

Department of Citizen Service and Response



Dial 3-1-1, if calling within the city limits of Richmond, VA
Dial 804-646-7000, if calling outside the city limits of Richmond, VA

Website: RVA311.com



Successes and Opportunities

Operational Successes	Opportunities
New Department of Citizen Service and Response	Improve Data Mining
Launch of RVA311.com and RVA311 Mobile APPs	Spanish option for RVA311.com FAQs
RVA311 integration with Cityworks and capabilities for future legacy integrations (Energov)	Funding Opportunity – gift expires in April 2021 RFP for FY20 for seamless transition to maintain vendor or to establish a support system Funding during FY21 budget
Enhanced Customer Experience – 24 Hours Availability	
Spanish option for RVA311 homepage and service request types	
Migration of legacy data (See Click Fix and RVAOne)	



How are we doing?

June 18 – July 15

- **Top 5 Service Types**

- Seeking Worker Support - 976
- Paid Services – 684
- Repair Road Feature – 525
- Maintain Tree - 467
- Vehicle Personal Property - 467

- **Total Number of Requests: 8,871**

- **Service Type Requests: 5,315**
(first time inquiry)
 - CSR Agents: 4,015
 - RVA311.com: 1,183
 - Mobile APP: 117
- **Information Requests: 3,556**
(no follow up action needed)

- **Total Number of Follow Up on Requests: 151**
(repeat caller)



Call Center Comparison

June 18 – July 15

Call Center Metrics	2017	2018
Number of Calls Received	21,413	17,964
Average Wait Time	4:26	0:32
Service Level	34.50%	86.28%

Business Scenario in 2018

Increase in Service Level
Decrease Average Wait Time
Less calls coming reaching an agent



By District

Service Type: **Paid Services**

- Removal of a Dead Roadside Animal
- New Supercan
- Replacement Supercan
- Same Day Bulk Pick-Up
- Leaf Collection Service

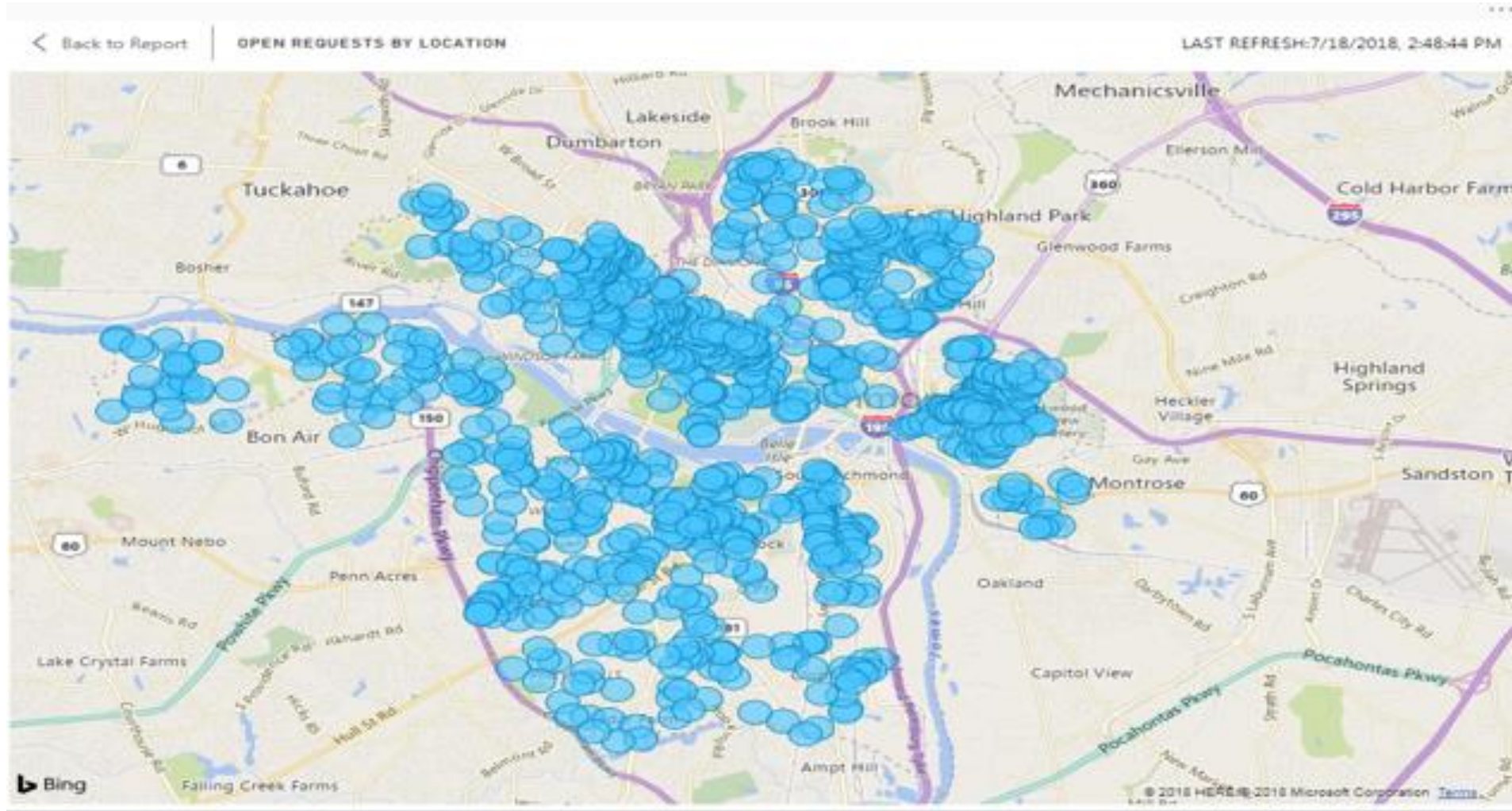
Total Number of Paid Services Service Type Created

- | | |
|--------------|-----|
| • District 1 | 105 |
| • District 2 | 52 |
| • District 3 | 69 |
| • District 4 | 93 |
| • District 5 | 80 |
| • District 6 | 57 |
| • District 7 | 88 |
| • District 8 | 95 |
| • District 9 | 45 |

Total Number Created: 684



GIS View of 684 Paid Services





Questions & Answers