



# Citizen Service and Response City Council Quarterly Report

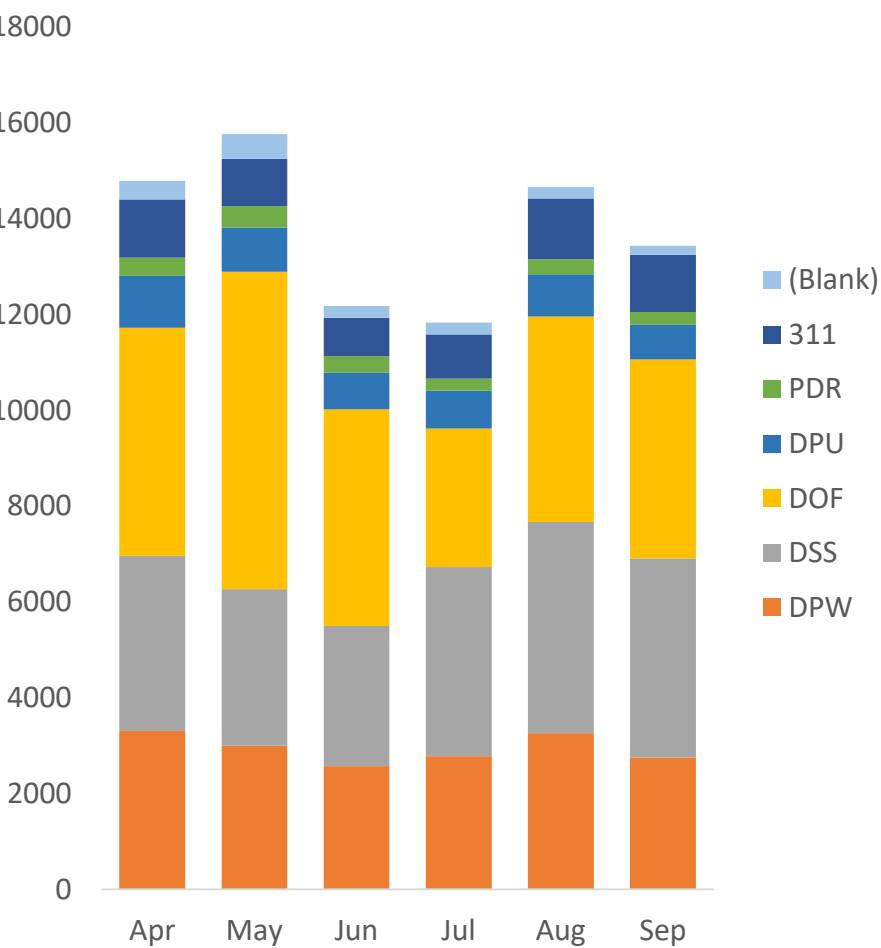
**FY2020 Q1 (July – Sept)**

# FY 2020 Q1 Citizen Request Summary

- The City receives a high volume of citizen requests
  - 5,100 requests referred to Departments per month on average
    - 62,000 referred to Departments in FY 2019
    - 86% of FY 2019 requests closed by end of Q1 FY 2020
  - 15-22,000 contacts per month to RVA311 (phone & online)
- The volume of requests varies significantly by District
- Several high volume request types are closed quickly
  - Social Services
  - Finance
  - Contest parking
- Some requests take longer to complete
  - Public Works
  - Public Utilities
  - Planning & Development
- Request data is used to identify issues and backlogs so that resources and be allocated to improve service delivery

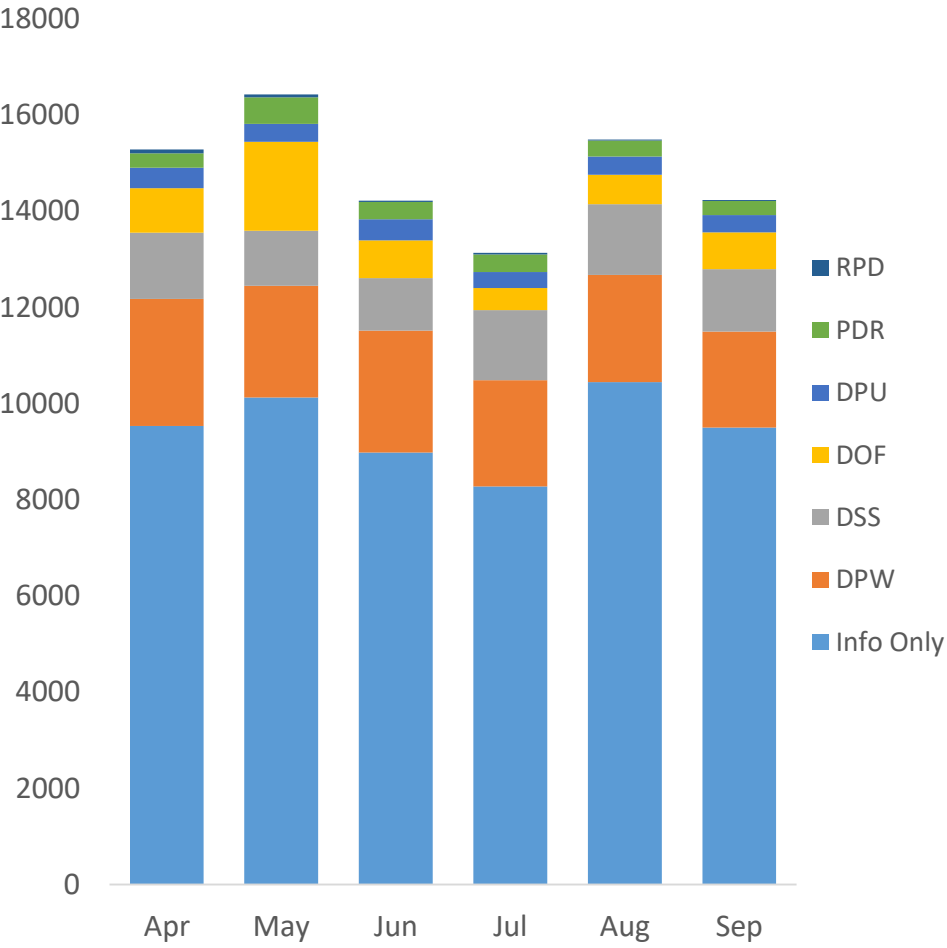
RVA311 answered 40,000 calls in Q1, with Finance and Social Services driving the most call volume; 14,630 requests were sent to departments

RVA311 Call Volume by Department



Data Source: Cisco Unified Intelligence Center; will not match service request volume.

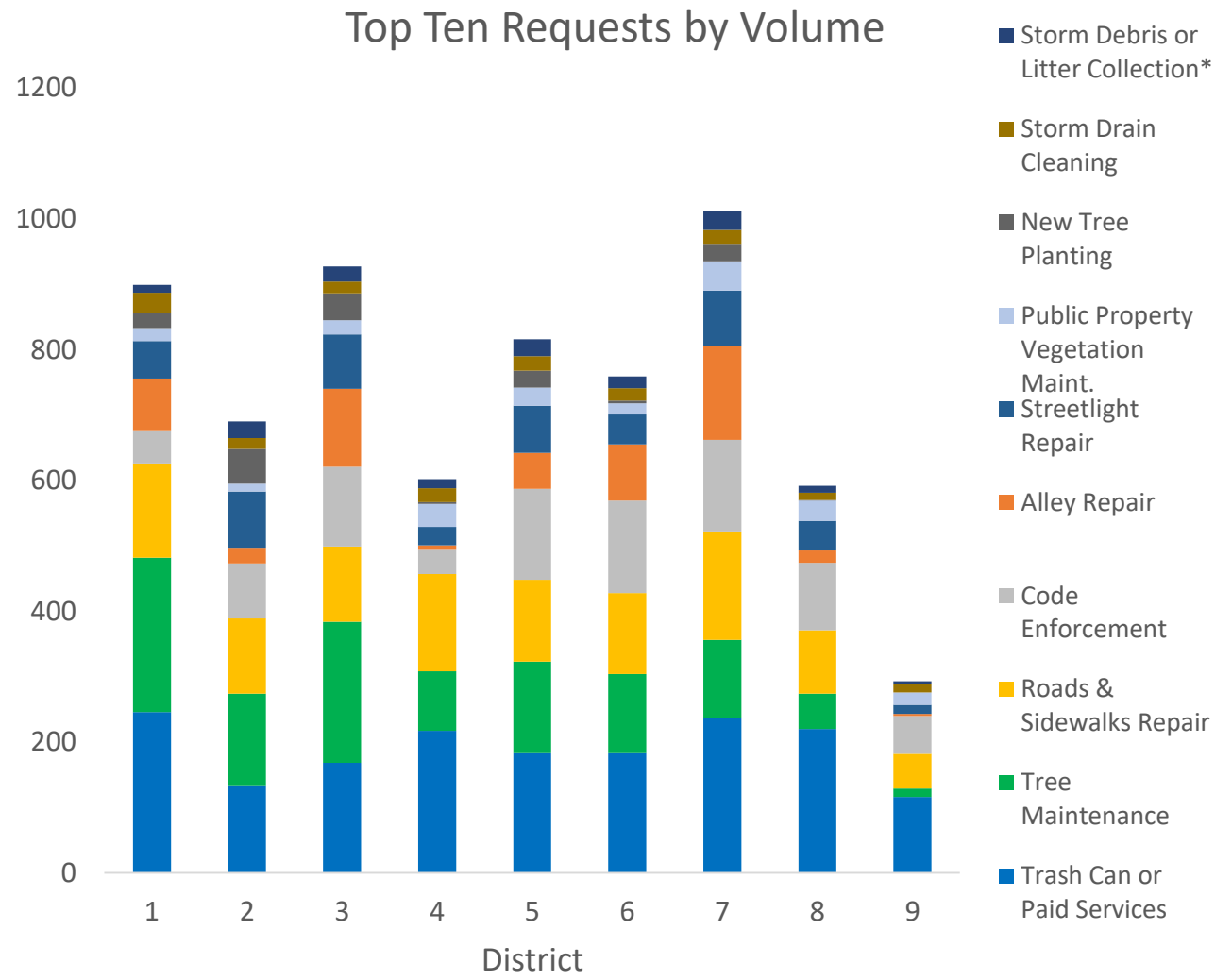
Citizen Requests Created



Data Source: RVA311

# 10 most frequent requests during Q1, by district: Opened

- The top ten requests represent over 80% of total citizen request volume
- Significant differences in volume of requests between districts
- Consistent demand for trash cans, tree maintenance, and road repair
- Alley maintenance request volume heaviest in 3<sup>rd</sup> & 7<sup>th</sup> districts

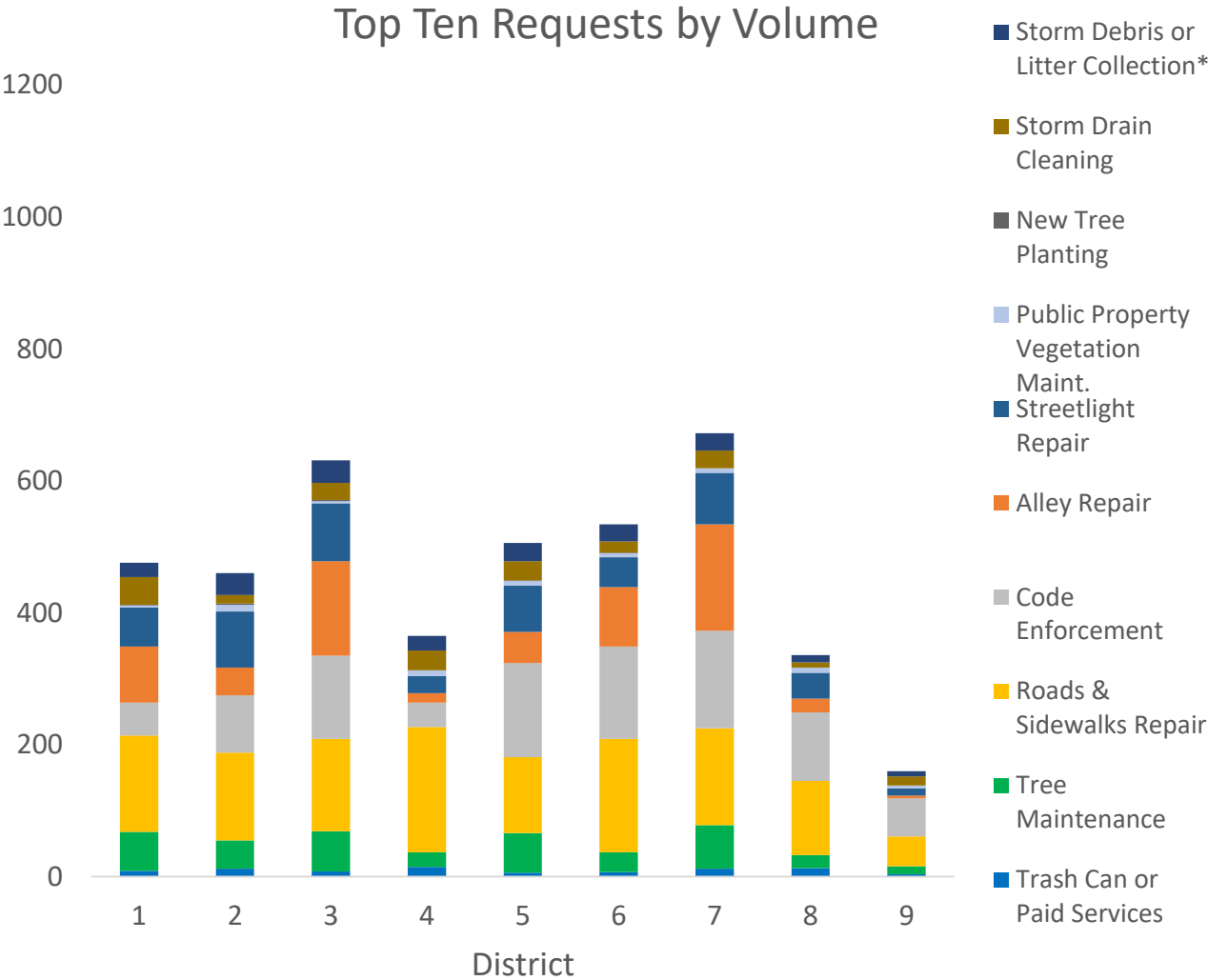


Excludes Social Service, Finance, and Contest Parking ticket requests

\*Storm Debris or Litter collection on public property

# 10 most frequent requests during the quarter, by district: Closed

- Pothole requests are completed within 21 days
- Code enforcement (private property maintenance) are transferred to EnerGov
- Alleys are graded throughout the summer
- Streetlight bulb replacement usually occurs within 15 days



Excludes Social Service, Finance, and Contest Parking ticket requests

\*Storm Debris or Litter collection on public property

# Ten Requests with highest number of open requests

## Trends

- 1<sup>st</sup> District has the highest backlog of service requests
- Lowest backlog in the 6<sup>th</sup>, 8<sup>th</sup> & 9<sup>th</sup> Districts
- High demand for Stormwater related requests in the Southside (Districts 4, 8, 9)
- Number of open requests proportional to number of new requests
  - ***Service delivery is evenly distributed throughout the City***

## Key issues

- Tree maintenance
- Trash can replacement
- Sidewalk repair
- Alley repair
- Stormwater concerns

## Open Requests as of September 30



# DPW Summary

Request	Obstacles	Achievements	Short-term Plan	Long-term plan
Tree Maintenance	Quantity of city crews, independent from vacancies.*	In calendar 2019 800+ Trees Pruned 700+ Trees Removed 700+ Trees Planted Hired an additional Arborist within UF and another for Vision Zero.	Awaiting new contract to be awarded. This will significantly increase production. We anticipate going from 1 to 3 crews.	With addition of arborists and new contract, pruning will increase and so will funding for contractor services.
Trash Cans	Industry backlog on deliveries.	Previous funding issues resolved. 1,100 delivered in October 2019	6,000 cans delivered in November. Enough cans on hand for rest of FY20	Budget to be requested to maintain projected supply of 8,000 annually.
Sidewalk Maintenance	Maintenance staff size and vacancies.* CIP funding.	Assessment of >90% of all sidewalks. Resolution of 5,179 issues since January '17	Fill vacancies. Continue with Precision Safe Sidewalks.	Increase maintenance staff from 1 concrete, 1 brick and 1 breakout crew to 5/3/3 in FY21. Increase CIP funding in FY21
Alley Maintenance	Replacement of equipment (motor graders and rollers). Vacancies*	Graded 4,000+ alleys since January '17	Continue with annual preventive schedule to address 1,300+ alleys	Procurement of new equipment and the filling of vacancies to address issues with a more proactive approach
Potholes	CIP funding for paving prior to FY20	Filled 28,000 YTD No backlog	Caught up and preparing for coming winter	Continue CIP funded paving
Bulk Trash Pick Up	Citizen commitment	Regularly scheduled pick up Issue resolved 2018	Continue as planned	Continue neighborhood cleanups and community awareness to Code(s)

\*Below market pay ranges are being addressed City-wide

# DPU Summary

Request	Obstacles	Achievements	Short-term Plan	Long-term plan
Assess stormwater	Below market starting pay range* results in significant understaffing  Limited Funding for capital projects	Linear Feet of Work Completed: Ditch Maint. - 41,401 Outfall Cleaning - 26,580 Pipe Cleaning - 9,622  Increased CIP from \$7M to \$15M annually	Work with new Interim HR Director to formulate competitive market pay rates  Prioritize capital projects	Reduce current vacancy from 33% to less than 10%.  Complete more capital projects to improve drainage
Clean stormwater basin	Below market starting pay range* results in significant understaffing	650 Storm Basins Cleaned. 32 Structural Repairs Complete.	Work with the new Interim HR Director to formulate competitive market pay rates	Reduce current vacancy level from 33% to less than 10%  Transition from reactive maintenance to a proactive maintenance approach
Streetlight repair	Current pay range is not competitive* which results in significant understaffing	All requests for street light bulb replacements completed within 45 days	Staff Augmentation Contract to supplement existing staff  Staff Augmentation will help provide a level of service whereas streetlights will be repaired within 15 to 30 days	Consider positions that include more skill sets and work with the new Interim HR Director to formulate competitive market pay rates

\*Below market pay ranges are being addressed City-wide



# PDR Summary – Code Enforcement

Request	Obstacles	Achievements	Short-term Plan	Long-term plan
Code Enforcement	RVA311 and EnerGov not integrated so citizens cannot see updates	Energov shows 3029 cases opened for 1 <sup>st</sup> quarter  Energov shows 2929 cases closed for 1 <sup>st</sup> quarter  Notices of Violations issued for 1171 properties during 1 <sup>st</sup> quarter	Code Enforcement volume decreases in the fall	Integrate EnerGov and RVA311 after RVA311 vendor selection to provide transparency

Code Enforcement requests come from multiple sources outside of RVA311, such as:

- City inspectors
- Council members & liaisons
- Direct calls

# Other high volume requests are completed quickly

- Other high volume requests include:
  - Social services
  - Finance
  - Contest Parking
- Social Services and Real Estate tax requests do not require an address to submit
- Parking ticket issues are focused in the Fan and Downtown
- These requests are processed and completed quickly

