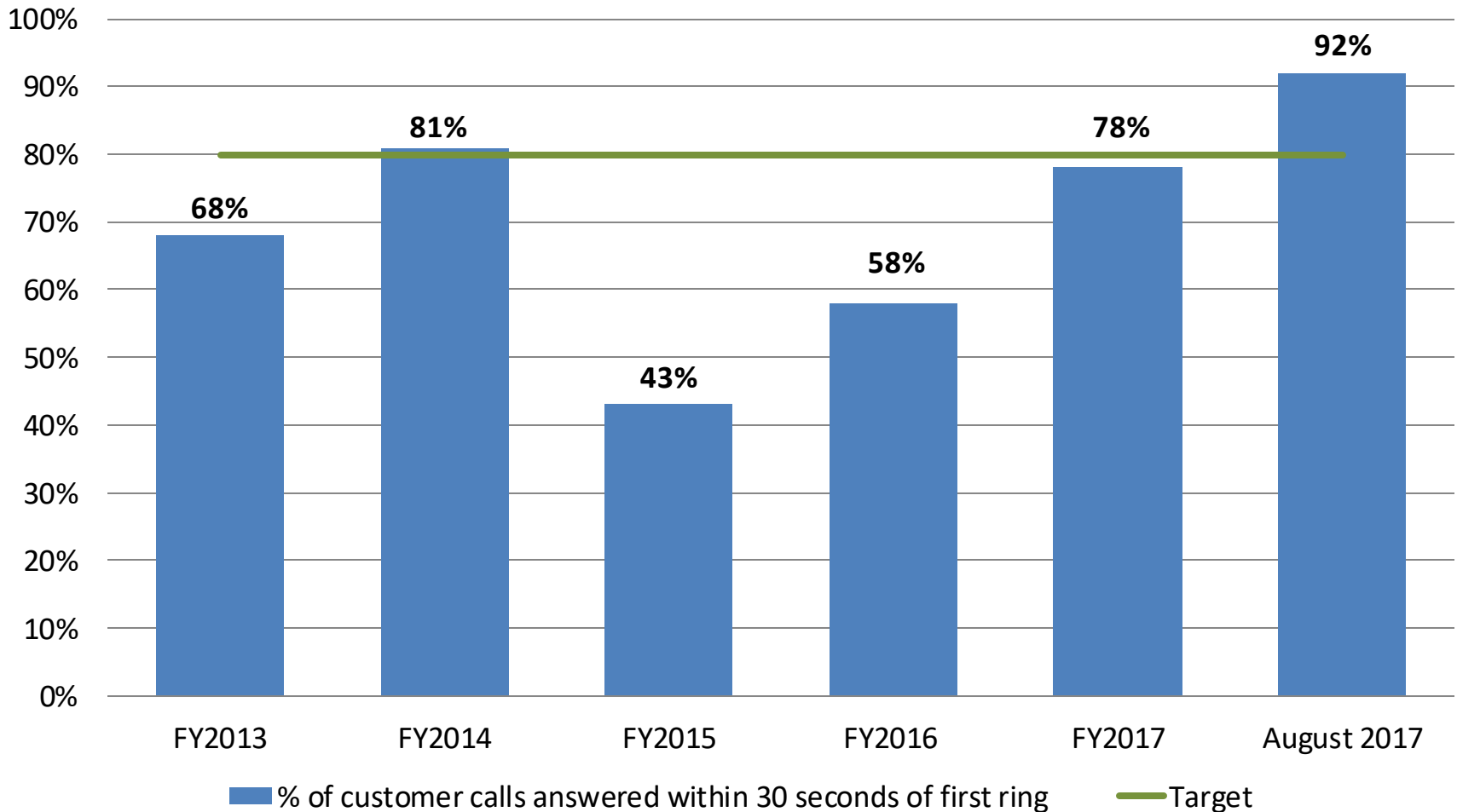
# Utilities Department LFRs



- **Customer Service**
- **Wastewater Backups**
- **Solid Waste Collection Services**

# Customer Service

## % of calls answered within 30 seconds



# Customer Service

% of calls answered within 30 seconds



- **Reorganized work groups**
- **Improved CSR efficiency by changing business processes**
- **Implemented new CSR training**

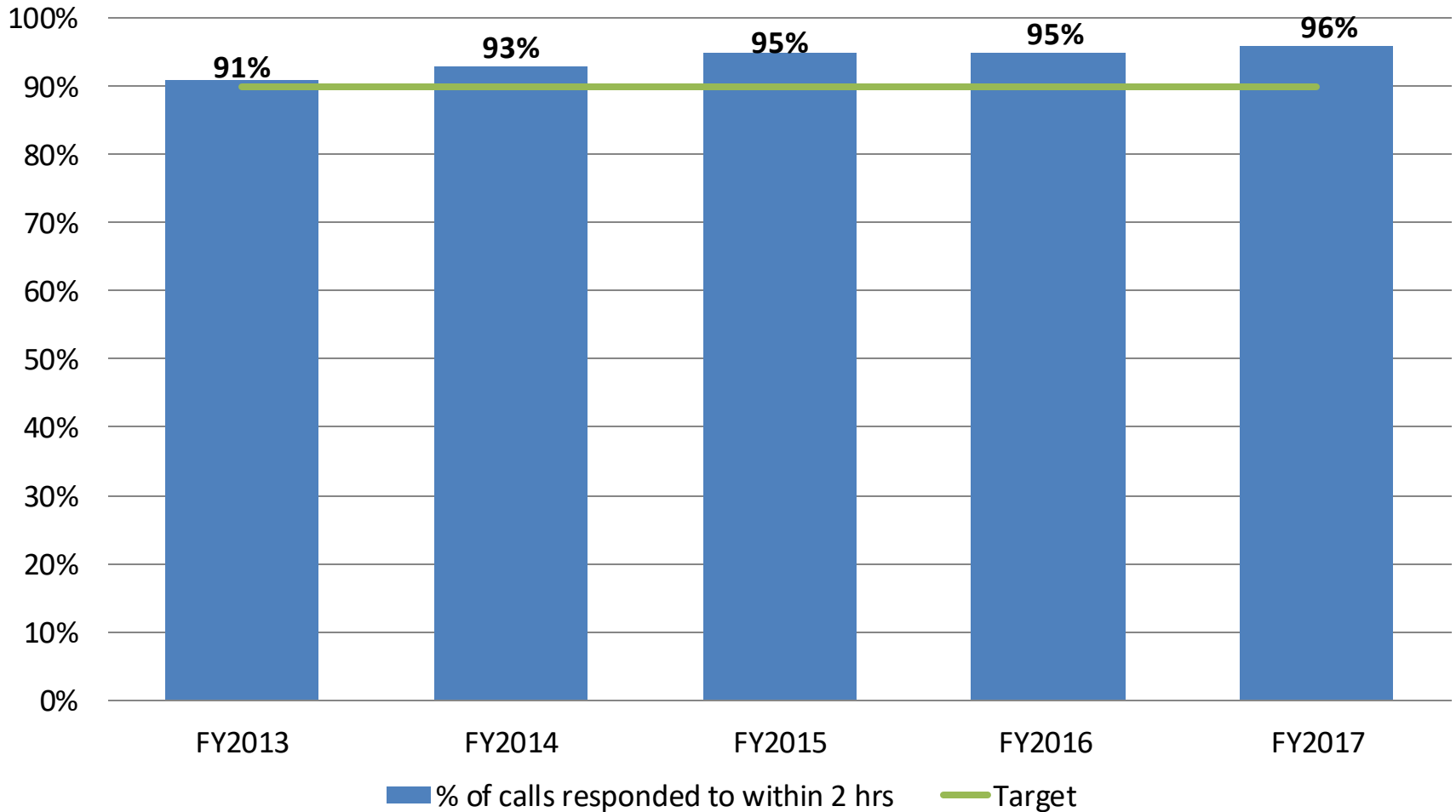


# Wastewater Backups

## % of calls responded to within 2 hours



**Average 3,300 calls per year**



# Wastewater Backups

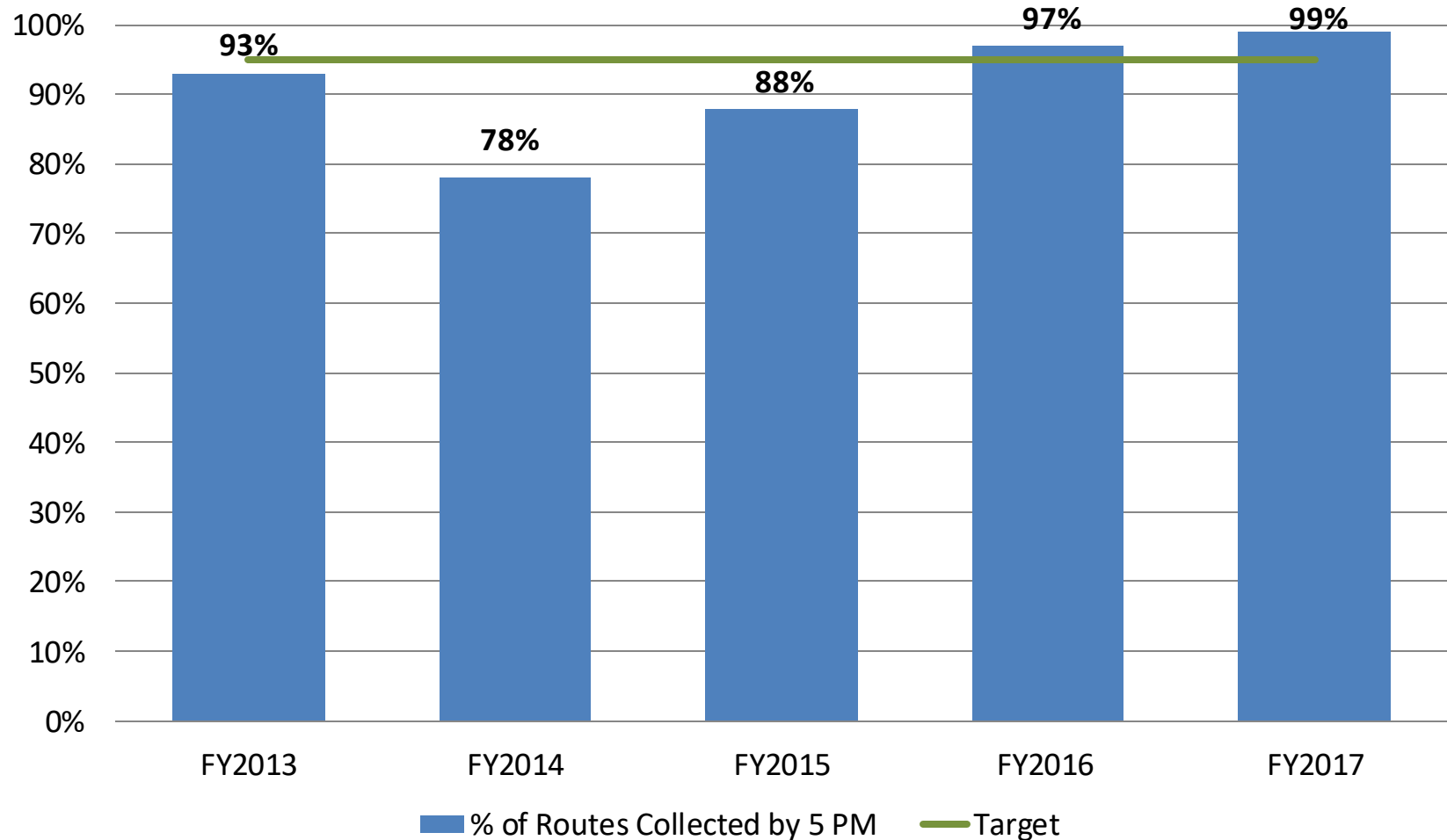
% of calls responded to within 2 hours



- **2 out of 3 main line backups are due to roots or grease blockages**
- **Increased root and grease abatement funding for FY2018**
- **Commercial Pre-treatment Program – added staffing in FY2018**

# Solid Waste

## % of scheduled routes collected by 5 PM



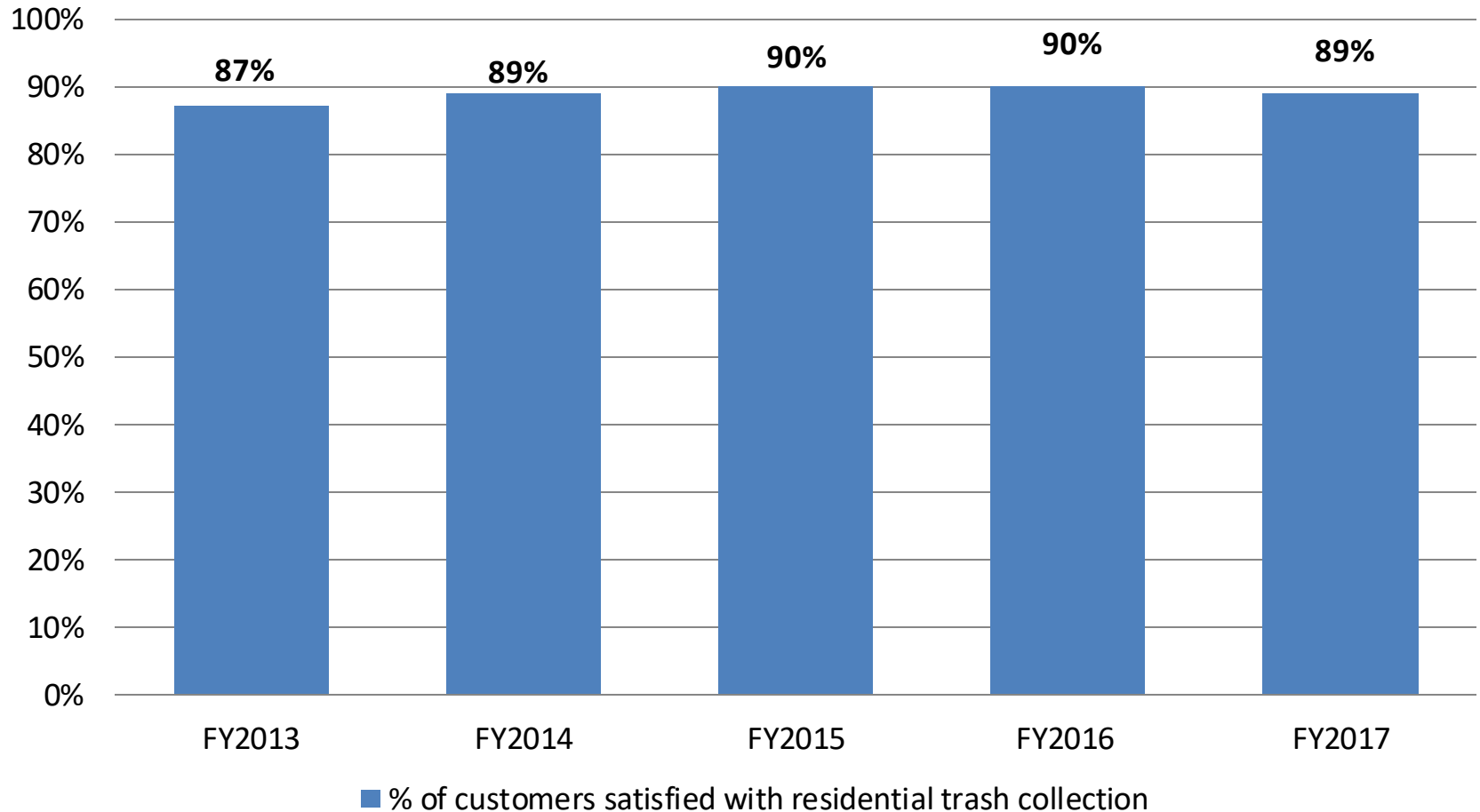
# Collection Services



- **Waste Management Contract**
  - **New contract began in September 2016**
  - **Performance-based metrics include the completion of routes by 5 PM**
- **Updated Fleet**
  - **Minimized the likelihood of equipment failure**

# Citizen Survey

## % Satisfaction with residential trash collection



# Uphold High Standards for all City Services

Utilities Department



Questions?



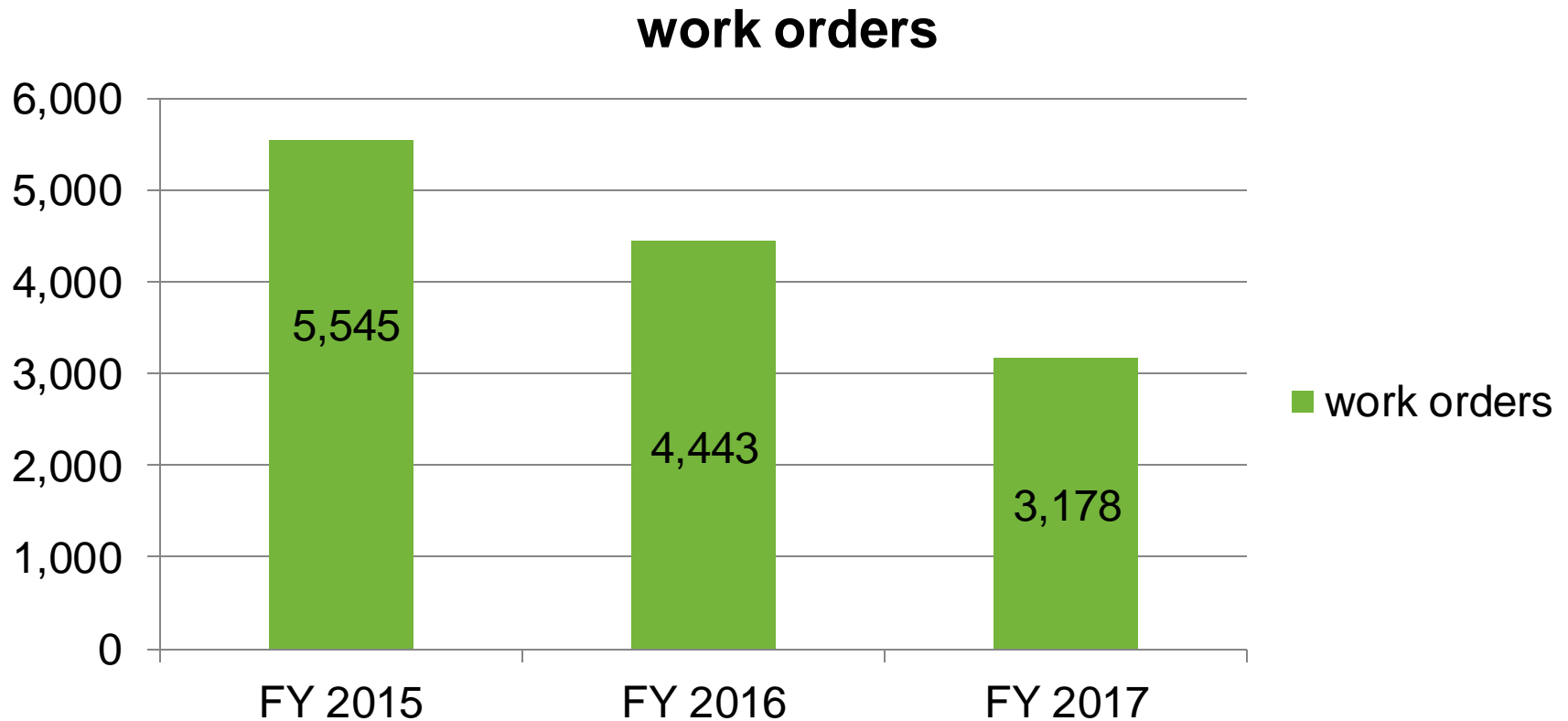
# City Council Priority: **Uphold High Standards for all City Services**

## Public Works

City of Oklahoma City | September 12, 2017

# Uphold High Standards for all City Services

# of pothole work order repairs requested

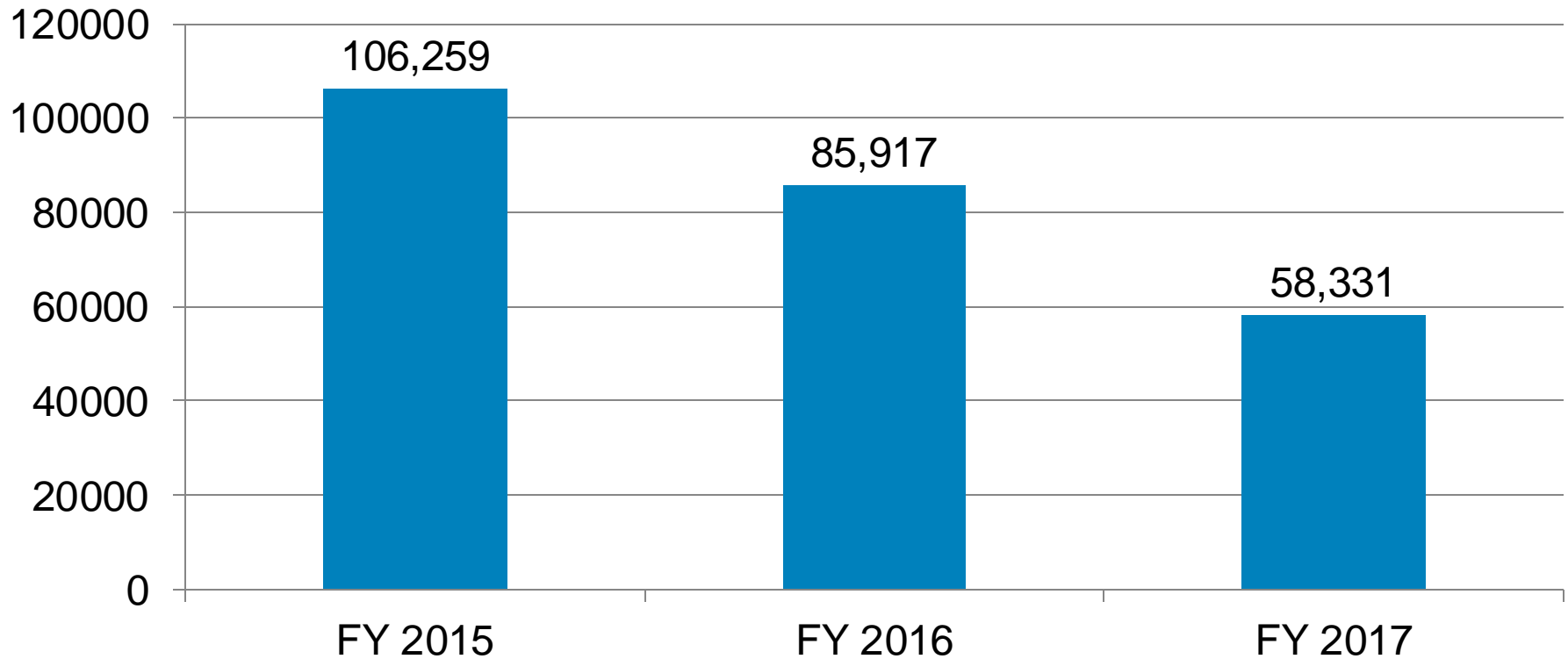


*The way we do business*



# Uphold High Standards for all City Services

# of potholes repaired

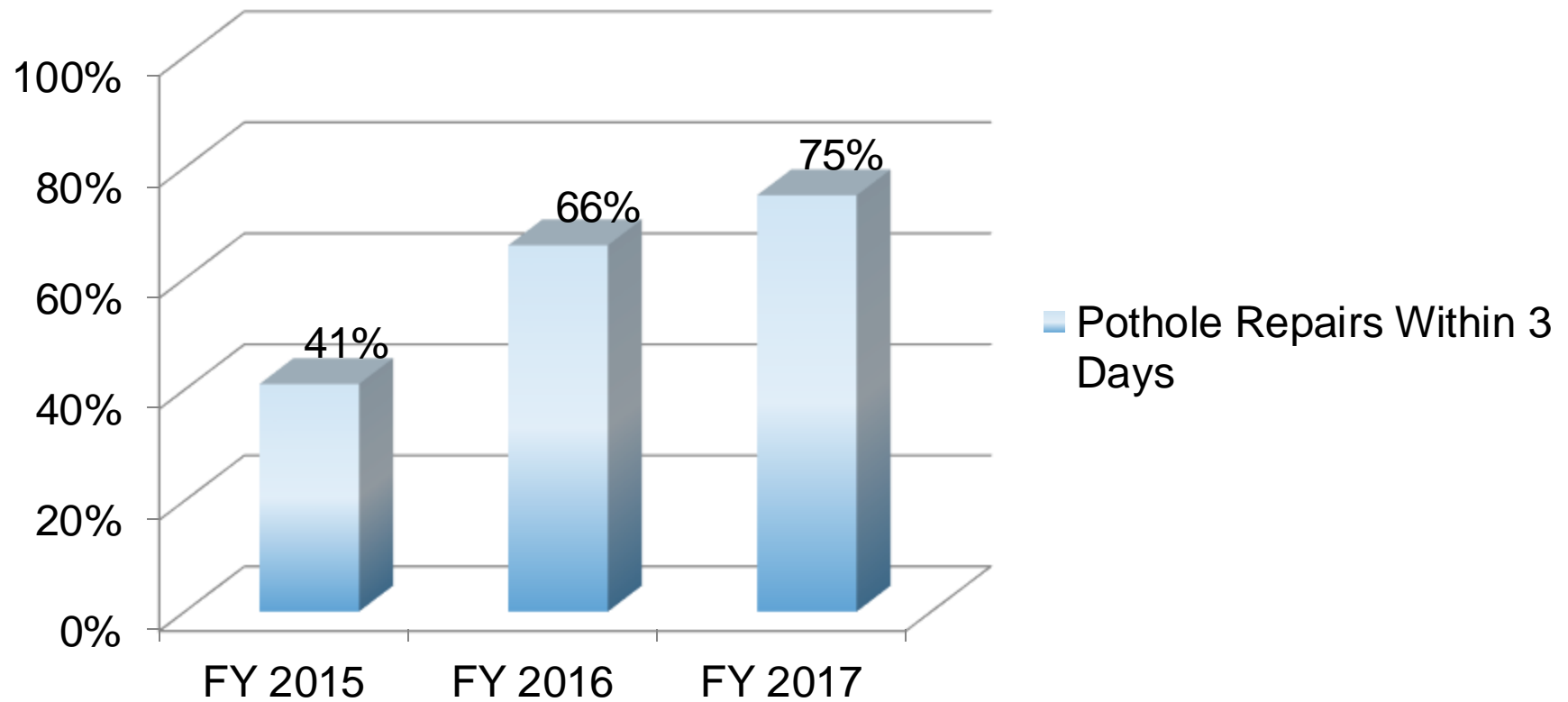


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# Uphold High Standards for all City Services

% of pothole repairs completed within 3 days of request

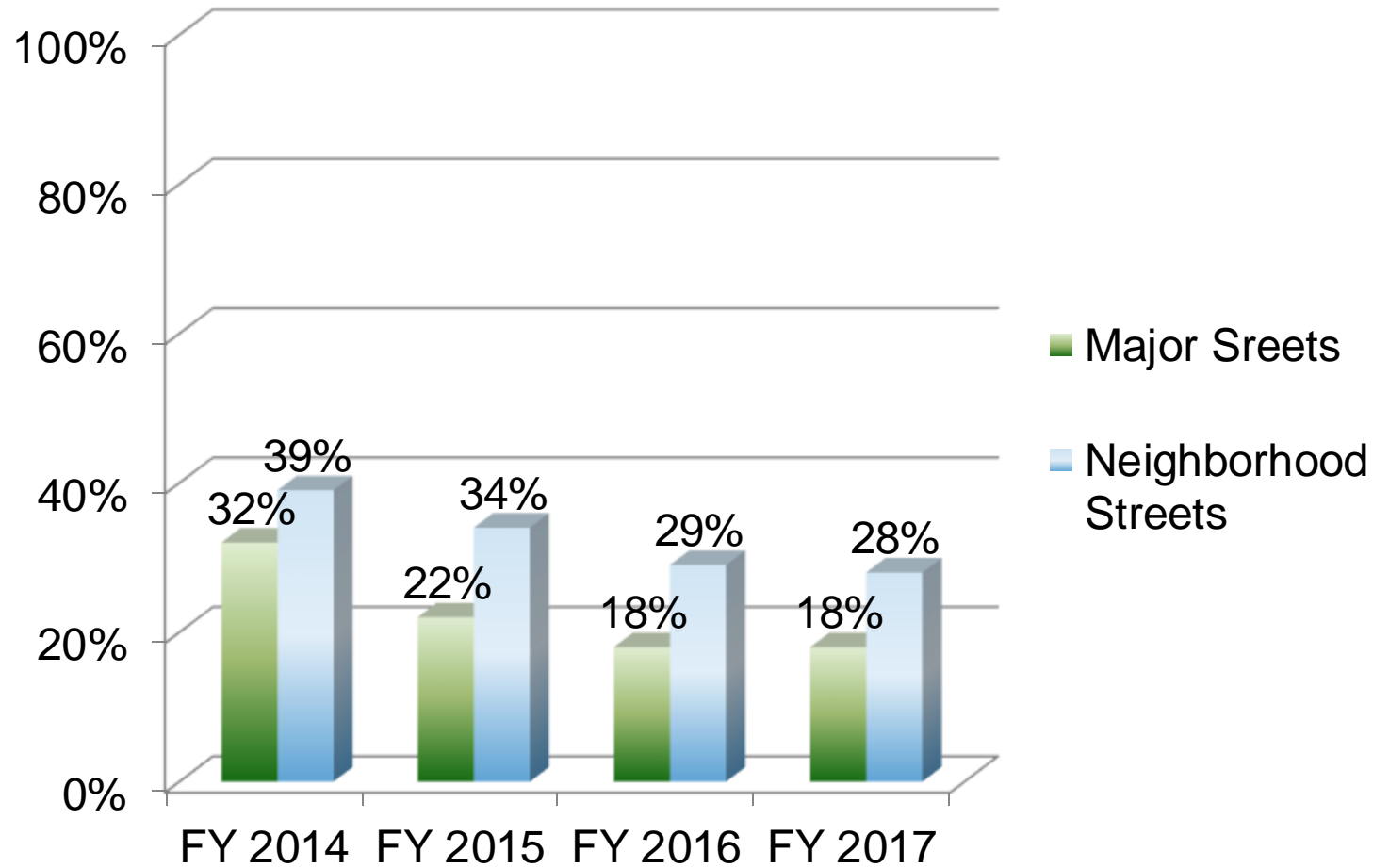
## Pothole Repairs Within 3 Days



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# Uphold High Standards for all City Services

% of citizens satisfied with the condition of City streets



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# Uphold High Standards for all City Services



Public Works

Questions?