



Council Item of Special Interest - GlendaleOne

April 13, 2021 Workshop





27,700



Key System Features





Enhancements Based on Feedback

- Public Video Tutorial on How to Enter a Request
- On Hold Feature
- Timing - SMS/Text Messaging
- Notify Default - Activity and On Hold updates
- System Customizations
- Custom Reusable Comments



Operations





Performance Dashboard

GlendaleOne Performance

GlendaleOne is the customer service portal for the City. It provides residents access request non-emergency services and information about the city; and includes a knowledge base of frequently asked questions and important phone numbers.

With each service in GlendaleOne we track where each request is, how we are performing on those requests and other important aspects of the request. Below are two dashboards for GlendaleOne. The first measures performance and the second shows our service time commitment for each type of request.



GlendaleOne Performance Dashboard



GlendaleOne Escalations Listing

GlendaleOne Service Level Expectations

GlendaleOne allows residents to request non-emergency services and access information about city services. For every service that can be requested through GlendaleOne, the responsible department has established the time frame that a standard service request should take to complete. If the service is not completed within the established time frame, the request will automatically escalate to the next level of supervisions and if not resolved continues to escalate, ultimately reaching the City Managers Office.

Request Group	Department Name	Type Name	Escalates..	
Assistance Programs	Community Services	Crisis Referral Assistance	Days	2
		Home Repair Assistance	Days	3
		Public Housing/Voucher Questions	Days	2
		Rent Assistance (Homeless or At Risk)	Days	6
		Rent Assistance (Rent, Mortgage, Eviction)	Days	11

Notes:

Requests can be placed on hold if there is a delay that is outside of the department's control, such as waiting for more information from the requestor, waiting for a vendor to complete a job, or other statutory circumstances. If you have questions regarding the time frame or a hold time for a request, you may log in to your GlendaleOne account and add a comment on the service request you submitted. If you have questions and do not have a GlendaleOne account, you may call 623-930-3190.

GlendaleOne provides access to non-emergency services and information 24/7. Customers can report an issue or concern and the request is automatically sent to the correct department.

One of the goals of GlendaleOne is to provide transparency for our customers. Performance metrics are used to evaluate the quality of the service Glendale provides. Most metrics are calculated using requests submitted by our customers in the last twelve calendar months.

Statistics

Running Total Since the GlendaleOne Launch

27,700

GlendaleOne launched in January of 2020 with a goal of tracking the number and types of requests made to the city. In order to effectively manage service requests, the number of new requests received should closely match the number of requests closed. When more requests are received than closed, it can be an indicator that additional resources are needed to manage requests. The city's goal is to maintain the variance between new and closed requests at less than 2%.

Totals for this Year

New Requests

Closed Requests

Difference

19,321

19,177

-1%

Current Status

The current status of all requests in GlendaleOne that are in progress at this time.

Open Requests

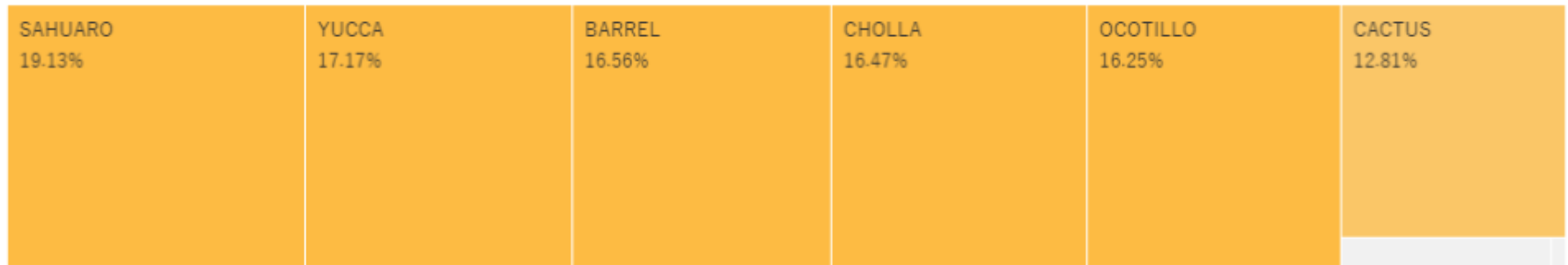
432

On Hold Requests

514

Requests are submitted to the city in a variety of ways. Below is a breakdown of the districts and methods by which the requests are submitted. Understanding the geographic location of requests in our city as well as how requests are initiated provides insight about overall community engagement and interactions with city staff.

Requests by District



Origin of Request Submission



Performance Metrics

Service Level Expectations

Service requests are categorized based on the complexity of the request and on the normal active completion time. Each customer is automatically notified of the expected completion time when the request is submitted.

Our Performance Commitment

Low Complexity Requests: 1 - 5 business days
Medium Complexity Requests: 6 - 10 business days
High Complexity Requests: 11 - 20 business days

Our Average Performance

Low	2
Medium	5
High	9

Escalated Requests

When a request is not completed within the estimated timeframe, it is automatically escalated on a defined schedule to supervisors, then managers, then department heads, and eventually the City Manager if it is not completed. Escalations should be minimal.

Once
Target < 10%

18.94%

Twice
Target < 5%

3.10%

Three Times
Target < 2%

1.31%

Four Times
Target 0%

0.74%



Future Enhancements

- Ongoing Refresher Training
- Ongoing Department Data Review
- Refresh our marketing campaign
- Develop and deploy a customer satisfaction survey
- Neighboring City Assistance



Questions