

d(3) San José 311 Update

Smart Cities and Service Improvements Committee

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December 02, 2021

When we last left
our Heroes...



SJ 311 Progress Update



Metrics



Chairman's Memo Update

Low Code / No Code Platform Migration



- Low-Code / No-Code means easier and **faster deployment** of new services.
- The new platform is called Oracle Visual Builder Cloud Service (VBCS)
- Testing is currently In Progress

 Complete

 Work in Progress

New SJ311 Services

Activities Completed:

- Functional Requirements gathering. ✓
- Documenting current processes. ✓
- Identifying process improvement opportunities. ✓
- New service design on SJ311. ✓
- Review new design with our development partner to identify potential issues and risks. ✓

Next:

- Design and Create solutions.
- Develop and Release between **April – June 2022.**



Community
Wi-fi



Illegal
Fireworks



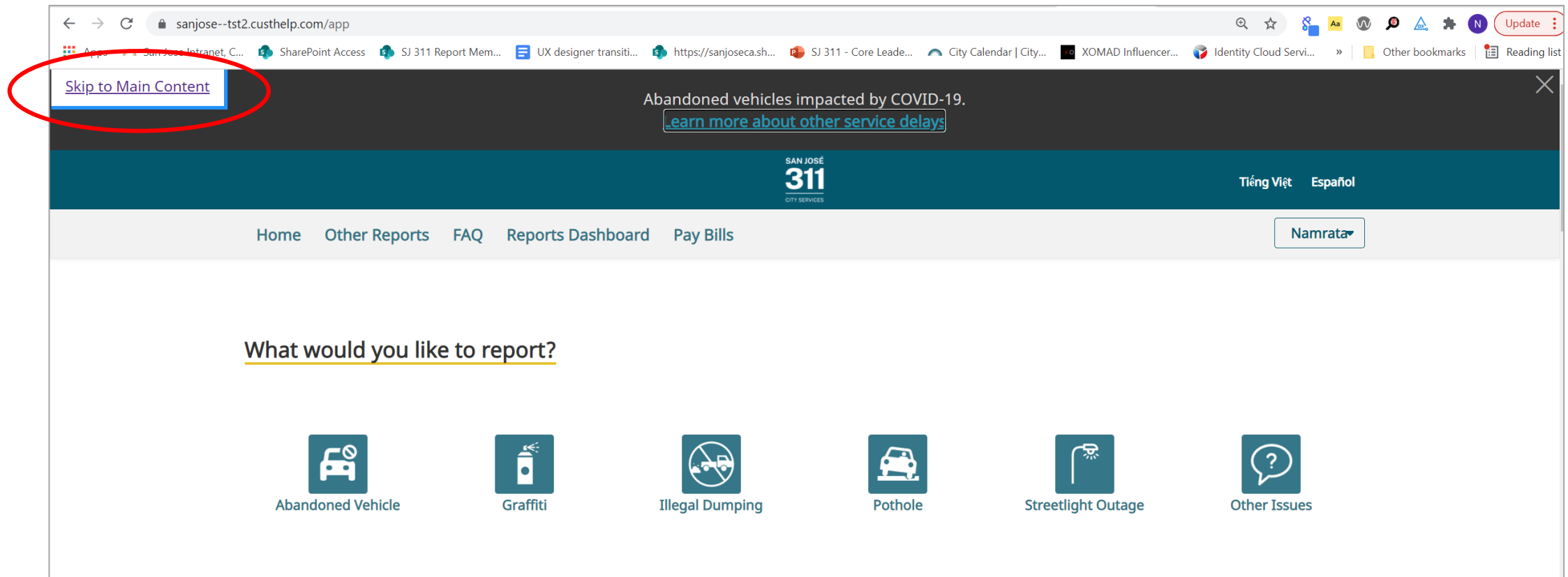
Affordable
Housing



Eviction
Prevention

Accessibility Enhancements

Skip-link: Allows keyboard-only users to **bypass links** at the first page header or menu before going to the **main content**.



Accessibility Enhancements- *User Interface Enhancements*

Work in Progress

checkbox

checkbox

Stronger focus indicator

Work in Progress

Find answers about City services ← Label

e.g. what's illegal dumping? ← Form field

Placeholder text

Form Labels added for screen readers.

Work in Progress

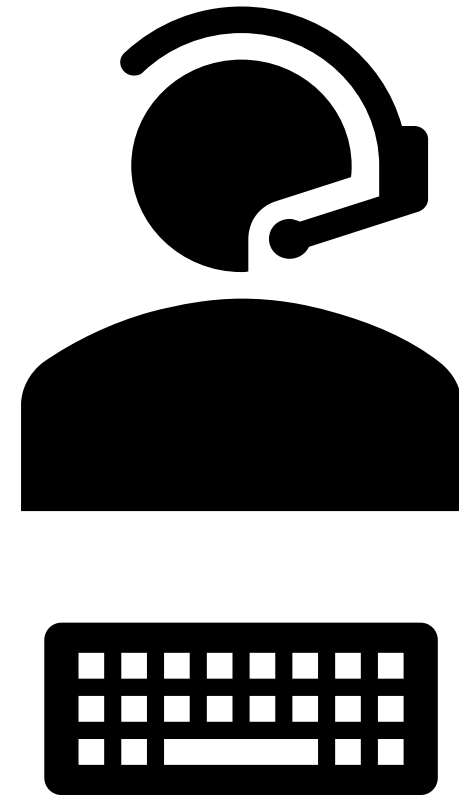


Accessibility Statement

Greater Efficiency in Web Chat

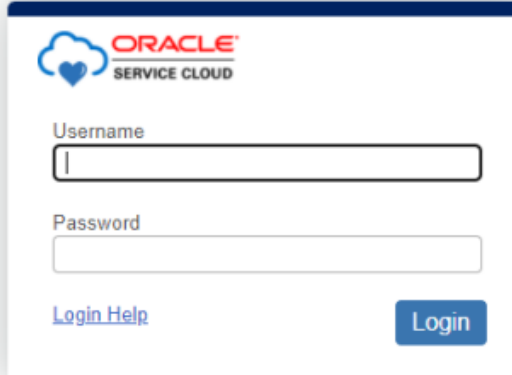
Enhancements to Web Chat allows agents to enter scripted messages to customers with one or two keys.

This improvement is expected to decrease average chat time by one minute.



Enabling Council Office's Staff to Research Requests

How to Navigate San Jose 311



The screenshot shows the Oracle Service Cloud login interface. At the top left is the Oracle logo (a blue cloud with a heart) and the text "ORACLE SERVICE CLOUD". Below this are two input fields: "Username" and "Password". The "Username" field contains a vertical cursor. At the bottom left is a blue link for "Login Help", and at the bottom right is a blue "Login" button.

SJ311 Public Dashboard

The screenshot shows the San Jose 311 Public Dashboard. At the top, there is a notification banner for 'Updates to abandoned vehicles service' with a 'Learn more' link. Below this is a teal header with the 'SAN JOSÉ 311 CITY SERVICES' logo and language options for 'Tiếng Việt' and 'Español'. A navigation bar contains links for 'Home', 'Other Reports', 'FAQ', 'Reports Dashboard', and 'Pay Bills', along with 'Log in' and a 'Sign up' button. The main content area is titled 'What would you like to report?' and features six reportable issue categories: Abandoned Vehicle, Graffiti, Illegal Dumping, Pothole, Streetlight Outage, and Other Issues. Below this is a section titled 'Residential Garbage & Recycling Services' with five service options: Junk Pickup, Container Issues, Missed Collection, Services for New Homes, and My Collection Schedule. A yellow chat button labeled 'How can we help?' is located in the bottom right corner.

Updates to abandoned vehicles service
[Learn more](#)

SAN JOSÉ
311
CITY SERVICES

Tiếng Việt Español

Home Other Reports FAQ Reports Dashboard Pay Bills Log in Sign up

What would you like to report?

- Abandoned Vehicle
- Graffiti
- Illegal Dumping
- Pothole
- Streetlight Outage
- Other Issues

Residential Garbage & Recycling Services

- Junk Pickup
- Container Issues
- Missed Collection
- Services for New Homes
- My Collection Schedule

How can we help?



Community Outreach

- **Library's Community Conversations**

The SJ311 team is participating in the “Community Conversations” meetings led by the San Jose Public Library team. These meetings include community partners and residents who join an open forum held in English, Spanish and/or Vietnamese.

Community Outreach

- **Social Media**

In partnership with CMO's office of Communication, SJ311 is preparing to message residents through San Jose's social media assets about the benefits of using SJ311 digital channel, existing functionality, ability to enter reports in Spanish and Vietnamese, and new services part of product roadmap.





Community Outreach

Berryessa Flea Market

When we last left
our Heroes...



SJ 311 Progress Update



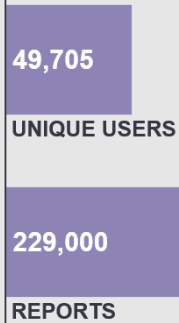
Metrics



Chairman's Memo Update

SJ 311 Metrics

October 2020- September 2021



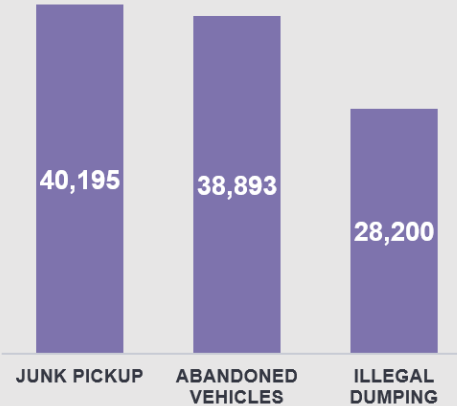
Oct 2020- Sept 2021

111,672
Total
Registered
Users

**Residential Garbage &
Recycle Service Launched
in March**
(March 2, 2021- September 30, 2021)

56,718 Reports

Top 3 Service Requests



Very Good & Good: 28% in 2020:

Up to 68% in 2021



Very Bad and Bad: 69% in 2020:

Down to 29% in 2021

Nov 2020 – Sept 2021:

**536 Tickets
Entered in
Spanish/Vietnamese**



Virtual Agent Utilization:

2,560: July – October 31
1,185: March – June 30

(Residential Recycling and Garbage
Inquiries)

Timeliness

Turnaround Time Report

Percentage of Service Requests meeting target

Service	Percentage	Expected Resolution Time (in days)
Abandoned Vehicle	80.08%	14
Graffiti	80.59%	3
Illegal Dumping	81.40%	5
Other Issues	86.19%	2
Pothole	80.03%	2
Streetlight Outage	55.48%	16

TARGET \geq 80%
Tickets closed
within Expected
resolution time

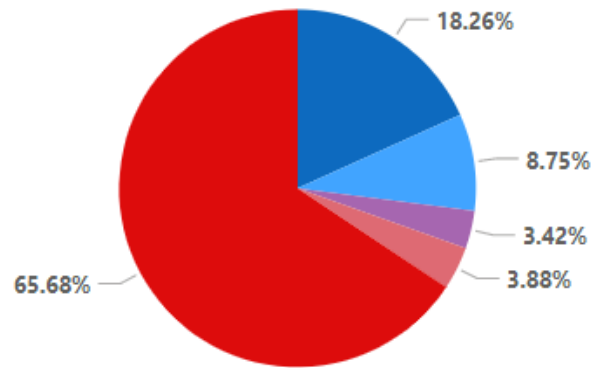
Oct 2020 – Sept 2021
Includes **Business hours** only.

Customer Satisfaction Scores

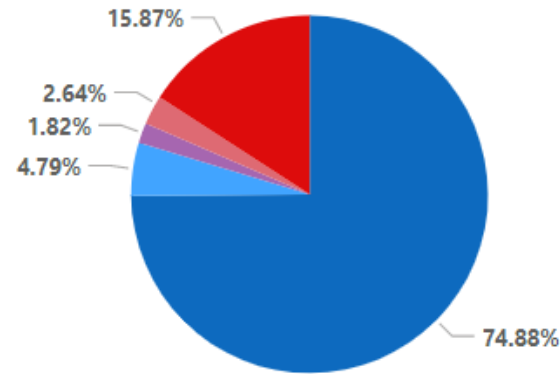
October 1, 2020 – September 30, 2021

Experience ● Very Good ● Good ● Neutral ● Bad ● Very Bad

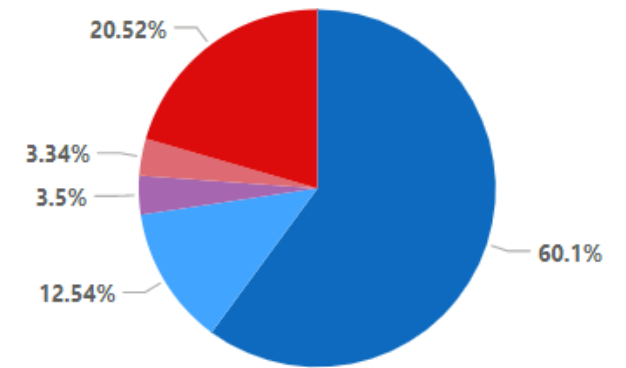
Abandoned Vehicles



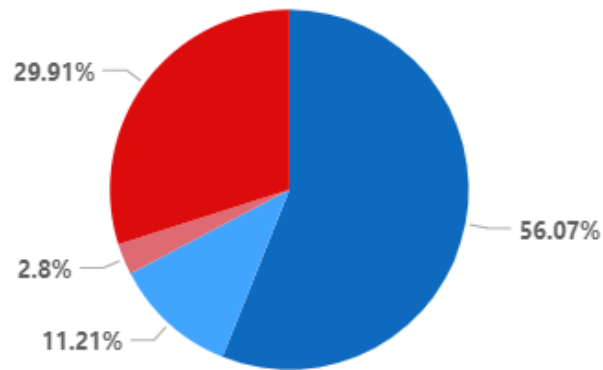
Graffiti



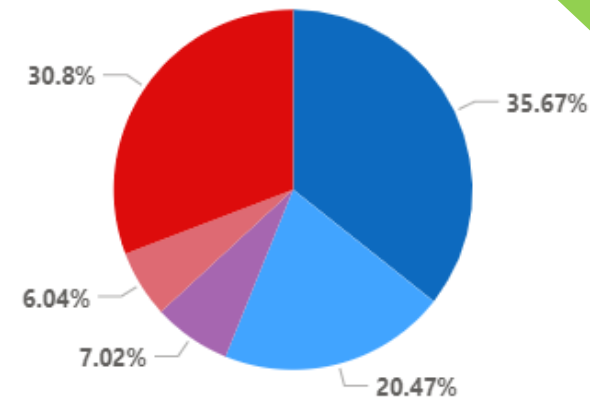
Illegal Dumping



Potholes



Streetlight Outages



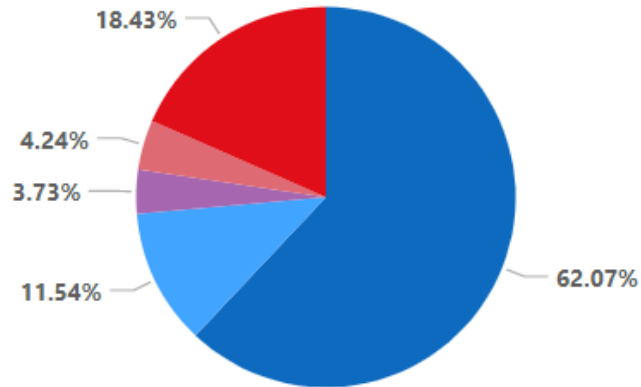
**TARGET ≥ 80%
Very Good +
Good**

Customer Satisfaction Scores

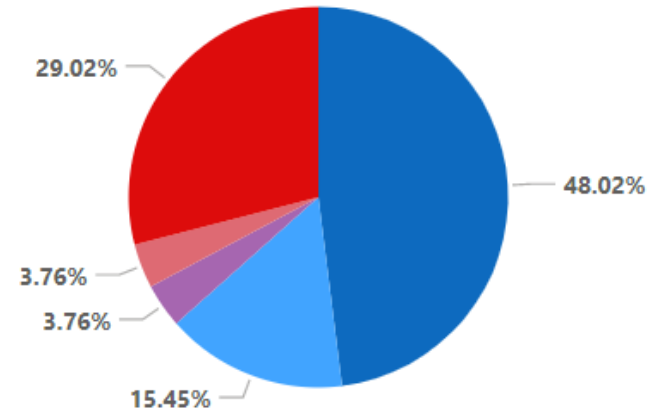
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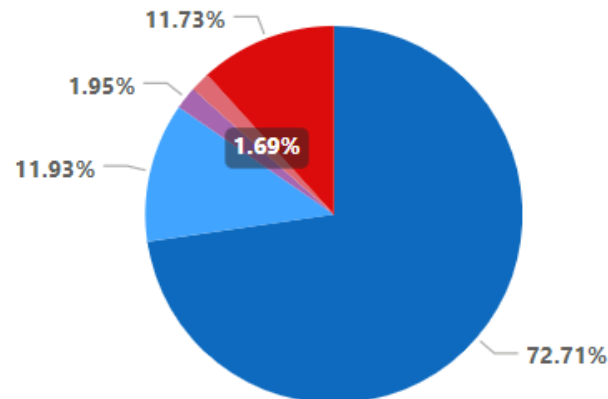
Junk Pickup



Missed Collection



Container Issues



Service	Customer Experience rating
Abandoned Vehicle	27%
Container Issues	85%
Graffiti	80%
Illegal Dumping	73%
Junk pickup	74%
Missed Collection	63%
Pothole	67%
Streetlight Outage	56%

**TARGET ≥ 80%
Very Good +
Good**

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our Heroes...



SJ 311 Progress Update



Metrics



Chairman's Memo Update

Residential Garbage & Recycling Services Update



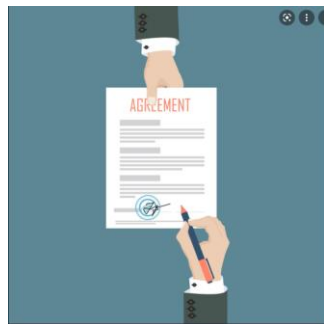
Junk Pickup



Container Issues



Missed Collection



- Customer Experience Survey results for Junk Pick Up at 74% and Container Issues at 85%
- Missed Collections had a lower 62% positive response in Customer survey.
- Routes missed due to driver outages related to **COVID-19** and 3 collection trucks out of service due to **fire**.
- Contractor will **hire more drivers** and acquire replacement vehicles.
- New July 2021 contract should help increase Customer Experience survey results.
- New RGR agreements include new customer service requirements, including **new standards** for Missed Collections and Junk Pick-Ups.

Abandoned Vehicles Update



- Identifying the root cause and other factors impacting customer service ratings is an important step in understanding the data.
- **SJ311 surveys are sent to all** customers when requests are closed **regardless if service was provided or not.**
- **Pre-pandemic, less than 7%** of all service requests received via SJ311 resulted in the vehicle being towed.
- **Current Hybrid VA** approach, has resulted in an increase to the program's tow rate which is now **over 25%.**
- In September 2021, when rated "Bad" or "Very Bad" approximately 89% of responses were related to a service request that was not investigated.
- Updated SJ311 with specific **criteria** for a vehicle to qualify for investigation.
- Updated SJ311 **FAQs** about Hybrid VA operations and expectations.
- **Improved automated notifications** on status of individual SJ311 requests.
- Provided Customer Call Center with "scripts" outlining Hybrid VA Program operations.

Vehicle Abatement Team



Pothole Service Update



- **Turnaround** time for Pothole service is at 80.03%



- Service working on meeting Customer Satisfaction target.
- Complaints more often relate to **quality and permanence of the repair**, instead of responses or repairs.
- Residents log concerns for **full street re-pavement**, whereas the service line delivers pothole corrective maintenance.



- Working on a plan to **clearly communicate maintenance expectations** to the public.

Potholes Repair Team at Work



Mike Garcia, Jeff Stitt and Miguel Cortinas

Streetlight Outage Service Update



Complexity varies widely, staffing levels remain low

- **Low-Pressure Sodium (LPS) bulbs no longer produced.**
- Replacement requests deferred pending LED conversion.
- Complaints and concerns were logged in areas to be converted.
- Current staffing **at 40%**



Light Emitting Diodes (LED)

- Conversion completed by the **first quarter calendar year 2022.**
- LED conversions will likely result in fewer streetlight outages
- **Complexity of outages may increase.**



Public Information and Education

- **Conversion status and how to place concerns.**
- What to expect from the maintenance team.

Streetlight Outage Repair Team at Work



City of San Jose Electrician, Shawn Johnson, restoring a streetlight outage

SJ311 Proposed Equity Metrics and Targets



Increase of **under-represented Users** by **6%** from quarter to quarter.



Increase in service requests by **non-English speakers: 10%** from quarter to quarter.



Variation in Service Requests' volume by location.



Increase of accessibility with users that have identified with having a disability.

New SJ311 Services Performance Targets



Illegal Fireworks

80% for Service
Turnaround time
and Customer
Experience.



Eviction Prevention

80% for Service
Turnaround time
and Customer
Experience.



Affordable Housing

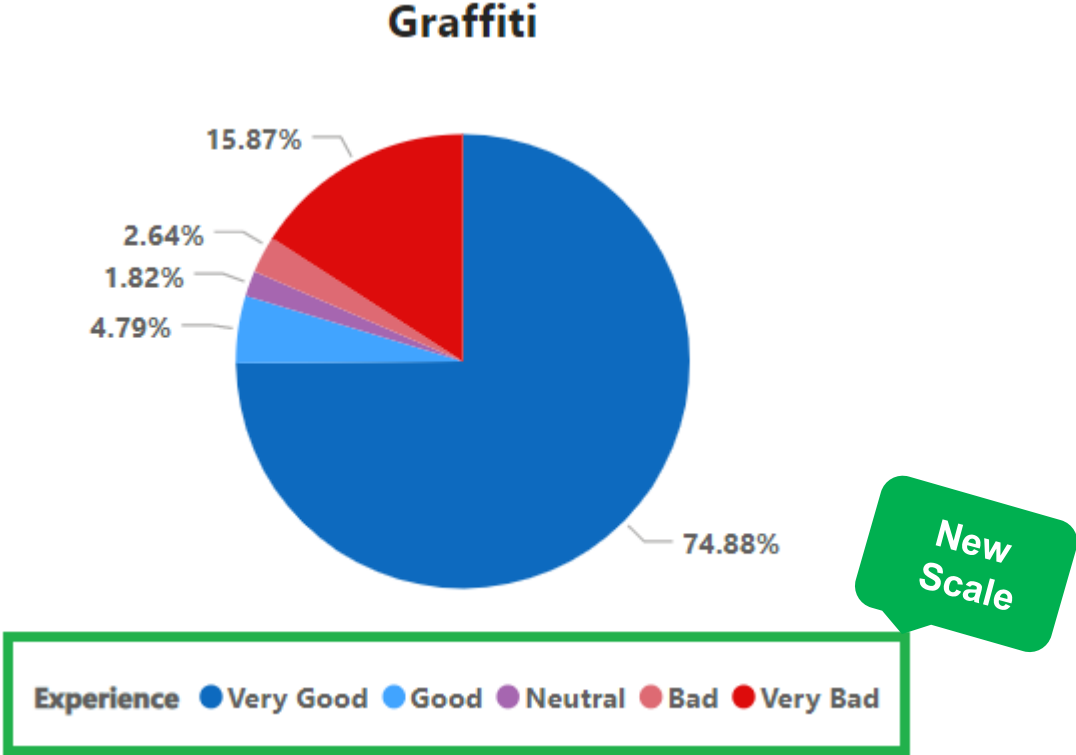
Will measure
traffic through the
web/mobile app.
SJ311 will be
used on a pass-
through basis.



Community Wi-fi

Will measure
number or
surveys entered
through the
web/mobile.

Modified Customer Satisfaction Scoring



“Improving the customer satisfaction scoring to balance positive-neutral-negative scores by using research-based scaling.”

Feedback and Questions

Kia O'Hara, Program Manager, SJ 311
German Sedano, Products-Projects Manager, SJ311

Updates requested

1. Proposed performance targets:
 - a) Response times
 - b) Customer satisfaction
 - c) Performance metric that connects to the equitable delivery of each service. Efforts would benefit from coordination with the Office of Racial Equity.
2. Services not currently achieving performance targets- a description of efforts to improve.
3. Current and proposed performance targets for potential new services.
4. Improving the customer satisfaction scoring to balance positive-neutral-negative scores by using research-based scaling.