



SeeClickFix Optimization



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September 8, 2021

Objectives

Overview of SeeClickFix

- How it works
- Why we use it
- Historical Usage
- Current Categories

Problem Areas

- Communication
- Customer Service
- Response Times
- Internal Routing
- Training
- Accountability
- Response Standards
- Customer Feedback

Optimization Efforts

- Digital Clean Up
- Customer Service
- Service Standards
- Routing Verification
- Training
- Performance Reports
- Response Forms
- Surveys

How SeeClickFix Works



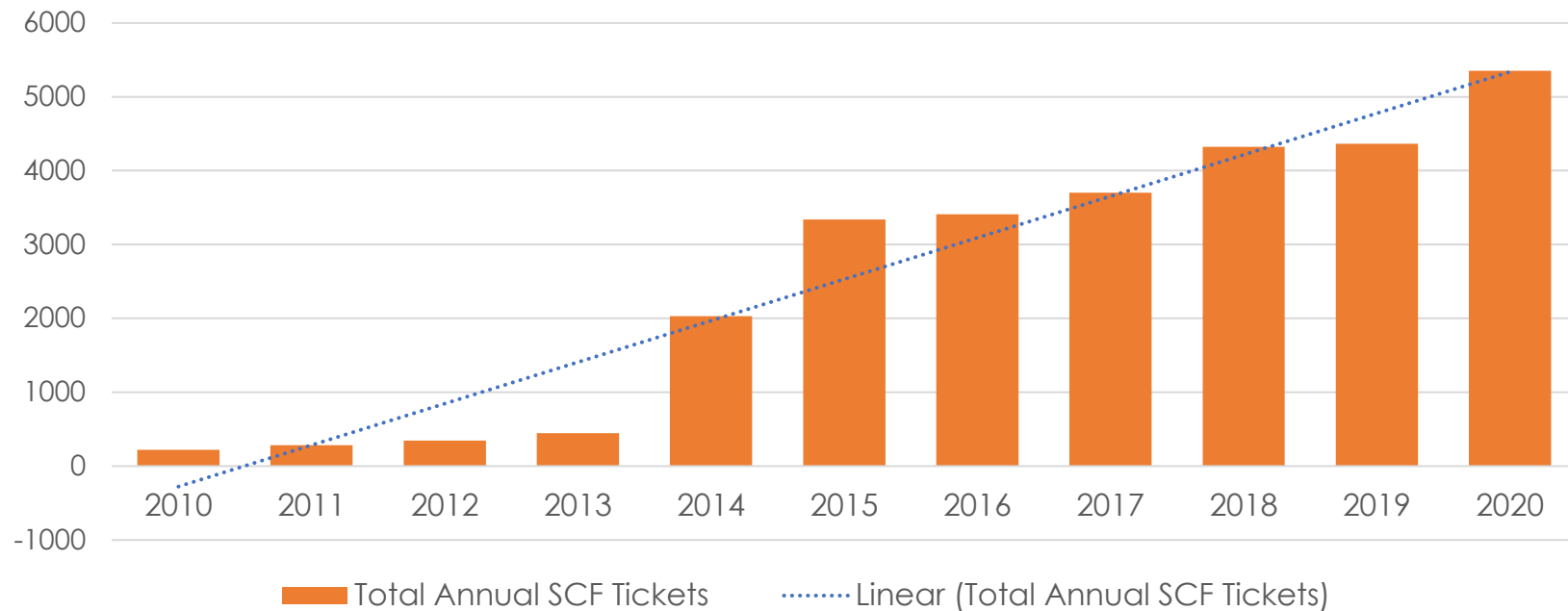
Why we use SeeClickFix

- Allows residents and visitors to report problems or concerns throughout the City
- Provides an efficient, cost effective system to address resident concerns and issues.



Historical Usage

10 Year Usage





32,333

SeeClickFix Requests
Closed as of 08/31/2021



SeeClickFix Categories:

1. **Animal Control**
2. **Building Code Violations**
3. **Code Compliance** (private property issues)
4. **Graffiti** (including in Parks)
5. **Military Banners**
6. **Other**
7. **Park Maintenance** (excluding Graffiti)
8. **Police** (Non-Emergency)
9. **Parkway Maintenance** (incl. LMDs & Trees)
10. **Public Works**
11. **Trash Pickup issues** (Scheduled)
12. **Sidewalk/Curb Maintenance**
13. **Storm Drain Maintenance**
14. **Storm Water Issues**
15. **Streetlights** (Not Traffic Signals)
16. **Street Maintenance** (Shopping Carts/ Appliances/Debris/potholes/dumping in right of way)
17. **Street Rehabilitation** (slurry seals, cracking, erosion, major repairs)
18. **Street Striping/Curb Painting**
19. **Traffic Engineering** (Traffic Signals, Traffic flow issues)
20. **Water Conservation** (not in a Park/Parkway)
21. **Traffic/Street Signs** (NOT Traffic Signals)
22. **Water Pressure Issues**
23. **Water Quality Issues**
24. **Water and Sewer Service** Issues (Including Fire Hydrants and Water Lines)

Problem Areas

- **Communication:** Issues resolved without follow-up of completion to requestor.
- **Customer Service:** Responses not always customer friendly.
- **Response Times:** Tickets remaining open for extended periods of time without communicating why.
- **Internal Routing:** Outdated or incorrect routing assignments to staff.
- **Training:** Lack of training on service standards, and how the system works.
- **Accountability:** Lack of regular performance reporting.
- **Response Standards:** No formal timelines/targets for response, resolution and closure.
- **Customer Feedback:** No effective feedback loop to learn from residents about what works, what doesn't, and how to improve.

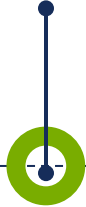
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Optimization Efforts

Digital Clean Up

March 2021

Identified 1,600 SCF tickets in
need of review & closure



June 2021

Closeout Completed



April 2021

Staff meetings and trainings
held to implement a plan to
closeout outstanding SCF
tickets





Customer Service

Example


We aim for every SeeClickFix Interaction to be:

- Personable
- Conversational
- Friendly
- Appreciative

 **An anonymous SeeClickFix user** | Registered User
Opened


Directly across from Eduardo's and St Ed's Gang graffiti


08/23/2021 9:42 AM

 **City of Corona** | Verified Official
Acknowledged

Thank you for engaging with the City of Corona SeeClickFix. Issue 10827353 has been acknowledged by the City of Corona Community Services Department. For more information, please contact them at (951) 736-2241. A technician will be dispatched to investigate the report.

Flag · 08/23/2021 10:40 AM

 **City of Corona** | Verified Official
Closed

Thank you for bringing this concern forward to the City of Corona via SeeClickFix. Your report, Issue 10827353, has been completed by the City of Corona Community Services Department. If you have any questions or concerns with the services received as part of this request or the work which was done, we would be happy to discuss it with you. Please don't hesitate to call (951) 736-2241.

Flag · 08/23/2021 12:02 PM

Service Standards

All categories acknowledge tickets within 2 business days

Code/Building Enforcement

- Inspection with 3-5 business days*

It is prohibited to provide enforcement details regarding an open investigation of private property on public domains.

Tree Request

- Parkway related request such as limbs down or trash/debris pick up:
 - 2 Business Days*
- Tree removals and tree planting requests:
 - 4-6 weeks* (requires measurement of tree and under ground service alert for stump grinding)
- Tree trims:
 - 7-10 days*

Other

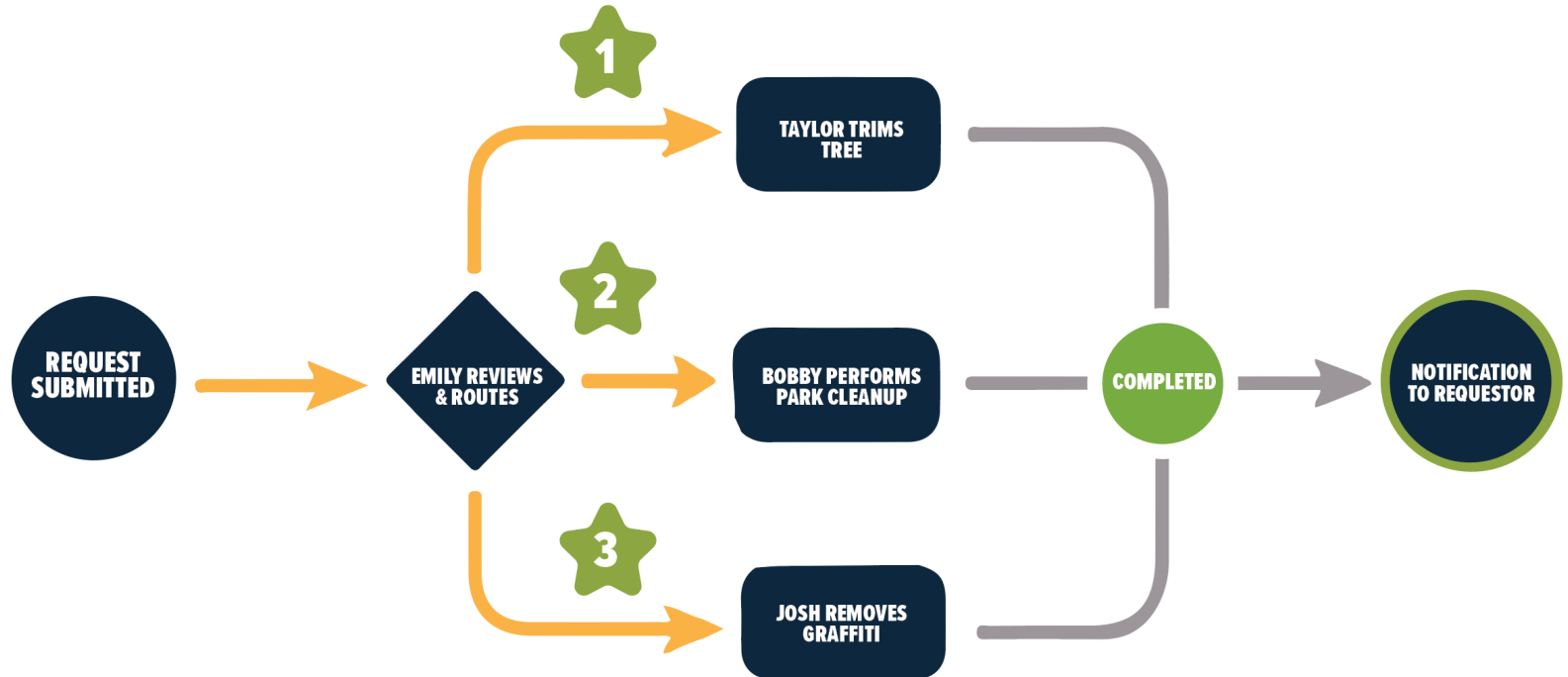
- 1 business day for the ticket to be reclassified to a category

Graffiti

- Targeted completion is 2 business days*

Routing Verification

Example



Training

COMPLETED

April, 2021 - Internal staff training on response service standards, accountability, and reporting.

IN THE PROCESS

Fall, 2021 - Internal staff refresh training on customer service, internal routing, and updated response standards

UPCOMING

Planned staff training with See Click Fix on improved techniques and tools.

Planned marketing efforts on See Click Fix ease of use.

Performance Reports



Monthly reports
reviewed internally



Reports published
quarterly

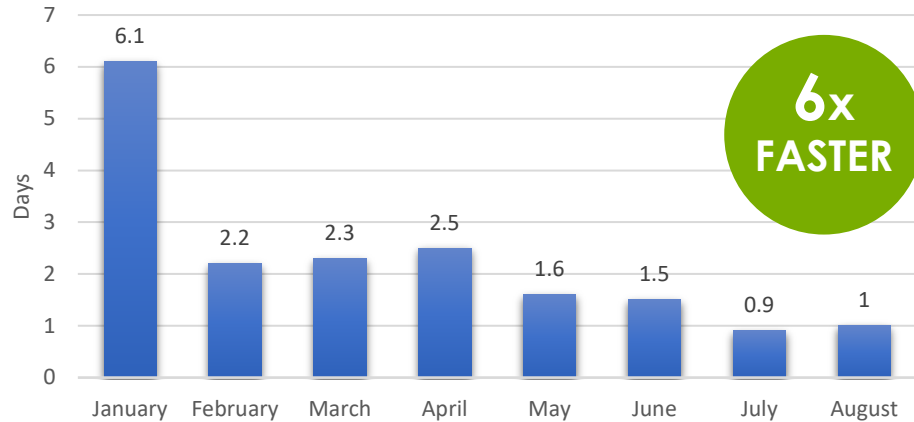
Most Improved Categories:

- Graffiti
- Park Maintenance
- Curb/Sidewalk Maintenance

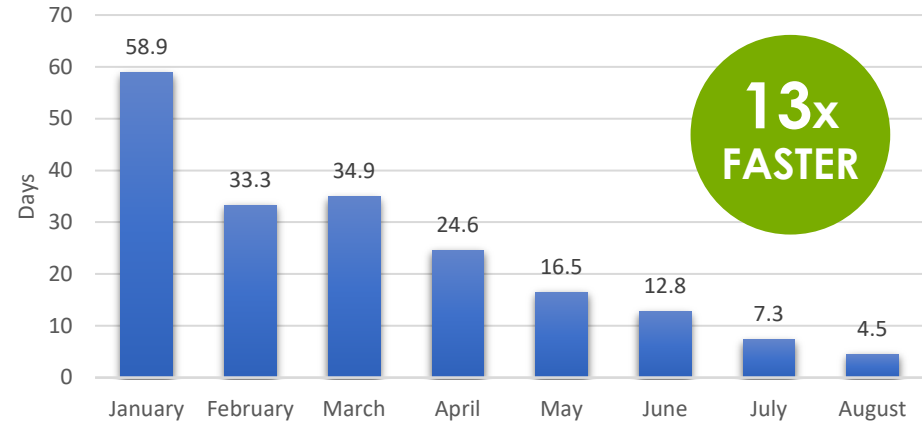


Graffiti (2021)

Days to Acknowledge
Monthly Average



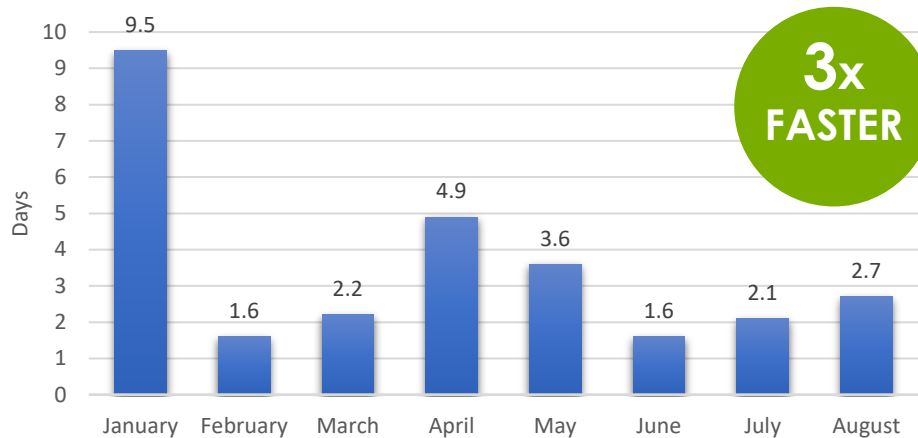
Days to Close
Monthly Average



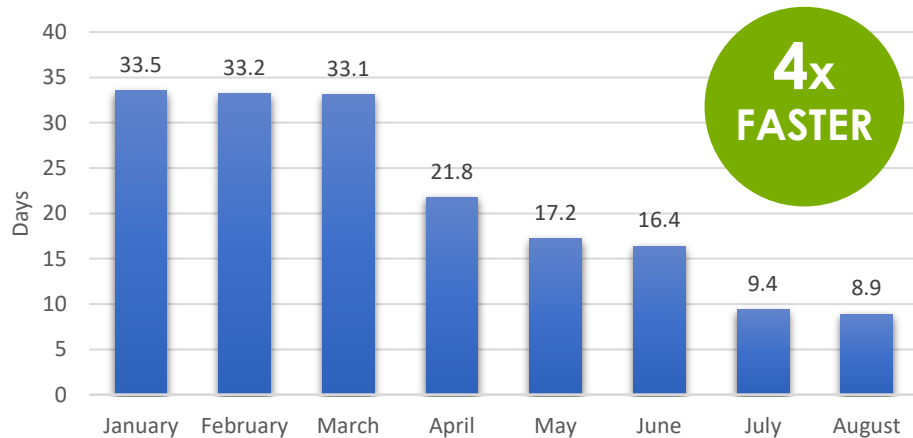
Submitted SeeClickFix Tickets							
163	178	199	175	199	127	109	106
January	February	March	April	May	June	July	August

Park Maintenance (2021)

Days to Acknowledge Monthly Average



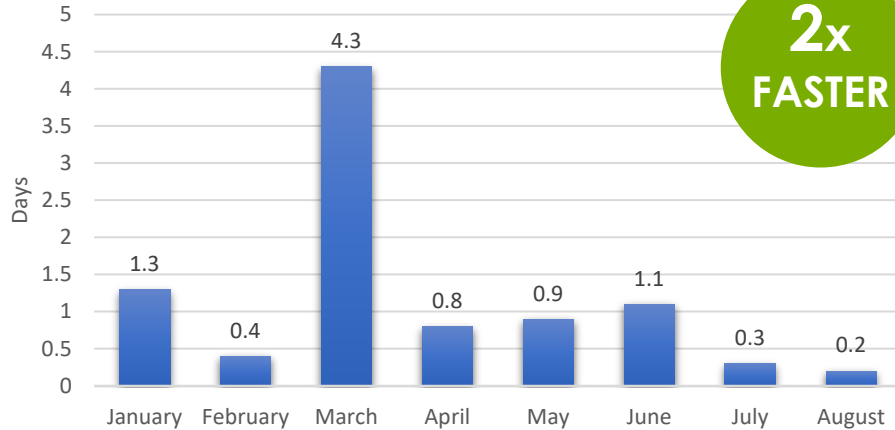
Days to Close Monthly Average



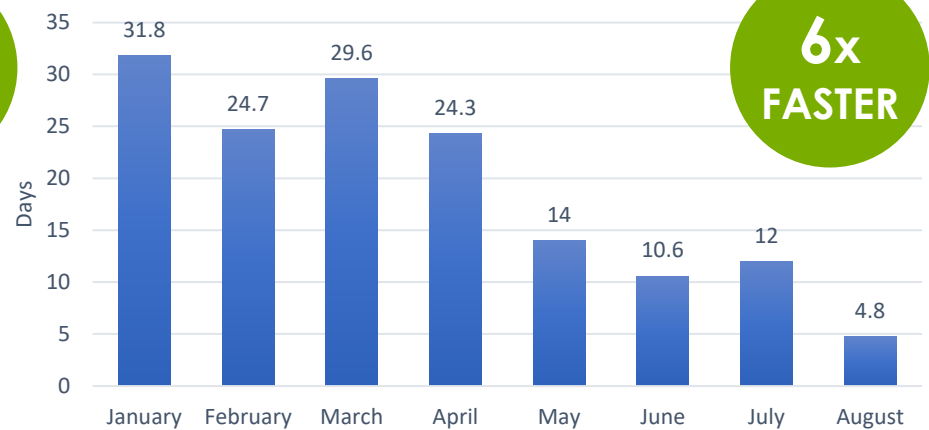
Submitted SeeClickFix Tickets							
27	11	30	37	55	46	31	48
January	February	March	April	May	June	July	August

Curbs & Sidewalks (2021)

Days to Acknowledge Monthly Average



Days to Close Monthly Average

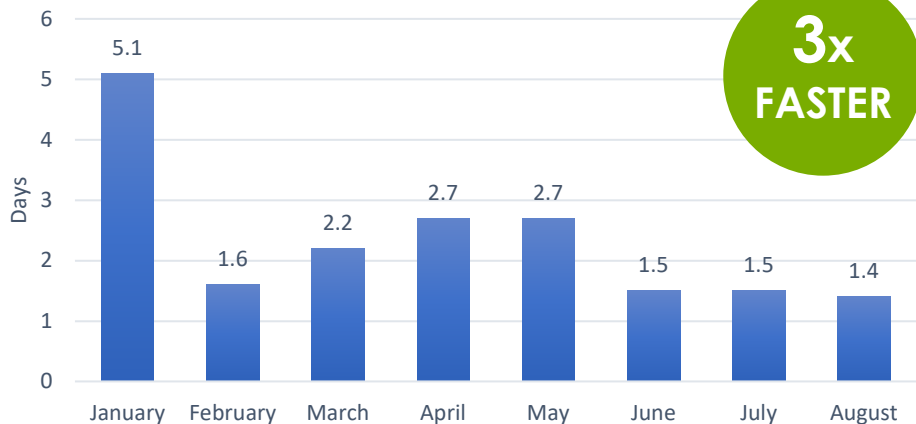


Submitted SeeClickFix Tickets

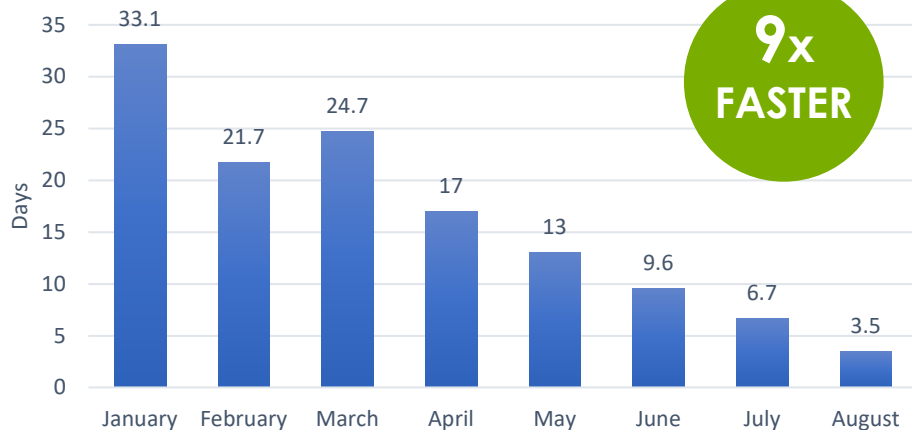
16	13	16	11	12	9	15	16
January	February	March	April	May	June	July	August

Total (2021)

Days to Acknowledge Monthly Average



Days to Close Monthly Average



Year to Date SeeClickFix Tickets							
January	February	March	April	May	June	July	August
445	503	522	512	586	576	495	606

Response Forms

From this...

"Thank you for submitting this request, it has been received as service request #46677. This is an automated response. If this is an emergency, please call 9-1-1."

Thank you for your request. It has been addressed and is now closed.

To this...

Thank you for submitting this tree trimming request through SeeClickFix! We've open case number XXXXX, and forwarded this to staff for follow up. Our goal is to have this resolved in 7-10 days, and we'll be sure let you know once it's been taken care of.

Thank you for helping keep Corona beautiful!

Hi there, the trees have now been trimmed. Have a look and should anything out of order, please let us know so we can make it right. If you additional questions and would like to speak to a someone, we'd love to hear from you! You can reach us at (951) XXX-XXXX Mon – Thurs from 7a.m to 6p.m.

Thanks again for helping care for our City. We appreciate you!

Surveys



- Accurately determine additional areas for improvement.
- Understand our residents & visitors.
- Identify trends.
- Improve community satisfaction.
- Optimize customer experience.

Next Steps

- Continue to emphasize ensuring positive customer experience for every ticket.
- Set service standards for all categories.
- Provide SeeClickFix refresh training as needed for new staff.
- Provide performance report quarterly to ensure accountability.
- Continue to improve the response forms.
- Implement the use of surveys to measure satisfaction and identify problems.
- Increase promotion of SeeClickFix to encourage increased usage.



QUESTIONS?



951-736-2371



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www.CoronaCA.gov

