



INFORMATION TECHNOLOGY

Finance and Debt Committee

January 26, 2023

Introductions

Anne Bennett – Director of IT

Matt Mackowiak – End User Support Manager

Jenny Jaqua – Customer Service & Engagement Commissioner

Sienna Davis – Customer Service Supervisor, Engage Toledo

Joyce Hill – Division of Taxation

Agenda

- 2022 Help Desk Stats
- Engage Toledo Metrics
- Taxation Call Demo of Cityworks Workflow

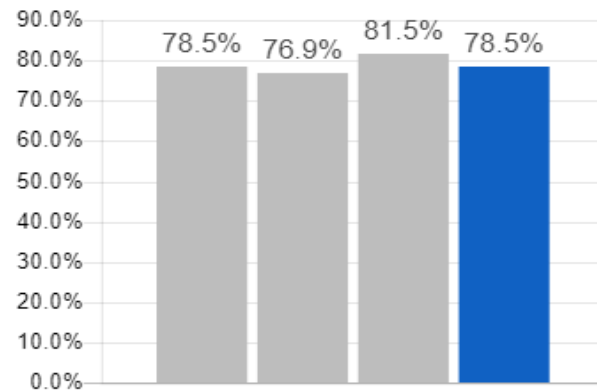
2022 Help Desk Stats

IT KPI's

Urgent Tickets Resolved <8 hrs

Annual Target 50%

High impact; high urgency.



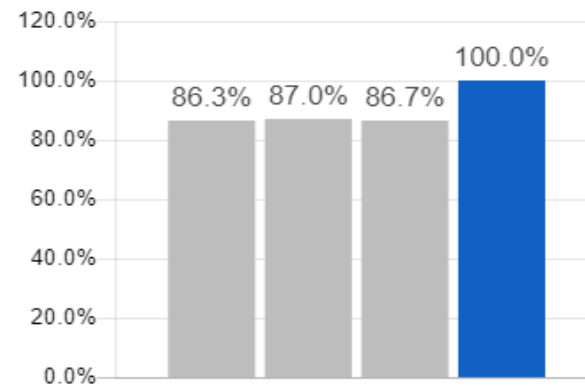
2022 1st 2022 2nd 2022 3rd 2022 4th

High Tickets Resolved <48 hrs

Annual Target 50%

High impact; moderate urgency

Moderate impact; high urgency



2022 1st 2022 2nd 2022 3rd 2022 4th

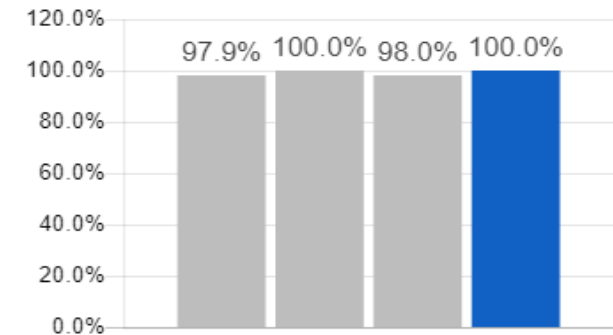
Medium Tickets Resolved <14 days

Annual Target 50%

Low impact; high urgency

Moderate impact; moderate urgency

High impact; low urgency



2022 1st 2022 2nd 2022 3rd 2022 4th

2022 Help Desk Stats

Unexpected Downtime

Annual Target	<10%
2022 1st	0.0%
2022 2nd	0.0%
2022 3rd	3.1%
2022 4th	0.0%

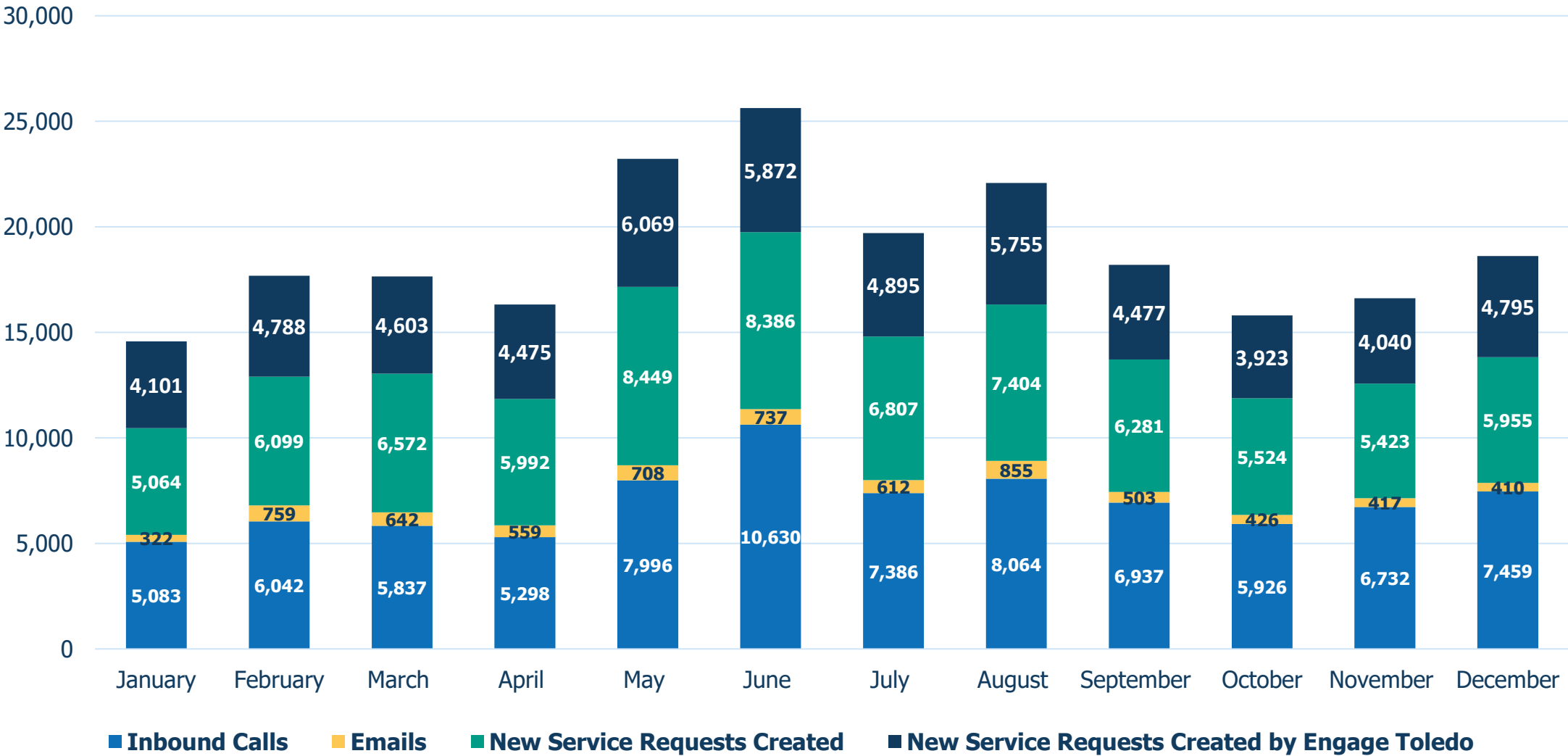
Ticket Satisfaction Rating of 4 or 5

2022 1st	98.42%
2022 2nd	97.14%
2022 3rd	97.81%
2022 4th	97.89%

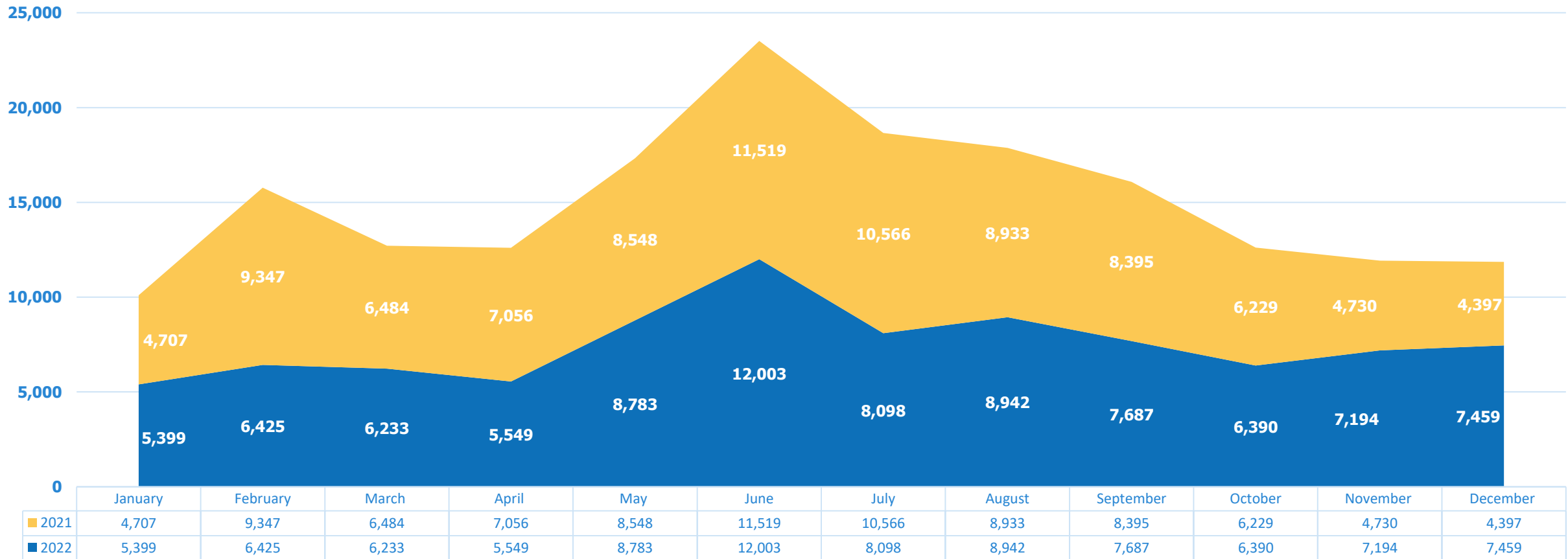


Engage Toledo Statistics

2022 Engage Toledo Statistics



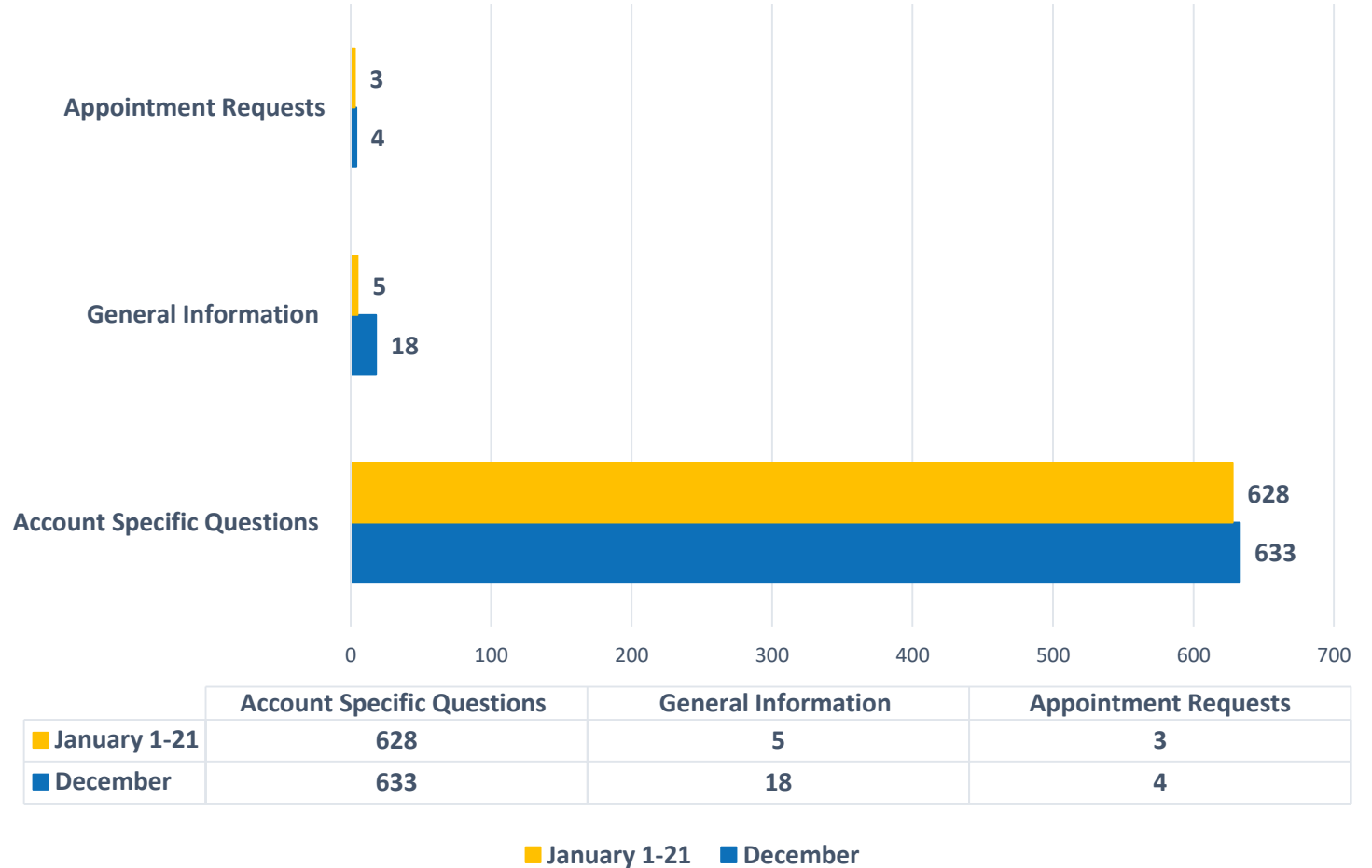
Phone Statistics, 2022 vs. 2021



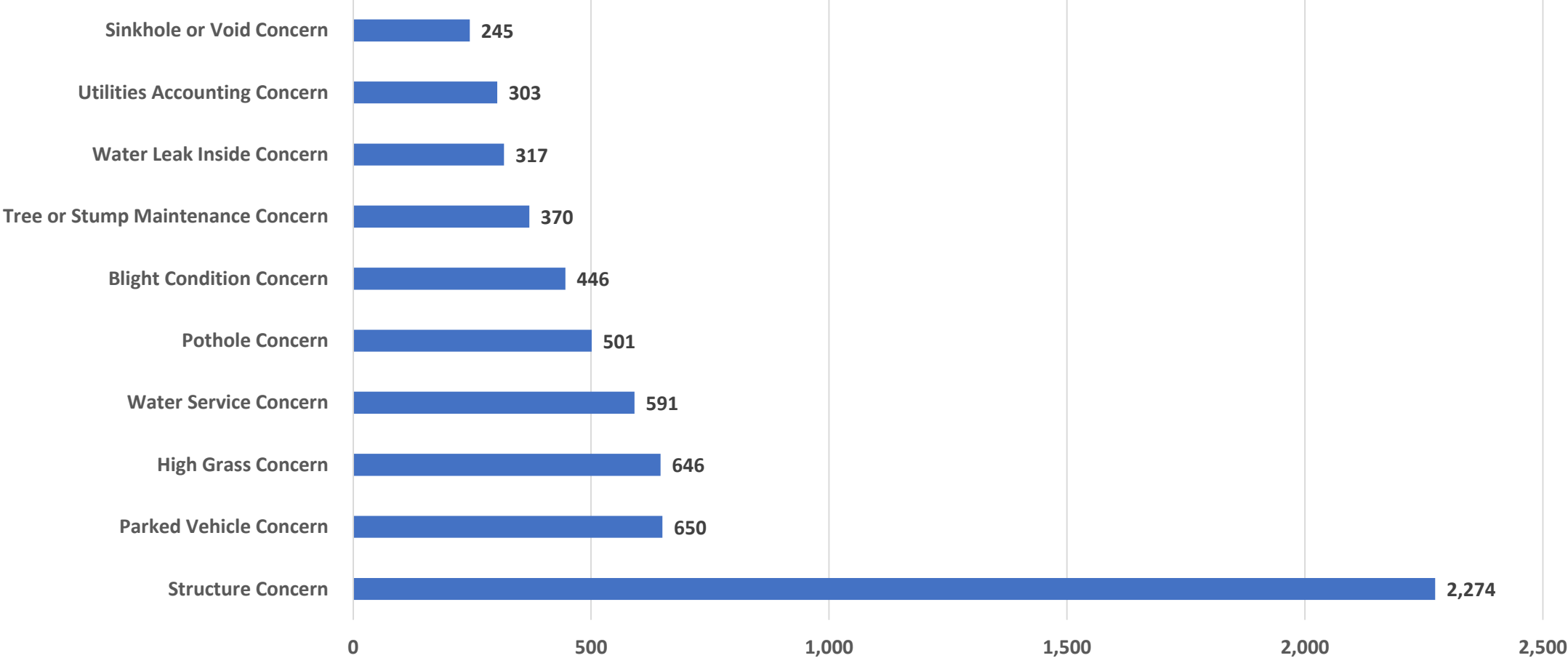
Division of Taxation Calls

Dec., 2022 and Jan. 1-21, 2023

- Engage Toledo began handling inbound calls for the Division of Taxation on December 1, 2022
- Engage Toledo representatives schedule appointments with residents to meet with a representative from Taxation, and answers general information questions on behalf of the Division of Taxation
- Resident calls with account – specific questions result in a service request being created and routed to the Division of Taxation for follow-up with the caller



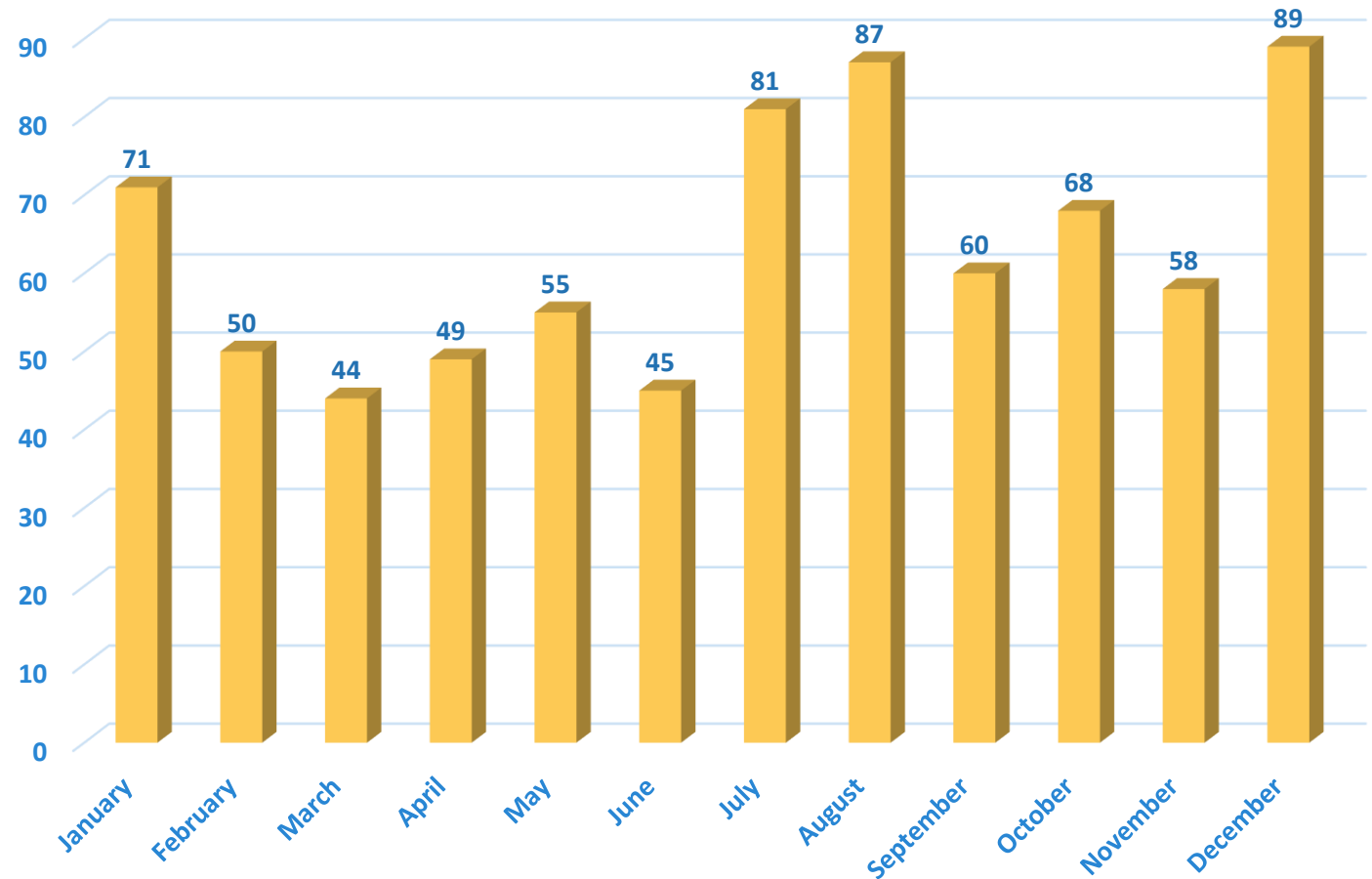
District 3 Top 10 Requests for Service 2022



Republic Services Concerns - 2022

757 TOTAL

Bin Damaged	16
Bin Dropped in Truck	5
Bin Exchange/Replacement	63
Bin Size	1
Bin Stolen	14
Bulk Improper Disposal, Not Following Guidelines	3
Bulk Scheduling Issue	27
Customer Service Hold Times	1
Customer Service Other	19
Damaged Curb/Driveway/Street	1
Damaged Misc Property	1
Damaged Yard	3
Describe the issue	1
Missed Pick Up Bulk	42
Missed Pick Up Recycling	86
Missed Pick Up Trash	346
Other	93
TriAd Missed Service	18
TriAd Scheduling service	5
Truck Leaking Fluid	2
Truck Littering/Dropping Garbage	10



Demonstration of Cityworks Workflow for Taxation Calls

The screenshot displays the Cityworks web application interface for handling a Taxation call. At the top, there are two tabs: 'Problem Tree' (active) and 'Problem Keywords'. Below the tabs, a 'Domain:' dropdown menu is set to 'CALLCENTER'. The 'Problem Tree' sidebar on the left lists various categories: Fire, IT, Mayor's Office, Neighborhoods, Parks, Recreation, Police Non-Emergency, Report Damage by City Crew, Sewer, Streets, Alleys, Sidewalks, and Taxation. The 'Taxation' category is selected and highlighted. To the right of the sidebar, a 'Taxation Concern' panel is visible. Below the sidebar and panel, the 'Caller Questions & Answers' section is shown. It contains two questions: '1 What is your name, contact number and email?' and '2 What is the nature of the call?'. The first question has a text input field. The second question has a dropdown menu. A dropdown menu is also visible at the bottom right, showing options: 'General Information', 'Schedule a meeting', and 'Account-specific questions'.



Thank you.

➡ toledo.oh.gov