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Mark Jeffreys
Councilmember

January 26, 2023

MOTION

Smarter Government – Leveraging Six Sigma to Improve Customer Service Response

To improve constituent Customer Service Request responses and ensure that we are using taxpayer dollars most efficiently, WE MOVE that, the Administration report back to Council within sixty days on:

- Reviewing the most recent Resident Survey Findings Report on satisfaction of constituents with various public services ranging from public health, neighborhood cleanliness and appearance to street & sidewalk services and public safety. The purpose of this review is to identify the top areas of improvement in constituent Customer Service Responses.

- Based on that review, share what a plan would be to leverage a Lean Six Sigma process to eliminate resource waste and improve outcomes for constituents related to Customer Service Requests. That plan would include the timing and costs of using a Lean Six Sigma process, a process that will include setting specific benchmarks for customer satisfaction across these metrics as well as Key Performance Indicators (KPIs) against which to measure performance.

STATEMENT

We have heard from various constituents that Customer Service Requests they have made to the City are often resolved very much to their satisfaction while at other times they have marked as completed even though they are not. Moreover, it has been indicated to us that response times can sometimes be slower than reasonably desired. These Customer Service Requests include anything put into the city's internal portal as well as the 311Cincy app for things such as potholes, broken streetlights, garbage collection, and code violations. In February 2022, there was a report issued titled 2021 Resident Survey that shared satisfaction across many of these metrics. There were several opportunities identified across city services within this survey that are opportunities for improvement.

Lean Six Sigma is a process that is used most often in the private sector, but there are a number of governmental entities that use it to improve outcomes very effectively. This is an exercise done to assess how we can best use limited government resources to provide improved public services. Lean Six Sigma is focused on improving performance streamlining processes. It then helps to establish a clear path to achieving improvement objectives. In this case, it would include mapping out the current process for managing Customer Service Requests, identifying ways to improve that process such that it improves outcomes, establishing Key Performance Indicator (KPI) benchmarks going forward, and then recommending a path forward that results in a better, cheaper and faster outcome for constituent requests.

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DR Cal 2/1/23