

ADDENDUM NO: I

RFP 113688: Request for Proposals for Citizen Relationship Management (CRM) Software Solution for Chattanooga 311 Call Center

DEPARTMENT: Information Technology

REASON: Responses to All Questions as of 5/19/2015

DUE DATE: 4:00 p.m. EST 5/29/2015

PLEASE SIGN ONE (1) COPY OF ADDENDUM AND RETURN TO THE PURCHASING DEPARTMENT. RETAIN THE OTHER COPY FOR YOUR FILES.

Name

Company

**CITY OF CHATTANOOGA
PURCHASING DEPARTMENT
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1. Will The City of Chattanooga (the city) entertain responses to the Request for Proposal (RFP) from vendors who would conduct the majority of development work remotely? We perform development work out of our offices and meet with clients during key points/milestones during the project agreed upon by both parties. Yes, if the vendor feels this is best practice for achieving a successful partnership.
2. Does the city have an approved budget for this project? If so, can the city please share this? Please see link to Approved Capital Budget for the City:
http://www.chattanooga.gov/images/citymedia/finance/Budget2015/FY15_Approved_Capital.pdf
3. Does the city have any business process flow diagrams? If so, can the city please share those diagrams? Please see attached memo for details of 311 operations
 - a. Are there specific business processes currently in place for events and tracking/reporting/administration? Not clear on the question. The City seeks to improve the ability to track events and engage Citizens. There are reports that track statistics as related to our 311 operations, but this too can be improved upon. Please specify if more information is needed.
1. Will the city consider a custom solution for this RFP? The solution should be developed upon an industry standard platform with a proven record of success that can be tailored to meet the City's needs/wants. The City seeks to minimize customization in an effort to standardize our applications and reduce a dependency on vendor support. The solution should allow for end-user administration with minimize overhead and vendor support.
2. Will the city consider a cloud based solution for this project? Absolutely
3. What functionalities of the current CRM system are being utilized today by the city? Please see attached memo for details of 311 operations
4. Can the city please describe in more detail the type of training to be conducted? This would be dependent on the recommendation from the vendor to provide the necessary training for effective use of the solution.
 - a. Approximately how many users will be trained and how many days? ~30 users would need training with a focus on the 12 Citizen Representatives in the call center
 - b. Is training required onsite? This would be preferred as clear communication usually determines the effectiveness of training.
5. What is the breakdown of project management between vendor and the city? The City will provide a project manager to assist with communication and coordination between the vendor's team and City resources. It is the expectation of the City that the vendor will lead the effort in understanding the City's business operations and providing a sound solution, while developing the partnership between the City and solution provider.
6. What will the city's project team look like? Depends on vendors recommended resource needs from the City
 - a. Is there a dedicated technical project manager? Yes
 - b. Will the internal team be full-time, part-time, or a combination? Full Time (8:00am – 4:30pm est.)
7. What languages does the solution need to support? English/Spanish
8. Will the city be using any reference data to maintain data quality? (i.e. D&B, data.com, etc.) If this is part of the proposed solution and meets the needs/wants of the City.
9. Does the city currently utilize a de-duplication tool for their constituent data? Not sure we understand this question.
10. Is there a list of devices or mobile browsers the city wants supported? We are looking for a solution that is hardware agnostic and runs upon industry standard platforms including Windows, Linux, Android, IOS, SQL. We are looking to standardize on Google Chrome for our browser but currently utilize all three major platforms (chrome, IE, FF). Our hardware platforms

vary dependent on individual needs but are typical Dell workstation/laptops. We do have mobile devices but are not standardized onto one hardware platform over another.

11. Can the city please elaborate further on the desired mobile experience?
 - a. Does the city wish to have mobile compatible sites and/or a stand alone app available on the App Store or Google Play? The City seeks for a solution that is capable of running on mobile devices. The main purpose for citizen use is to enter requests and track status of response. The mobile portion of the solution should empower the user and improve upon the citizen engagement.
12. Do email templates need to be created? If so, approximately how many email templates need to be created and are all HTML emails? If the vendor application utilizes an email solution to provide communication then yes, we would want to create templates that standardize the approved communication to the Citizen. The number of templates would need to be determined based on the solution functionality as it relates to communication.
13. Is the the city currently using any marketing/email communication software (Constant Contact, iContact, Vertical Response, etc.)? We have certain agencies that utilize Constant Contact and Mail Chimp.
14. When does the city want the CRM system to be live? Does the city have a timeline that could be provided? End of August would be ideal but will defer to the recommendation of the vendor based on a successful implementation schedule.
15. What reporting tool(s) does the city currently use? SQL reporting, Crystal reports, Socrata open data platform.
16. Can you please provide a list of the different Service Types that need to be handled by the CRM System? See attached Memo, outlining 311 processes and details of business processes
17. What CRM system is currently in use? Motorola CSR
18. How does the city currently integrate with Azteca Cityworks and Municipal Software Cityview? See Memo
19. Does the city have API's in place for Azteca Cityworks and Municipal Software Cityview systems? The individual applications have defined API's to build interface upon. The City did not develop the API
20. What additional systems does the city plan to integrate with in the future? Applications typical to a Municipalities business functionality, standardized SQL based backed databases with supported API. The City is moving to web based hosted solutions.
21. What is the City's budget for one-time implementation cost? Please see link to Approved Capital Budget for the City:
http://www.chattanooga.gov/images/citymedia/finance/Budget2015/FY15_Approved_Capital.pdf
22. What is the City's budget for recurring software license cost? \$822,000 (this includes all IT Maintenance at this time; License, Hosting, Support)
23. What is the City's budget for maintenance/support cost? \$822,000 (this includes all IT Maintenance at this time; License, Hosting, Support)
24. Define ability to submit requests in bulk? For example: we have agencies/groups that submit "pledges" to pay for a citizens utilities. Once the pledges are submitted they are sent to our treasury office to enter into the system of record for payment.
25. How will the city plan to address multiple service locations, flex questions and attachments in a bulk request submission? This answer would be dependent on the ability of the solution to provide the functionality. If the solution allows for this type of functionality, then specifics can be determined during development.
26. Can we receive responses submitted by the City to other vendor questions? Yes
27. How many service request types does the City have configured in the Motorola solution presently? See attached memo for details on 311 operational processes and SR types
28. How many City staff outside of the 311 call center staff would need to be able to do service request entry to process citizen service requests? ~30
29. How many legacy service requests does the City wish to migrate from the Motorola solution? Will this legacy data migration be only for open service requests during the transition period, or

will all legacy service requests (closed or open) be migrated? ~1yrs worth, or a rough estimate of about 50-100k, only open.

30. Will current Motorola citizen information be migrated to the new solution? Not necessarily, unless it would improve the functionality of the proposed solution.
31. In the Vendor Information section, you are asking for a client list of those using the proposed solution. Can you be more explicit about how many you are seeking? What kind of information? Names only? Industries? A subset of your clients whom you would wish to reference will be acceptable. Obviously being a municipality we would prefer those in the same industry...but if you do not have experience in the public sector please provide others. Information to include could be everything from a "white sheet" analysis of the project to something as simple as a brief write up along with contact information. We would like to know how many clients you have and how diversified your product is deployed.
32. How many references are requested by the City? Do you seek names only? See above.
33. We have supplied nearly 100 Salesforce solutions to government clients. How many are you seeking in this list? To be exact, you can limit it to 5-10 for reference...however many you feel necessary to convey a sense of being an accomplished and established organization.
34. What kind of training does The City require? Train the trainer? End-user and/or Admin? In person or web-based? We typically do train the trainer, however, it is up to the recommendation of the vendor to supply sufficient training that allows for the City to effectively use the solution.
35. How many users (end-users/administrators) will the vendor need to be prepared to train? ~30
36. In Section II of the RFP, under Vendor Proposals section, there is the following statement: "The vendor proposal must follow the format as defined in Section II of this document." However, there are no other details about formatting requirements. Is the vendor to assume we should use our best judgment in providing a reasonable and complete response? Yes, most of section II outlines the format but we leave it up to the vendor to determine "Proposals must be prepared simply and economically. They should provide a straightforward and concise description of the CRM software solution proposed." That they are in a Word or PDF format and other details as described in section II.
37. Which version of the Avaya telephony system is the City of Chattanooga using? Call manager 6.3.8
38. How many total users of the system will you have? What are the different roles? ~30 total, 11 end-user 311 reps, 2 supervisors, and various other end-users within our other departments.
39. How does the system receive type or category data to perform assignments? How are assignments communicated? Not sure I understand the question...seems your proposed solution would provide details of how this happens. However, perhaps the attached memo will help outline the necessary information.
40. Please provide an example of a flex question and explain a bit more how they are used? How many flex questions or flows are required? Please see attached memo
41. How many different services does the City provide and support through the call center? Please see attached memo
42. For Azteca Cityworks what is the technology platform and what integration technology would you like to use? What business use cases need to be supported? If an SR needs to be converted to a work order then it will interface with Cityworks and be entered in that system of record. Once it is updated or closed in Cityworks it should re-interface with the CRM system so that our 311 group can communicate the status to our citizens. The expectation is that this communication can be automated to the end-user or citizen.
43. For Municipal Software Cityview what is the technology platform and what integration technology would you like to use? What business use cases need to be supported? Similar to above answer, Cityview handles our
44. Does the City have a middleware solution in place today for technology integrations? No
45. Please explain the need to submit requests in bulk in more details? If possible, provide an example? For example: we have agencies/groups that submit "pledges" to pay for a citizens

- utilities. Once the pledges are submitted they are sent to our treasury office to enter into the system of record for payment.
46. Please elaborate on the data that needs to be migrated to the new system. How many tables are required to be migrated? (Accounts, Contacts, Cases, etc.?) we will migrate open SRs...not sure on the total amount of data but should be less than 100,000 records.
 47. What is the version of ESRI for integration? Is it on-premise or cloud based? The City utilizes the latest version of ESRI, with an on-premise server. We maintain ongoing upgrades on a needed bases.
 48. Please define or give an example of "flex questions" in Specific functional requirements, section 3. See attached memo for examples of 311 business processes, SR types, and Flex questions.
 49. Telephony Integration
Which Avaya phone system do you use (Aura, IP Office, etc.)
 - Which software version is it on? Call manager 6.3.8
 - Which user software system are you using for your Avaya instance? One-X? We are not using soft phones.
 - Are you planning to upgrade your current Avaya system at any juncture? No, we are on the latest release.
 50. How many unique web visitors do you have monthly? ~150,000 unique visitors to Chattanooga.gov a month. ~2,000 requests come in every month via our web intake...although we would see this number increasing as the ease of use and design enhancements to the new system should propagate users to web portal and the general use of internet access increases.
 51. How many current processes Business Process in the Motorola CSR system? Please see attached memo outlining 311 business processes, SR types, and flex questions.
 52. Can you please describe the current data to be migrated – number of records/fields, size etc. We will only migrate open service requests. Currently there are approximately ~7000 open Service requests consisting of about 40 fields.
 53. Are there any other systems that need to be interfaced with besides Cityworks and Cityview? At this point these are the identified required interfaces. During a discovery or later phase we may identify the need to interface with other applications.
 54. Due to the upcoming Holiday will the city grant a 2 week extension for proposal submission. The RFP and deadlines were released nearly 3 weeks ago...so far, no questions have warranted the need for an extension. Because we have a tight timeline on the project we would prefer to stick with our current schedule.
 55. "The ability for citizen/agency requestors to submit requests in bulk." Does this mean the city expects that citizens will enter multiple requests at the same time? Could you please elaborate on the meaning of bulk entry of requests? We occasionally get bulk requests...few examples would be a property that has multiple violations, a roadway that has multiple issues, or an outside agency willing to pay a utility bill on behalf of a citizen that are turned in all at the same time.
 56. Can you please elaborate on specific requirements related to telephony integration? How many incoming lines are there and does the system need to maintain the line once it is transferred to the 311 contact center? Will the city require screen pops if the caller is a known caller? The call center is made up of 12 ACD agents using Avaya 1616 h323 phones. We have an upfront Auto Attendant that will send calls to options the user request. Each option has a skill based agent assigned to them. ACD is monitored by Taske Contact Manager and call recording currently for the agents from Call Recording Services.

We have a PBX group built with carrier. The three numbers 425-6311,643-6311,311 all are tied to this. What happens is that it hits the SIP trunk 1 for 23 channels and if all 23 provisioned channels are full or down we route to SIP trunk 2 at the COLO for 23 channels. If these are full or down we route to an onsite PRI 23 channels. There is a possibility of 69 call paths in and out of 311. This is to keep callers from receiving a busy and will put them in queue once in the auto attendant. We

monitor the life cycle of a call from the time it hits the trunk to the time the call is disconnected. Task is the ACD reporting software for this.

We currently do not have any screen notification of callers. One X was going to be installed for the agents for call notifications but was not deployed because of numerous current programs running and populating the monitors.

57. The city requests all end users and support personnel be trained by the vendor. Does that city have a preference in the type of training provided? For example, Instructor led training, Online training courses etc.? We defer to the vendors recommendation for providing sufficient training.
58. The city requests that the proposal includes costs for legacy data migration. How much data will need to be migrated? All historic data or a subset of data? Will the city elaborate on data migration? See answer to question #2.
59. Does the city have a repository of frequently asked questions and how is that information stored? Not currently, we do have a website with some FAQs but the intention of the new system would be to provide that type of functionality.
60. Item 7 of the functional requirements (page 13 of the RFP document) is "The ability for citizen/agency requestors to submit requests in bulk." Could you explain more about these bulk service requests? Under what circumstances would a bulk request be submitted? What is the reason for the multiplicity of the requests? Occasionally we have an outside agency that submits multiple requests to pay citizens utilities.
61. Item (4) on page 5 of the RFP document solicits our proposal for "Migration of legacy CRM data." Could you describe
 - a. where and in what form the legacy data currently resides the current data resides on an Oracle database and could be extracted and migrated based on vendor recommended methods
 - b. the type(s) of data to be migrated, and The type of data would be open service requests
 - c. the approximate number of records to be migrated? Currently we have ~7000 open service requests
62. Item (5) on page 5 of the RFP document solicits our proposal for "Replacement of software interfaces with The City's current departmental work management software solutions (Cityview & Cityworks)."
 - a. Does this mean that The City wishes to replace the CityView and CityWorks applications with our proposed solution, or does it mean that these applications will be maintained and that the data held in our proposed solution must be integrated with the user interfaces of CityView and Cityworks? ... or does it mean something else entirely?The city will continue to use the Cityview and Cityworks applications to support our Public Works and ECD departments. These two systems get work orders generated from public input to the 311 CRM system and therefore my interface with the CRM system.
 - b. If CityView and CityWorks are publicly available via the Internet, could you forward URLs for these applications so that we can review their functionality? They are not public facing.
63. Functional requirement 3 on page 12 of the RFP document states "Solution should allow for completion of flex questions associated with particular service requests." Could The City clarify what is meant by a "flex question"? Is this a question whose answer guides subsequent logical processing? For example, if the answer to the question "Location?" is "Park," then the next question will be "Name of Park"; if the answer is "Street," then the next question will be "Street Address". Exactly, a flex question simply prompts the citizen for more information based on the previous input. See attached memo for a summary of 311 business operations that includes some sample flex questions.

Purpose

This memo outlines the existing 311 Call Center process.

Users

Motorola Systems provides the existing 311 call center solution. Independent of 311, YFD and Building Maintenance also use the system to enter service requests (SRs). Call Representatives receive calls through the Motorola V 3.10.3 CSR.

Calls

Categories:

City Court

Sewer Billing

General (everything else)

Spanish speaking calls are routed to one call representative for handling (need to verify how many calls she receives on average for a given month or quarter)

Typically, 40 percent of calls do not result in SRs.

Top SRs via chattanooga.gov:

This information is at least two years old.

1. Bulky Item Collection
2. Garbage Collection
3. Brush Collection
4. Abandoned/Inoperable Vehicle
5. Litter
6. Illegal Dumping on City Streets
7. Stormwater Drainage and Erosion
8. Overgrowth on an Occupied Lot
9. Overgrowth on an Unoccupied Lot
10. Park Reservation
11. Bagged Yard Waste

Top SRs created (Chattanooga Results: Call Center Data Q2 2015):

1. Brush collection
2. Sewer Billing Inquiry (now the phone system automatically tracks sewer calls; previously tracked number of sewer calls received using a SR but not for purposes of submitting a request)
3. Trash flash/bulk item
4. Bagged Yard Waste
5. Garbage Container Repair/Replace
6. Garbage Missed
7. Illegal Dumping (as of March 2015, illegal dumping-city right of way and illegal dumping-private property will be handled through Neighborhood Services. The SR types have been combined. CWS Refuge Inspectors previously handled dumping on city right of way.)
8. Litter
9. Recycle Gen Comm/Comp

10. Housing (typically calls regarding a property in disrepair that needs to be condemned or a renter complaining about a lack of maintenance)

Some seasonal SRs rank higher depending on the quarter. In warmer weather months (Q1), Overgrowth(not vacant) and Overgrowth (vacant lot) are top call requests. Busiest season (spring/summer)

Current number of open SRs:

As of Q2 2015 Report: 1495 Unresolved/Not Overdue requests; 3817 Unresolved/Overdue requests. We don't know the reasons why they're unresolved.

Most unresolved requests (not overdue):

- CWS - Garbage Cont RPR/RPL (RPR=Repair, RPL=Replace)
- NSC - Litter
- NSC - Housing
- ENG - Roadway Distress
- ENG - Paving/Resurfacing

Most unresolved requests overdue:

- NSC - Litter
- NSC - Housing
- NSC - Overgrowth (Not Vacant)
- NSC - Abandoned/Inoperable Vehicle
- NSC - Overgrowth (Vacant Lot)

Call/Intake Tracking

Call/Intake Type	Tracked/Not Tracked	Average call time	Notes
City Court	T		
Sewer Billing	T		
Spanish speaking	T		
General	T	3 minutes	
Escalated calls	NT		
Non-SR calls (Information only calls)	NT		Rough estimate obtained by subtracting number of SRs from total number of calls. Difference is considered to be the number of information only calls.
Follow-up calls on existing SRs	NT		
Walk-Ins	NT		? would a SR be entered
311@chattanooga.gov	NT		Steve is checking if there is a way to determine how many emails go to this email address. There is a field in CSR for entering how the request was received, but it's not used consistently.
@buildingmaintenance	NT		Steve is checking.
http://www.chattanooga.gov/it/311	T		Routed to the specific department; never viewed by 311; the SR is included in the CSR history for searching and follow-up purposes.

Service Request Types

Most common SRs

These requests types have 100 or more requests for Q2 2015. We currently do not track how the most common SRs are received.

	CWS - Pothole	NSC - Housing
	CWS - Dead Animal Pickup	CWS - Recycle Gen Comm/Comp
BLD - Lighting Problem	NSC - Overgrowth (Not Vacant)	NSC - Litter
CWS - Street Cleanup	CWS - General Comm/Comp	CWS - Illegal Dumping
NSC - Overgrowth (Vacant Lot)	TA - Street Light Malfunction	CWS - Garbage Missed
NSC - Vehicle on Private Property	CWS - Garbage Gen Comm/Comp	CWS - Garbage Cont RPR/RPL
NSC - Abandoned/Inoperable Vehicle	BLD - Miscellaneous Tasks	CWS - Bagged Yard Waste
SWM - Drainage/Erosion Problem	CWS - Sway Car Request	CWS - Trash Flash/Bulk Item
CWS - Leaf Gen Comm/Comp	CWS - Garbage Cont New	311 - Sewer Billing Inquiry
CWS - Storm Drainage Probs	CWS - Recycle Missed	CWS - Brush Collection

Average handle time (no sewer billing):

2-3 minutes

Average data entry time per call (no sewer billing):

This is best represented through the combination of “aux work” and “not ready” time for each representative. This number varies per representative.

Average call time (sewer billing):

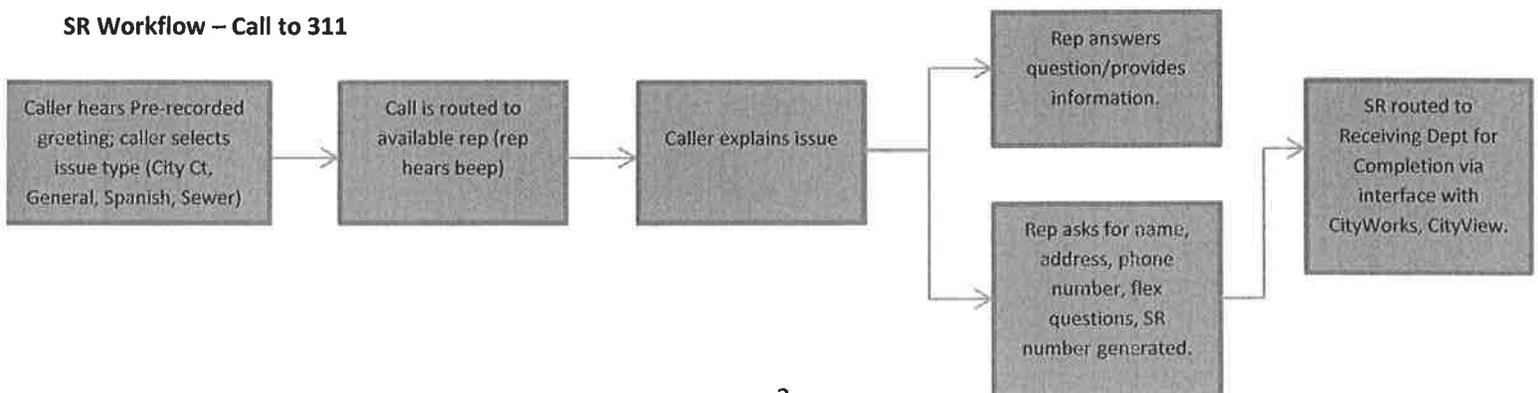
A sewer billing call could take on average fifteen minutes. However, there have been calls that have taken over an hour to resolve. One such call required the assistance of two representatives and escalation to a supervisor.

Typical sewer billing related responsibilities include:

Explain billing, calculate billing, and work out payment plans

Issue is related to sewer billing. Simple questions include billing due date, amount of bill. Difficult questions include a review of possible billing error or an explanation of charges. Currently, the Representative accesses Billmaster to obtain information about sewer bills. In July 2015, that system will change to MSGovern. It is unknown at this time how that will change 311s workflow for managing sewer billing inquiries.

SR Workflow – Call to 311



Recorded greeting

Selection keys (self-selection for one of three main issue types-General, Sewer or City Court or for Spanish-speaking representative)

They hold until a representative answers (music)

Call routes to next available representative (one who has been off the longest)

Representative receives a beep in the headset; 4 seconds between call ends and next call begins

If a call ends and you have something to do (enter notes, look up additional information), you press "not ready" on your phone.

"Aux work" is the same as "Not ready" time. Although it is tracked on their reporting, internally they don't track based on aux work.

Representative: Picks up the call.

"Thank you for calling City of Chattanooga. This is Liz. How may I help you?"

Customer: Explains issue

Representative: Asks for address. Representative enters the address (enters number and street name- everything else auto populates)

Address field turns green if it's a valid address within City of Chattanooga limits.

Representative asks a series of Flex Questions that are specific to that SR Type (see appended flex questions).

Representative enters explanation in Description Field. May give location/ instructions for receiving department; character limit unknown.

Once a SR number is generated, no changes can be made. Any corrections that must be made need to be submitted to the Department via email.

The SR does not accept attachments. The web form does not accept attachments. The only way to attach documentation is by sending an email or fax.

Walk-in Workflow

Visitor identifies issue.

If issue is not a service request, Representative answers the question or resolves the issue. No SR entered.

Representative enters SR for completion by receiving department.

Most walk-ins pertain to sewer billing, but walk-ins are not formally tracked.

Email workflow

Internal: To @buildingmaintenance

External: To 311@chattanooga.gov

Who receives it?

All emails go to everyone in the 311 Call Center, but two representatives are assigned to email responses for @311; one representative manages @buildingmaintenance requests.

Representative receives notification of an email.

Representative determines whether to enter a SR based on the issue identified.

If no SR is entered, Representative sends a follow-up email providing the requested information or explaining why a request was not entered.

If a SR is entered, Representative sends a follow-up email notifying the requestor of the SR number.

Web-based request workflow

Citizen clicks on 311 icon at bottom of Chattanooga.gov or by first going to the Department of Information Technology page and then clicking on the 311 link to the left of the page.

Citizen clicks on one of the links to the top 11 most requested services. If requested service is not listed, Citizen may email to 311@chattanooga.gov.

All requests submitted through website are automatically routed to the respective department. They are never seen by 311. An Interface exists between City website, Motorola CSR and CityWorks, CityView for purposes of routing requests.

Flex Questions for top 11 request types are available via <http://www.chattanooga.gov/it/311> and appended to this document.

Other Business/SR Intake duties:

Fax

If a citizen or entity working on behalf of a group of citizens has more than 3-4 requests, they need to fax it in (for example a neighborhood association that reports brush pickup for an entire street; pledges on sewer accounts-agencies will pledge money on sewer accounts). Roshonda handles fax requests and will manually enter the SRs.

Pledges

Social service organizations may “pledge” assistance to a citizen and pay an amount toward the sewer bill. This payment is received via fax or over the phone and updates are made to the accounts via Billmaster. An additional call may have to be made to Encoe to ensure the pledge was properly applied.

Escalation

An escalated call is a call where a citizen has spoken with a Call Representative and asks to with a Supervisor. The number of calls escalated is not tracked.

Neighborhood Meetings

Neighborhood Associations may request 311 speak to their group. Liz and Roshonda will typically bring back requests to manually enter as SRs.

Interfaces and Applications Used

Application/Interface	Rights	Purpose/notes
RecycleRight		Sign people up for recycling; enter an address; query; can pull up list of recycle dates for year; if you put in an address, it pulls up a calendar to show the pickup dates for the year. Need to verify interfaces for calendar look-up purposes.
CityWorks	No access	Cityworks (Public Works). A request created in CSR will be cloned to Cityworks to make it visible to the people who use that system; when they close the request it sends the closure back to CSR; will show work order in CSR; typically every 5 minutes. Vendor supported interface between CSR and Cityworks (Civic-Nashville; Clifton) 311 has to go into their system to see closure on a SR; no closure reports are sent.
CityView	No access	CityView(ECD) Karen wrote initial interface; Mandy wrote subsequent interface
Incode	Read only	Can look up warrants, citations, court dates, etc.; who created the link to Incode?;
Billmaster(sewer billing)		Enter payment arrangement notations that the customer is paying a certain amount to get their water turned back on. Can't post payments or take payments or make any changes; Can change a bill due date, can change a billing address or make notations on the account; disconnect—put payment arrangement in so it can be ready by Encoe to get the reconnect started.

CSR Mapping Feature

The GIS integration in the mapping feature in CSR was added on. The system was not designed to be GIS centric. Currently, the source database is run by Hamilton County. Public Works has a GIS Department. They have their own database, but it is an extract from the County.

Where do Representatives lose time?

Address look-up

Currently, a representative may make multiple attempts to identify a street name using the existing system by inputting portions of the suggested street name until a street can be identified. The system will provide a list of street names matching the portion of the street name input into the address field.

Follow-up calls on existing SRs

Although not tracked, representatives receive numerous calls for follow-up on existing SRs. Representatives have no way of checking on the status of a ticket other than placing the individual on hold and emailing or calling the contact person in that Department and waiting for a response. If there is no response from the requesting department or the requesting department has to research the issue, 311 may have to follow-up with the citizen at a later time.

Wish List

- Alternate ways to submit SRs to decrease the abandoned call volume.
- The ability to explain “why” a request was not handled by the Receiving Department.

- A way to require Receiving Departments to hold/pend a request until completion. Currently, when an SR goes to the Receiving Department, they automatically close it out before the work is performed. When 311 receives a follow-up call, they are unable to provide any assistance other than re-entering a request. Creating a new request at the same address may create a duplicate which CW/CV will delete, because it is a duplicate. 311 won't know until the citizen calls again and the SR cannot be looked up that the duplicate request was deleted. At this point, if the initial request remains unfulfilled, the only option is to enter yet another SR.
- The ability to look-up SR status in CityWorks and CityView.

SR Types-Full List

Current list of existing service request types listed in Motorola.

CWS - Brush Collection
311 - Sewer Billing Inquiry
CWS - Trash Flash/Bulk Item
CWS - Bagged Yard Waste
CWS - Garbage Cont RPR/RPL
CWS - Garbage Missed
CWS - Illegal Dumping
NSC - Litter
CWS - Recycle Gen Comm/Comp
NSC - Housing
CWS - Recycle Missed
CWS - Garbage Cont New
CWS - Sway Car Request
BLD - Miscellaneous Tasks
CWS - Garbage Gen Comm/Comp
TA - Street Light Malfunction
CWS - General Comm/Comp
NSC - Overgrowth (Not Vacant)
CWS - Dead Animal Pickup
CWS - Pothole
CWS - Storm Drainage Probs
CWS - Leaf Gen Comm/Comp
SWM - Drainage/Erosion Problem
NSC - Abandoned/Inoperable Vehicle
NSC - Vehicle on Private Property
NSC - Overgrowth (Vacant Lot)
CWS - Street Cleanup
BLD - Lighting Problem
BLD - Plumbing Problem
SEW - Sewer Backup (Home/Business)
ENG - Roadway Distress
CWS - Right of Way Mowing
CWS - Street Sweeping

TA - General Comments/Complaints
PAR - Park Reservations
BLD - Heat/Air Problems
TA - New Traffic Sign Installation
CWS - Tree Fallen/Branch
CWS - Recycle Cont RPR/RPL
CWS - Brush Gen Comm/Comp
311 - Litter
CWS - Damage By City Crew
TO - Traffic Sign Maintenance - Routine
ENG - Paving/Resurfacing
BLD - Electrical Problem
TO - Traffic Signal Malfunction
CWS - Damage Claim/Citizen
CWS - Litter in Row (Not in Street)
PAR - Work Request
ENG - General Comments/Complaints
ENG - Sidewalks
BLD - Move Furniture
CWS - Tree Trimming
SWM - Construction Erosion
TO - Traffic Signal Timing
CWS - Manhole Cover
TO - Traffic Sign Maintenance - Emergency
TO - Traffic Signal Emergency
BLD - Water Leaking
TA - Speed Hump Request
TA - Sight Obstruction
TO - Traffic Signal Bulb Out
SEW - General Complaints/Comments
PAR - Park Permits
TA - Street Light New

CWS - Inq on Closed SR
SEW - Bad Odor Complaint
TO - General Comments/Complaints
SEW - Find Type / Mark Sewer Location
PAR - General Comments/Complaints
CWS - Tree Removal
SWM - Fee Appeal
TO - Street Marking Maintenance
SWM - Inquiry on Closed Service Request
TO - Flashing Beacons
CWS - Tree Problem General
SWM - Water Pollution
TA - Traffic Signal Timing Review
SEW - Grinder Pump Station Repair
ENG - Driveway
ENG - Inquiry on Closed Service Request
ENG - Temporary Right-of-Way Use
TA - Inquiry on Closed Service Request
CI - Contractor Complaint
CWS - Tree Hazard
SWM - General Comments/Complaints
TA - Sign / Marking Changes
SEW - Inquiry on Closed Service Request
311 - Address Validation Problems
BLD - Electrical
CWS - Recycle Address
CI - Zoning Violations
CWS - Recycle Cont New

TA - New Traffic Signal
BLD - Pest Control Problem
CWS - Graffiti Removal
SWM - Flooding (Structure or Street Only)
SWM - Water Quality Credit Application
SWM - Water Quality General
TA - Traffic Signal Modification
311 - Comments/Complaints/Praise
PAR - Riverfront Events(500+)
CWS - Alley Maintenance
ENG - Other (Not listed)
SEW - Adjust Manhole Elevation
SWM - Fee Information
TA - Guardrail Request/Repair
TA - New Street/Lane Pavement Markings
SWM - Land Disturbing Inspection
TA - Speed Radar
BLD - Custodial Work Needed
NSC - Inquiry on Closed Service Request
CWS - StClean Gen Comm/Comp
CI - General Comments/Complaints
CI - Illegal Signs
CI - Business in Improper Zone
SEW - Manhole Problems
SEW - Sunken Surface Area
SWM - Size Driveway Pipe/Tile
SWM - Land Disturbing Permit Inquiry
SWM - Spills/Chemical Discharge

BLD - Security/ID Card problem
MAY - News Article Information
PAR - Rec Reservations
CI - Inquiry on Closed Service Request
CI - Other (Not Listed)
CI - Sign Permit Application
CWS - Snow & Ice Removal
SWM - Detention Pond Inspection
SWM - Sanitary Sewer Overflow
TA - Reserve/Cover Parking Meter(s)
TA - Special Event Street Closures
TO - Traffic Signal Head Damaged
SEW - Other (Generic SR)
SEW - Pump Station Overflow
311 - VITA INFORMATION
AS - Citation Issued/Court
AS - Priority 2/Nuisance/At Large
BLD - Inquiry on Closed Service Request
BLD - Parking Problem
CAR - Parking Meter Malfunction
COU - General Complaint/Comment
COU - Other (not listed)
CWS - General Complaints
NSR - Coordinator Information
NSC - Illegal Dumping
MAY - General Complaints/Comment
OMA - Discrimination Hot

Line
PAR - Inquiry on Closed Service Request
PER - General Comments/Complaints
CWS - Driver Safety Comp
CWS - Other (Request not Listed)
CWS - Tree Planting Request
CI - Flood Zone Information
CI - Inspectors' Calls
CI - Zoning Information
CWS - Employee Complaint
CWS - Cave In
CWS - Abandoned Tires & Gas Tanks
CWS - Emergency Actions
CWS - Brush Collection Missed
CWS - Recycle Cont RPR/RPL2
CWS - Recycling Enrollment
CWS - Mud in Road Way
CWS - Tree Pit Maintenance
PWA - Citizen Inquiries/Complaints
SEW - Site Cleanup
SWM - Drainage Job/Work Order Inquiry
SWM - Environmental Review
SWM - Inquiry Water Quality
SWM - Water Quality Follow-Up
TA - Slippery Road (Make Skid Resistant)
TIC - Information Request
TO - Banner/Flag Installation or Maintenance
TO - Inquiry on Closed Service Request
TO - Other (Not Listed)

APPENDIX

Basic Information captured for all requests.

For all requests (except park reservation), users must provide the following:

Street Number Ex: 3212 (no spaces or letters)

Street Direction Drop Down

Ex: North

Street Name Ex: Market

Street Type Drop Down

Ex: Street

All requestors must also provide contact information: name, address, phone number.

Flex Question for Top SR Types

Bulky Item Collection

Supporting Information

Do you or a relative live at this address?

If no, service is not offered.

Is this a business or apartment complex?

If Yes, service is not offered.

Please limit pick-up to 8 items.

List items for collection.

If possible, items should be placed directly in front of the address given.

If not, CSR to advise, in description field, where items are for pick up.

What is your phone number including area code if we need to contact you?

Garbage Collection

Was anything blocking access to your garbage container?

Was anything on top of your garbage container or mixed with household garbage?

Has your garbage been missed previously?

If yes, how often?

What is your scheduled garbage pickup day?

Trash Flash/Bulky Item Collection

Is this a business or apartment complex?

If Yes, service is not offered.

Did you hire a contractor to cut the brush?

If Yes, service is not offered.

Brush and limbs must be less than 8-ft in length and must be less than 24-inches in diameter.

If possible, brush should be placed in one pile directly in front of the address given.

Brush piles cannot be mixed with other items & small amounts of yard waste can be disposed of in your garbage container.

Piles larger than 4x4x8 feet will be automatically scheduled for additional service.

Piles must not exceed 4 ft wide, 4 ft high and 8 ft in length and be 3 ft from other objects.

What phone number should we use if needed to contact you?

Abandoned/Inoperable Vehicle

Where is the vehicle located?

If other, please explain.

How long has the vehicle been at its current location?

Is the vehicle visible from the street? (If not, where can it be seen?)

What is the make/model/color of the vehicle?

What is the condition of the vehicle? (tires, windows, etc.)

Do you own the vehicle(s)?

If yes, are you requesting that the vehicles be towed?

Litter

Is this a business, home,

apartment or public property?

Where is the litter located?

Can the litter be seen from the street?

Describe the contents of the litter. (Household garbage, equipment, appliances, etc.) Be as specific as possible

When is the best time to call you if we need more information?

What phone number should we use?

Whom should we ask for?

Illegal Dumping City Streets

Describe the items (wood, furniture, paper, household garbage, appliances).

Did you observe the dumping?

If Yes, please provide details about what you saw.

Would you be willing to testify in court if necessary?

Where is the dumping located on property?

Drainage/Erosion

Where is the problem located?

What is the problem?

What do you think is the cause of this happening?

Where, specifically, would an inspector look for this problem?

When is the best time to contact you by telephone?

When is the best time to contact you?

What phone number should we use to contact you if we need more information?

Whom should we ask for?

Overgrowth on an Occupied Lot

Where is the overgrowth located? (whole lot, front, back, etc.)

Can you see the overgrowth from the street?

When is the best time to contact you?

What phone number should we use to contact you if we need more information?

Whom should we ask for?

Overgrowth on a Vacant Lot

Where is the overgrowth located? (whole lot, front, back, etc.)

Can you see the overgrowth from the street?

When is the best time to contact you?

What phone number should we use to contact you if we need more information?

Whom should we ask for?

Park Reservation

For which park do you want to request a permit / reservation?

What day would you like to use the park?

Between what hours?

If this date is unavailable, what alternate day would you like?

How many attendees do you expect?

What is the purpose of the event?

Electricity needed?

When is the best time to contact you?

What phone number should we use to contact you if we need more information?

Whom should we ask for?

Bagged Yard Waste

Is this a business or apartment complex?

If Yes, the service is not offered.

How many bags for pick up?

Bag piles cannot be mixed with other items.

If possible, bags should be placed in one pile directly in front of the address given.

If not, CSR to advise, in description field, where items are for pick up.

What your phone number should we use in case we need to contact you?