



City of Dallas
Quality of Life Committee

311

Service Level Agreements

May 22, 2006



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We have been tracking our performance on 311 Service Requests

For the past year and a half, we have been focusing on reducing the backlog of late Service Requests (SRs) and monitoring our ability to close SRs within their Service Level Agreements (SLA's)



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Why are we tracking our performance on 311 Service Requests

Tracking performance is a good business practice. In addition, it is also helping the city monitor its response to one of the McKinsey recommendations for staff and elected officials to encourage the public to use 311 to request common city services

- this would allow staff to more timely perform the services requested through 311
- this would allow staff to be held accountable for meeting their SLAs on 311 SRs
- Management and elected officials agreed to promote the use of the 311 Service to the public if/when the city could comply with at least 90% of its SLAs on time



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How are we doing?

Departments have been doing a good job in addressing their SRs in a more timely manner:

<u>Report Date</u>	<u># of Late SRs</u>
10/25/2004	89,849
10/03/2005	1,196
05/14/2006	559

which means that not only have they reduced the voluminous late levels of SRs, but that they have been able to maintain the level of late SRs to under 1,000 since October 17th of 2005.



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What percentage of SRs are closed within their SLA?

Fiscal Year	SRs Created	Completed w/in SLA
2004-05	323,634	87.0%
**2005-06	170,920	94.4%

Note: **FY 2005-06 (reflects activity for 10/01/2005 through 04/30/2006)



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In addition to monitoring SRs for SLA performance, we also have in place 311 SR customer feedback and quality assurance mechanisms to check on customer satisfaction levels:

- 5% feedback on closed cases
- 311 Web application feedback
- Mystery Shopper
- City of Dallas general website feedback
- 1% QA on open cases



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What we want to do...

Given that staff has been doing a good job in closing service requests on time, we want to take our performance to a new level.

Staff is consistently beating SLA's by wide margins for some service types and has had difficulty in meeting SLA's for other services.

We intend to refine the SLA's for various services, in many cases tightening them and in a few cases lengthening them. We want the SLA's set at a point that is realistic and not overly generous or too lenient.



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What we want to do...

We will be adjusting 91 SRs

- Reduction of SLAs will occur in 84 SRs
- Increase of SLAs will occur in 7 SRs



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What we want to do...

Reduction of SLAs in 24.92% (84) of SRs:

4.15% (14) of SRs: with reduction ranges between 42 and 355 days

7.42% (25) of SRs: with reduction ranges between 11 and 39 days

13.35% (45) of SRs: with reduction ranges between 1 and 10 days



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What we want to do...

Increases of SLAs in 2.07% (7) of SRs:

0.59% (2) of SRs: with increases one for 12 days and one for 27 days

1.48% (5) of SRs: with increases ranging between 3 and 6 days

There will be no change in 73.00% (246) of SRs



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When will these new SLAs and all changes related to them be in place?

Staff of different departments will complete the adjustments on the Service Request SLAs by August 31, 2006



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What does this mean for the public?

It means that we are committed to continuously challenge ourselves to meet or beat our SLAs and make adjustments that will benefit our customers.

During the first few months after the adjustments to the SLAs (09/06-12/06), staff's performance may be impacted by the reductions in some SLAs while they refine and adjust their performance to meet them.

To ensure that we keep our focus on the timeliness of our service delivery:

- we will continue to monitor how we are doing
- we will continue to evaluate ourselves regularly
- we will continue to report to you on our performance
- we will continue to refine our goals as we attain them



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Your thoughts and comments on the Adjustments to 311 Service Request SLAs would be most appreciated.