



**City Of Richmond, Virginia
Office of the City Clerk**

Request to Withdraw Legislation

Paper Number: Res. 2018-R018

Chief Patron: Councilor Ellen Robertson

Introduction Date: February 12, 2018

Chief Patron Signature: 

For Office Use Only

Attestation: 

Effective Date: 5/29/2018

INTRODUCED: February 12, 2018

A RESOLUTION No. 2018-R018

To request that the Chief Administrative Officer cause to be prepared and submitted to the Council a monthly report that provides certain data relevant to electronic citizen requests for services for the purpose of monitoring City responsiveness.

Patron – Ms. Robertson

Approved as to form and legality
by the City Attorney

PUBLIC HEARING: FEB 26 2018 AT 6 P.M.

WHEREAS, the City offers various electronic initiatives, including Mobile 311, SeeClickFix, and RVA One for citizens to request City services; and

WHEREAS, it is the Council's belief that the evaluation of the effectiveness of the electronic initiatives in providing accessibility to and responsiveness from City services is hindered by the lack of a timely formal report to Council summarizing relevant data; and

WHEREAS, the Council believes that monthly monitoring of certain data pertaining to electronic citizen requests for services will improve access to City services and enhance the City's responsiveness to such requests; and

AYES: _____ NOES: _____ ABSTAIN: _____

ADOPTED: _____ REJECTED: _____ STRICKEN: _____

WHEREAS, the Council believes that it is in the best interests of the citizens of the City of Richmond that the Council request that the Chief Administrative Officer cause to be prepared and submitted to the Council monthly reports that summarize certain data relevant to electronic citizen requests for services;

NOW, THEREFORE,

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF RICHMOND:

That the Council hereby requests, pursuant to section 5.05.1(c) of the Charter of the City of Richmond (2010), as amended, that, beginning with the fifteenth day of the month immediately following the adoption of this resolution, and no later than the fifteenth day of each month thereafter, the Chief Administrative Officer cause to be prepared and submitted to the Council a report that summarizes certain data relevant to electronic citizen requests for services.

BE IT FURTHER RESOLVED:

That the Council hereby requests that such report be completed in Excel format and summarize certain data relevant to electronic citizen requests for services, including at a minimum the following:

- (1) Total number of citizen requests for city services from electronic sources.
- (2) Total number of citizen requests for city services for each council district with:
 - (a) The type of service requested or issue reported.
 - (b) The submission date.
 - (c) The department assigned to the request.
 - (d) The ticket or case identification number.
 - (e) The contact name and email or phone number.
 - (f) The status of each request designated as open, in progress, or closed.

(g) The number of days the request remains unfulfilled.



Richmond City Council

The Voice of the People

Richmond, Virginia

Lou Brown Ali
Council Chief of Staff

Office of the Council Chief of Staff

RECEIVED

FEB 02 2018

OFFICE OF CITY ATTORNEY

Ordinance/Resolution Request

TO Allen Jackson, City Attorney

THROUGH Lou Brown Ali, Council Chief of Staff *LBA*

FROM Charles M. Jackson, Council Budget Analyst *C. J.*

COPY Ellen Robertson, 6th District Council Member
Meghan K. Brown, Deputy Council Chief of Staff *MLB*
Kiya Stokes, 6th District Liaison

DATE February 1, 2018

PAGE/s 1 of 2

TITLE Resolution Requesting the Chief Administrative Officer to submit Monthly Citizen Request Reports

This is a request for the drafting of an Ordinance Resolution

REQUESTING COUNCILMEMBER/PATRON

Ellen Robertson

SUGGESTED STANDING COMMITTEE

Governmental Operations

ORDINANCE/RESOLUTION SUMMARY

The patron requests a resolution to request that the Chief Administrative Officer (CAO) or his/her designee submit monthly reports to City Council that gives by district and City the following information: total number of cases in the citizen request computer system(s) (RVA, SeeClickFix, etc.); status of request; service requested (or issue reported); submission date; closed date and/or estimated completion date (if applicable); department assigned to the request; ticket/case identification number; council district; and contact information. The format should be in Excel and should include a column to represent the number of days a case remains open. The initial monthly report is required to be reported to Council no later than April 15, 2018 (for March 31, 2018 month end) and the 15th day after each month ending thereafter.

BACKGROUND

Internet and mobile technological advancements have placed increased pressure on the public sector to serve their citizens with greater capacity. Whether it's through enhancing citizen access to information or direct services, electronically managing citizen requests has now become a growing and significant role for local governments.

As the world becomes increasingly mobile, the development of various online initiatives (Mobile 311, SeeClickFix, RVA One, etc.) emphasize the interest in and demand for better government accessibility and responsiveness. As Council

members become involved with citizen requests for services, it has become increasingly important to have access to timely, valid and accurate service request data as possible. Because Council does not currently receive this information in report format, corrective steps should be taken to address the need.

Requested Report Content

The monthly reports seek to provide a management tool to gather, track and analyze data on citizen requests for services. As such, agencies should, at a minimum, provide report content in the following manner, where applicable, but not limited to:

- Total number of cases
- Status of request: open/in progress/closed
- Type of service requested or issue reported
- Submission date
- Estimated completion date or closed date
- Department assigned to the request
- Ticket/case identification number
- Contact name
- Council district
- Contact email and or phone number

The format should be in Excel and should include a column to represent the number of days a case remains open.

Monthly Report Submission

The initial monthly report is requested to be reported to Council no later than April 15, 2018 (for March 31, 2018 month end) and the 15th day after each month ending thereafter. The Chief Administrative Officer shall coordinate monthly reports for all departments, agencies and offices and submit them to City Council on the requested deadline.

FISCAL IMPACT STATEMENT

Fiscal Impact Yes No

Budget Amendment Required Yes No

Estimated Cost or Revenue Impact:

Staff time and resources will be required to complete this request; however, an exact amount cannot be determined at this time. The amount of time and resources to complete this task will vary depending on the system, data reporting capabilities, and coordination of several departments.

Attachment/s Yes No