

# Constituent Relationship Management



## PERFORMANCE UPDATE

*Keith Brooks, CIO & Mike Shaffer, IT Manager - GIS*



1

Launched



51,084



7,253



2

OXNARD

# is working!

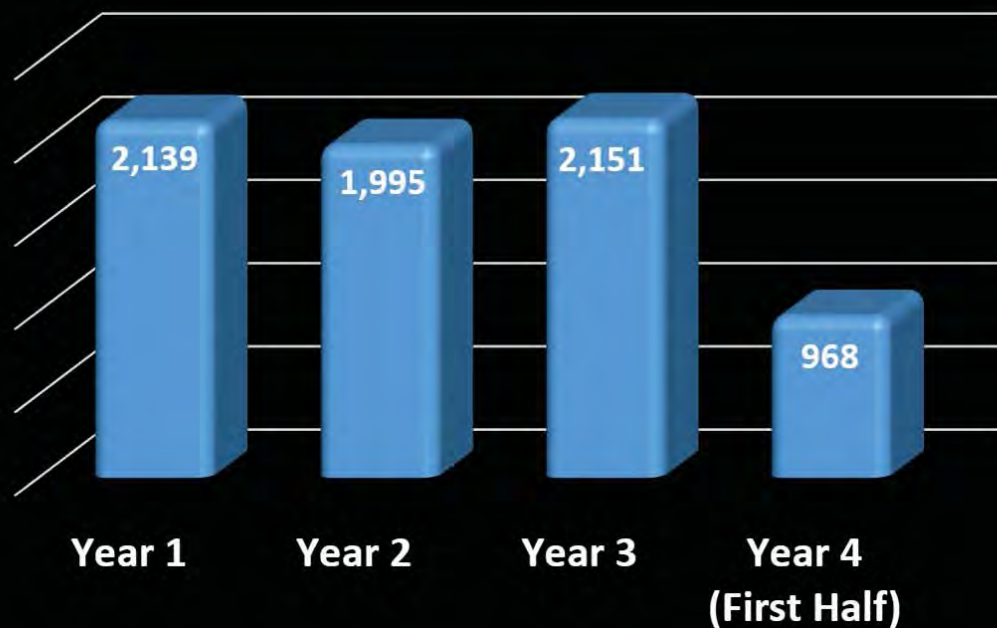
Streamlined Access to Services

Increased Transparency

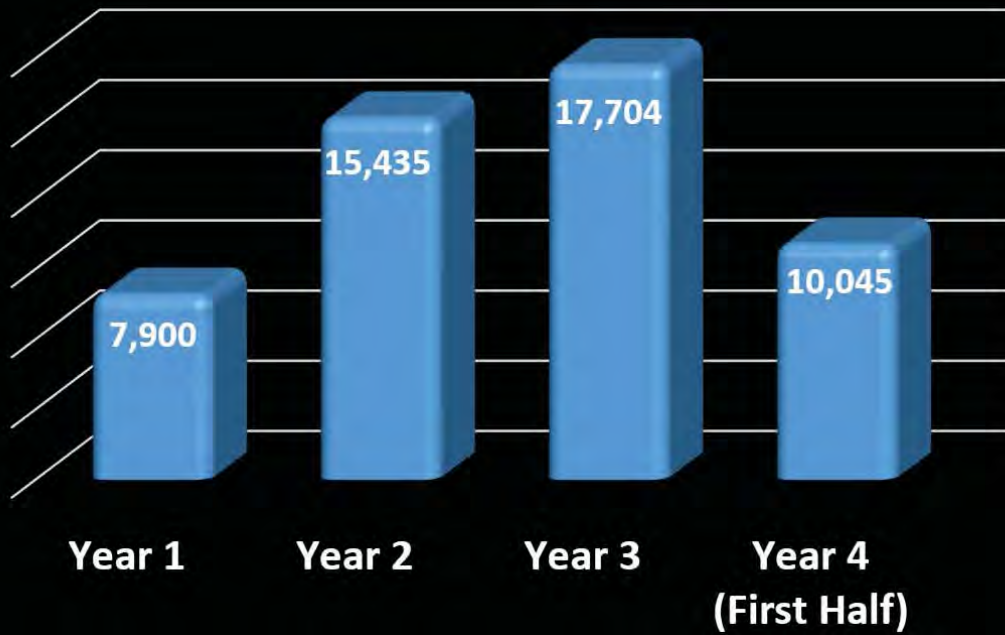
Increased Accountability



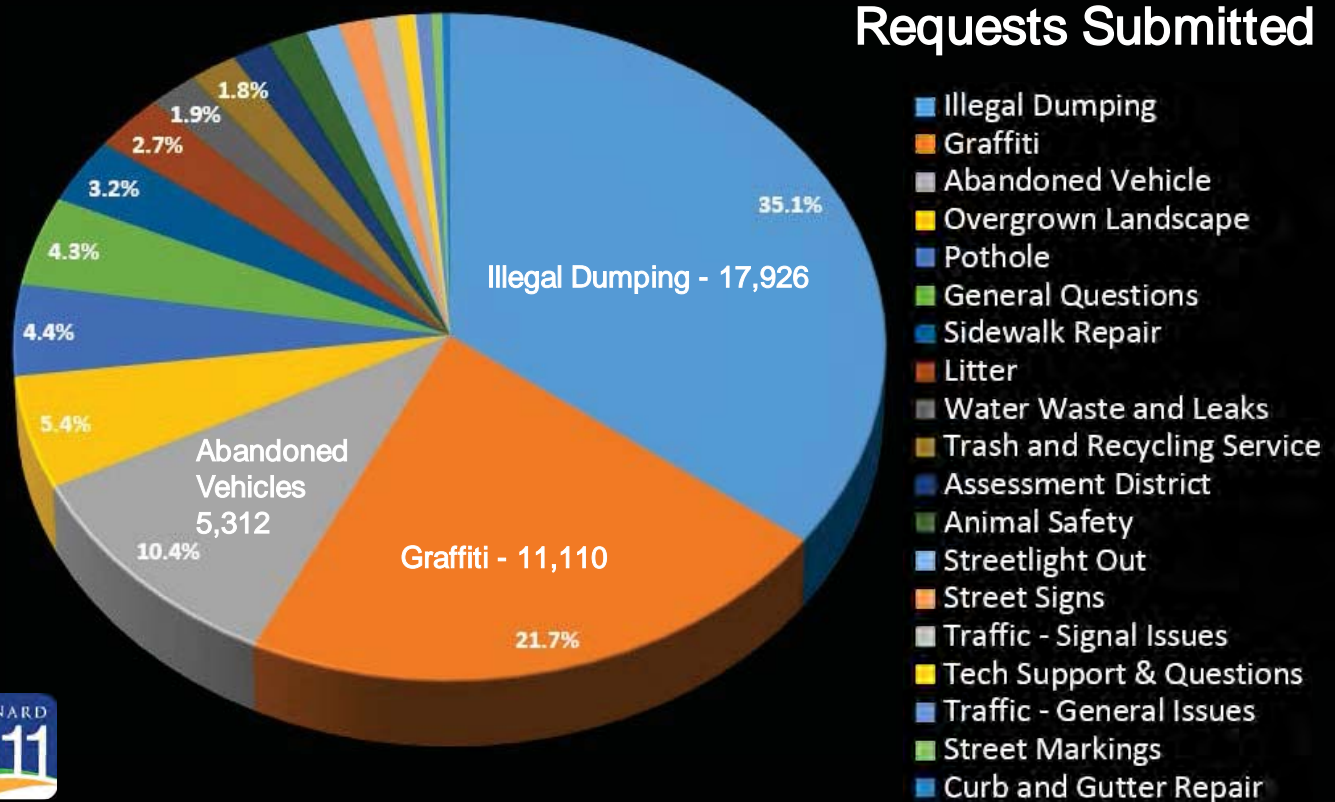
## App Downloads



# Requests Submitted

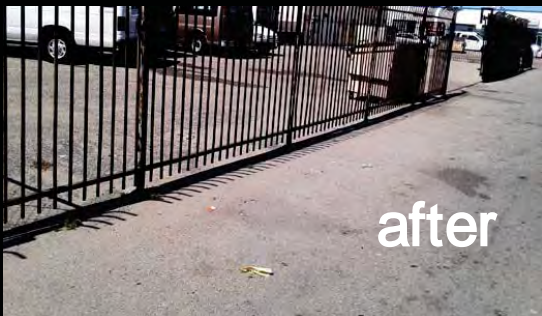


# Requests Submitted

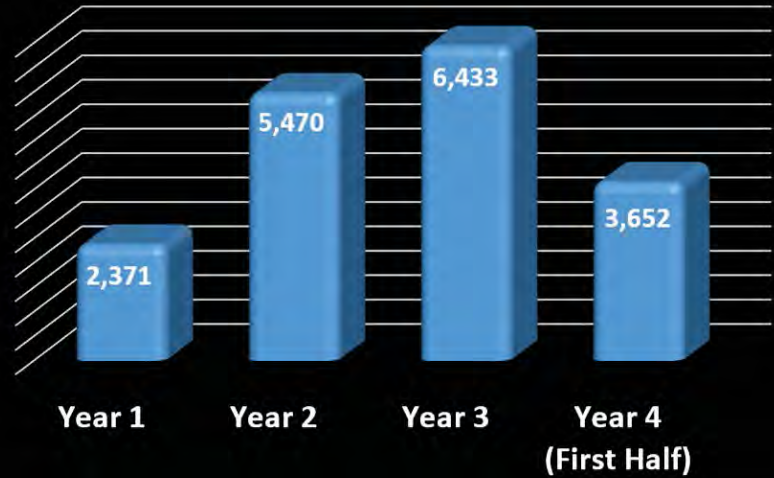




# 17,926 Illegal Dumping Requests



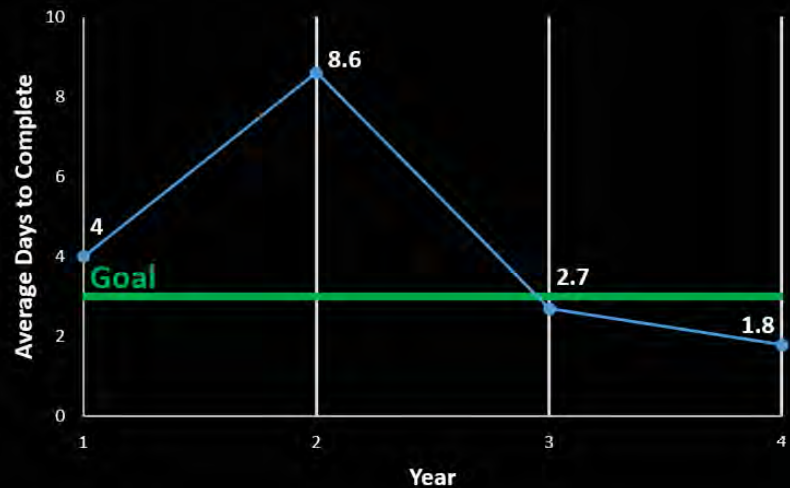
### Number of Requests Per Year

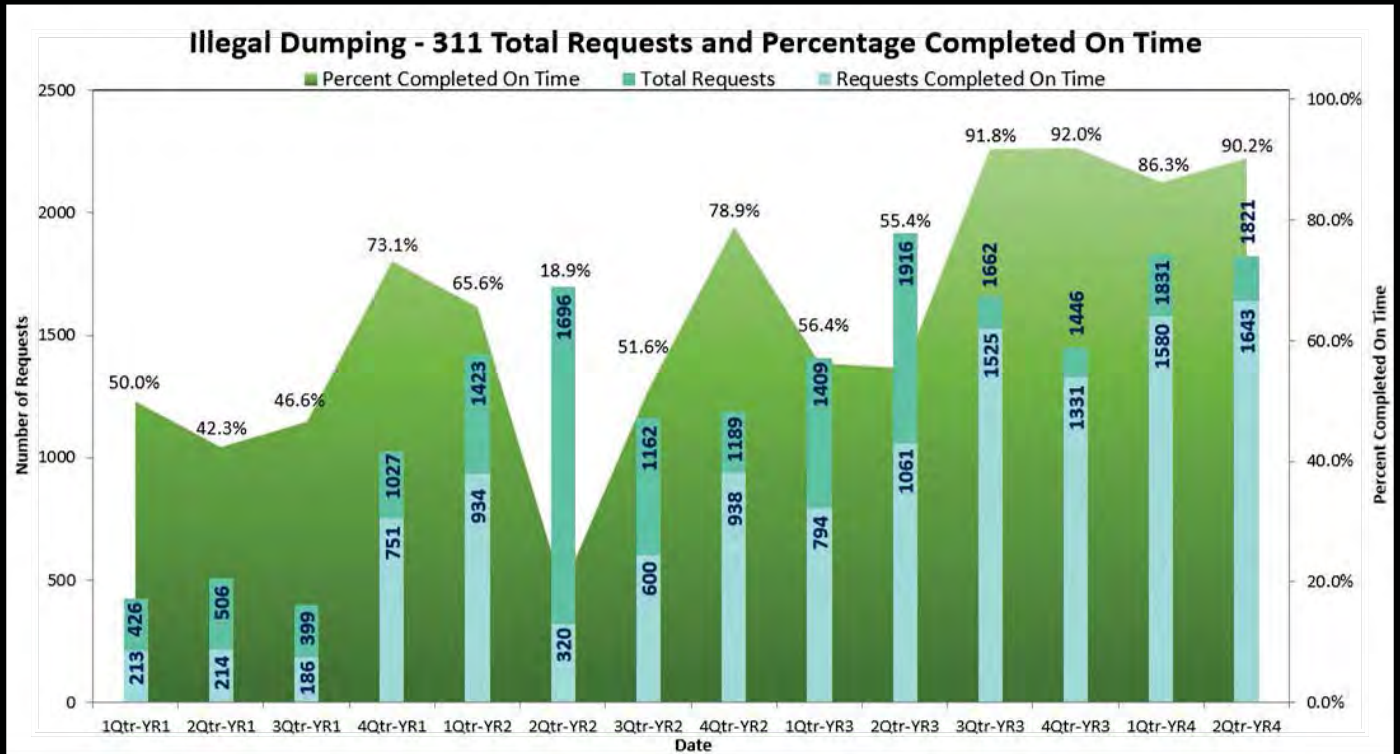


# 17,926 Illegal Dumping Requests



Goal = 3 Days      Avg = 4.5 Days





## 11,110 Graffiti Requests

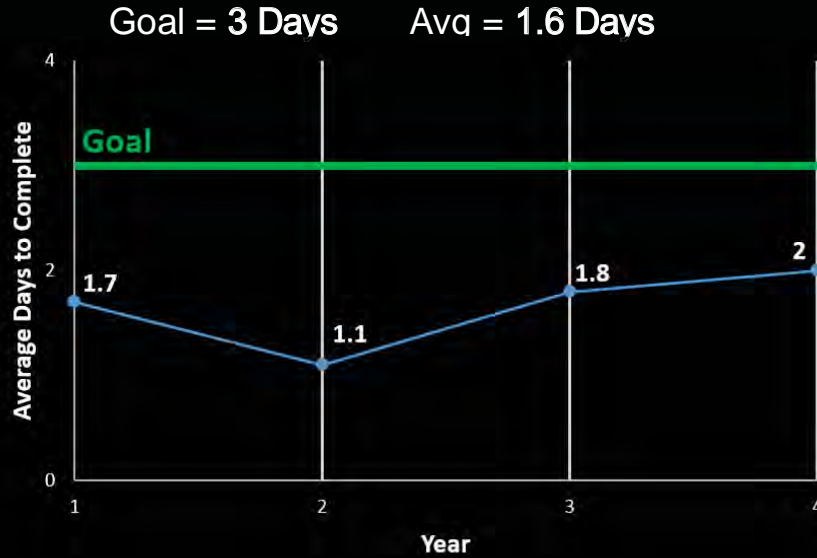


Number of Requests Per Year





# 11,110 Graffiti Requests



## Graffiti Removal - 311 Total Requests and Percentage Completed On Time



# 5,312 Abandoned Vehicle Requests



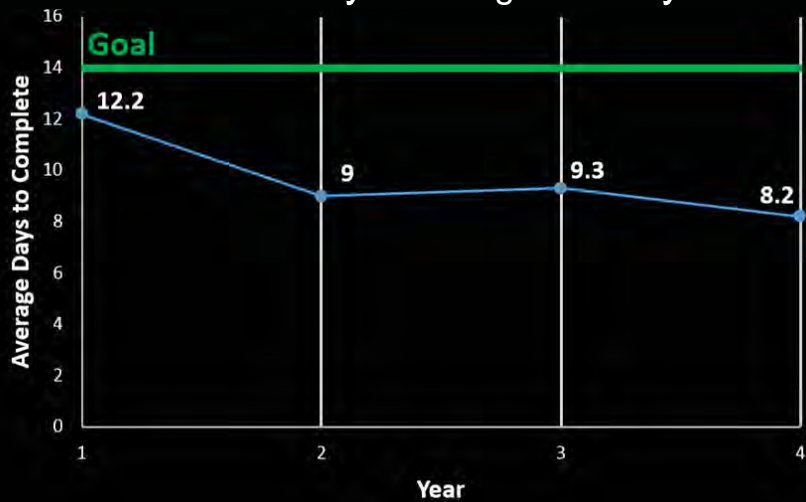
Number of Requests Per Year

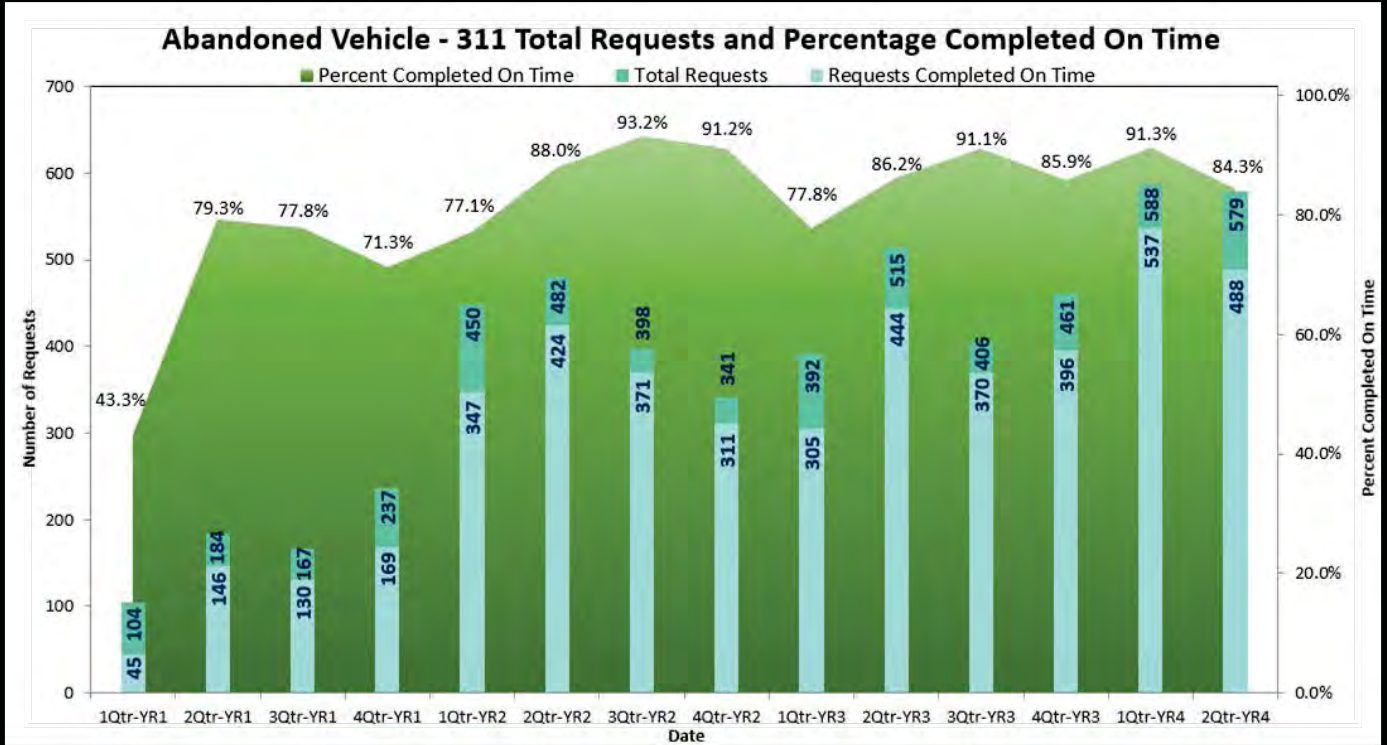


# 5,312 Abandoned Vehicle Requests



Goal = 14 Days      Avg = 9.3 Days





## 2,738 Overgrown Landscape Requests



Number of Requests Per Year

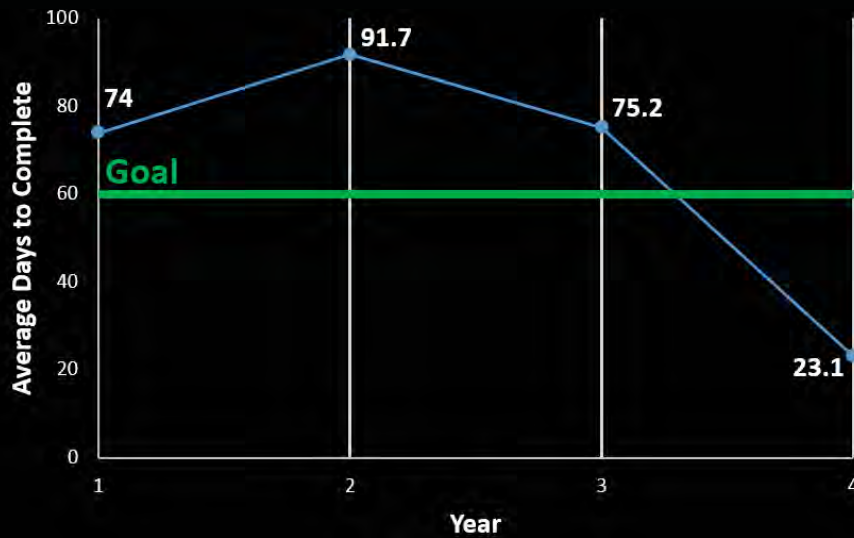




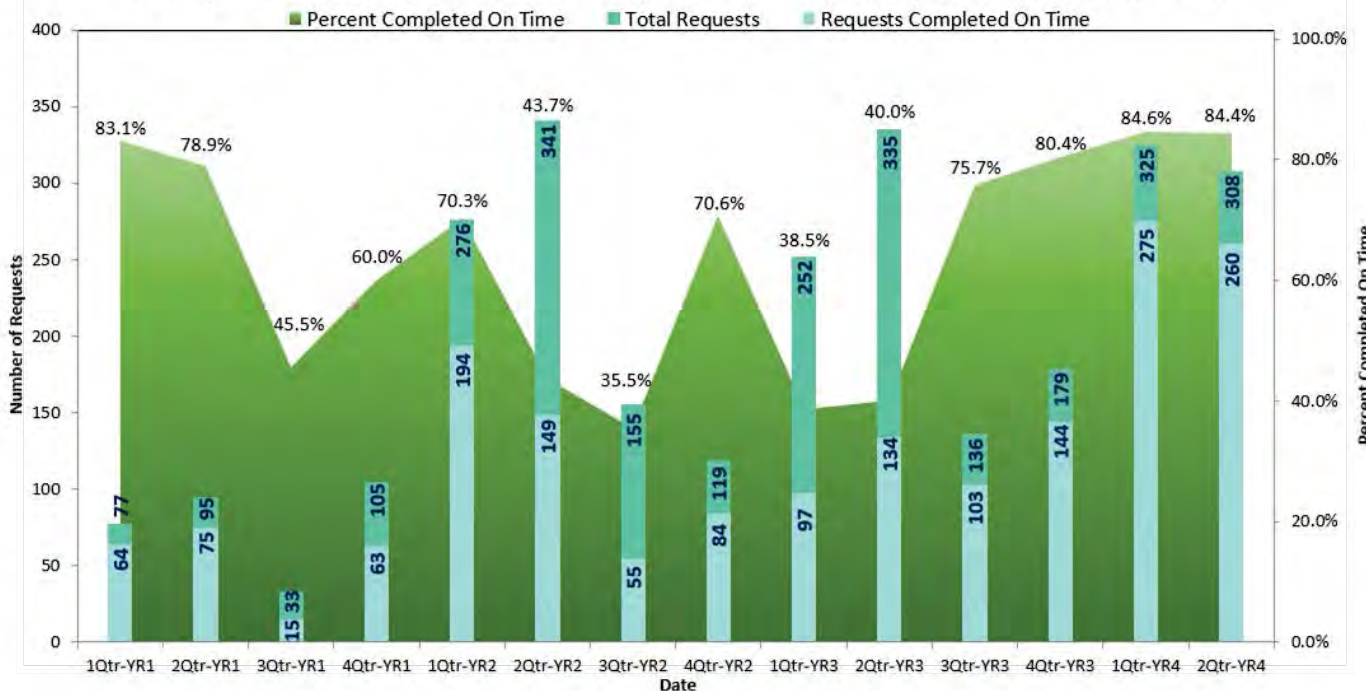
# 2,738 Overgrown Landscape Requests



Goal = 60 Days      Avg = 69.6 Days



## Overgrown Landscape- 311 Total Requests and Percentage Completed On Time



# Overall Service Category Performance



19

## Request Specific Solutions for Improving Service

- General Questions (ex: loud music, fireworks, dogs barking) - Speed Up Reassigning Process
- Water Waste and Leaks - Modify workflow to automatically assign requests to Parks or Water staff based on location of request
- Assessment District - Modify Division's internal workflow process
- Animal Safety - In process of filling two vacant positions
- Streetlight Out - Modify workflow to transfer work to SCE, provide update and SCE ticket to resident, and then close 311 request
- Technical Support - Process Requests Faster



20

## Recommended Changes to Service Goals

Request Type	Current Goal	3.5 Year Avg	Recommended Change
Pothole	30 days	85.5 days	Increase to 35 days
Litter	3 days	18.7 days	Increase to 10 days
Trash and Recycling Service	2 days	5.3 days	Increase to 3 days
Traffic - Signal Issues	3 days	132.4 days	Increase to 15 days
Traffic - General Issues	15 days	33.2 days	Increase to 18 days



21

# Questions?



22