



City of Long Beach

Long Beach Response: Easy Access to City Services



City of Long Beach Launches Long Beach Response



Phase I: Community Response System

What is the Community Response System?

The Community Response System centralizes constituent response and ensures accessing City services is **EASY, FAST & EFFICIENT**. The initial roll out of Long Beach Response will commence with Phase 1 of our Community Response System – when you call for service, your request will get a number and be trackable.

Here's how we're getting started:

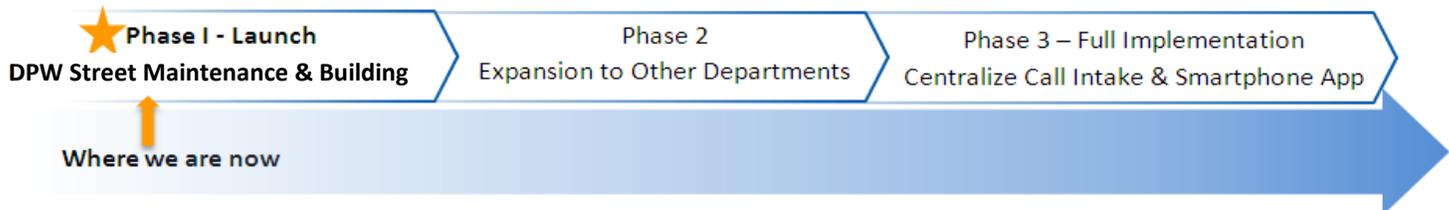
The City is expanding our use of existing MuniCity software to enter and track residents' service requests. The trial department will be DPW-Street Maintenance targeting potholes and streetlights. A trial will also begin to rollout to the Building Department, which already utilizes MuniCity. This focus will enable us to more efficiently deploy our resources and provide top-notch service to our City residents.

Service requests are numbered & tracked by the following for speed and results:

- ✓ Department
- ✓ Status
- ✓ Location
- ✓ Type (i.e., potholes, streetlight out, permits, etc.)
- ✓ Average time to resolution

- ✓ City Workers in the field will be using IPADs donated by Debris Tech after Superstorm Sandy to track work orders in **REAL TIME**.
- ✓ Customer Service Training will be held for all front line personnel increasing accountability for delivering top-notch customer service city-wide.

Community Response System Implementation Timeline:



What is LBSTAT?

LBSTAT is the City's performance management program, which works with departments across the City to set performance metrics and goals, ensure accountability and continue to enhance productivity. The program **collects, analyzes and reports data** to measure progress against the City administration's goals & policy objectives.

Major components include:

- Tracking quantifiable goals for all departments.
- Measuring speed and quality of follow-up on LB Response service requests.
- Identifying continuing cost savings and efficiently deploying resources.

What Gets Measured Gets Done

LB Stat's implementation began in the Spring of 2012 and is being phased in. LB Stat has already been instrumental in improving City departmental productivity and efficiencies by:

- ✓ Analyzing & Driving Down Overtime
- ✓ Tracking Beach Park Numbers
- ✓ Tracking Building Department Permitting & Violations
- ✓ Increasing Ambulance Billing
- ✓ Improving Police Productivity Tracking
- ✓ Improving Crime Reporting