


**CITY MANAGER'S OFFICE MEMORANDUM
#29-2024**

DATE: Aug. 26, 2024
TO: Honorable Mayor Meredith Leighty and City Council Members
FROM: Heather Geyer, City Manager 
SUBJECT: Revised Access Northglenn Response Standard

PURPOSE

To provide City Council with a revised Access Northglenn response standard.

BACKGROUND

Council Member Nicholas Walker received City Council consensus at the May 10, 2024, Council meeting for City Manager Heather Geyer to bring the City back to an acceptable level of service from all departments for responding to the City's Customer Relation Management (CRM) system, Access Northglenn. See Attachment 1 for the request.

Geyer and department directors have established a distinction between initial response and close out. Initial response to a CRM request will occur within three days of receipt of the request. Close out of a request will likely occur between one and nine days. However, several topics in the CRM require more than 10 days to resolve. In some instances, resolution of code issues can take up to 30 days. This timeframe is connected to the CRM system being used by Neighborhood Services as their work order system. Geyer and department directors will use monthly reporting to ensure that expectations for the CRM system are being met. Reports will be reviewed and discussed as a team at the first Leadership Team meeting of the month.

BUDGET/TIME IMPLICATIONS

There are no financial or time impacts to the City.

STAFF RECOMMENDATION

This item is for informational purposes only.

STAFF REFERENCE

If Council Members have any questions, please contact Heather Geyer, City Manager, at hgeyer@northglenn.org or 303.450.8706.

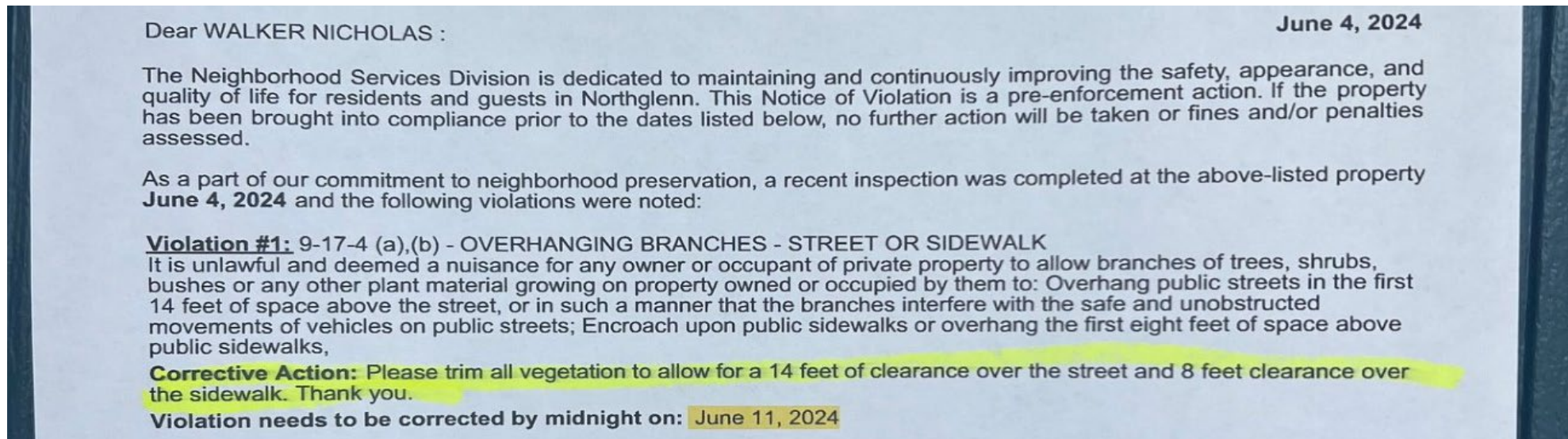
ATTACHMENTS

1. Council Request
2. Presentation

Northglenn Access

Violations

- Code violations currently have 7 days to address and remedy code violations.
- Note the dates, June 4th serving and June 11th remedy date.



City Response

- From the presentation in March
- Staff has 10 days JUST TO RESPOND IN THE APP.

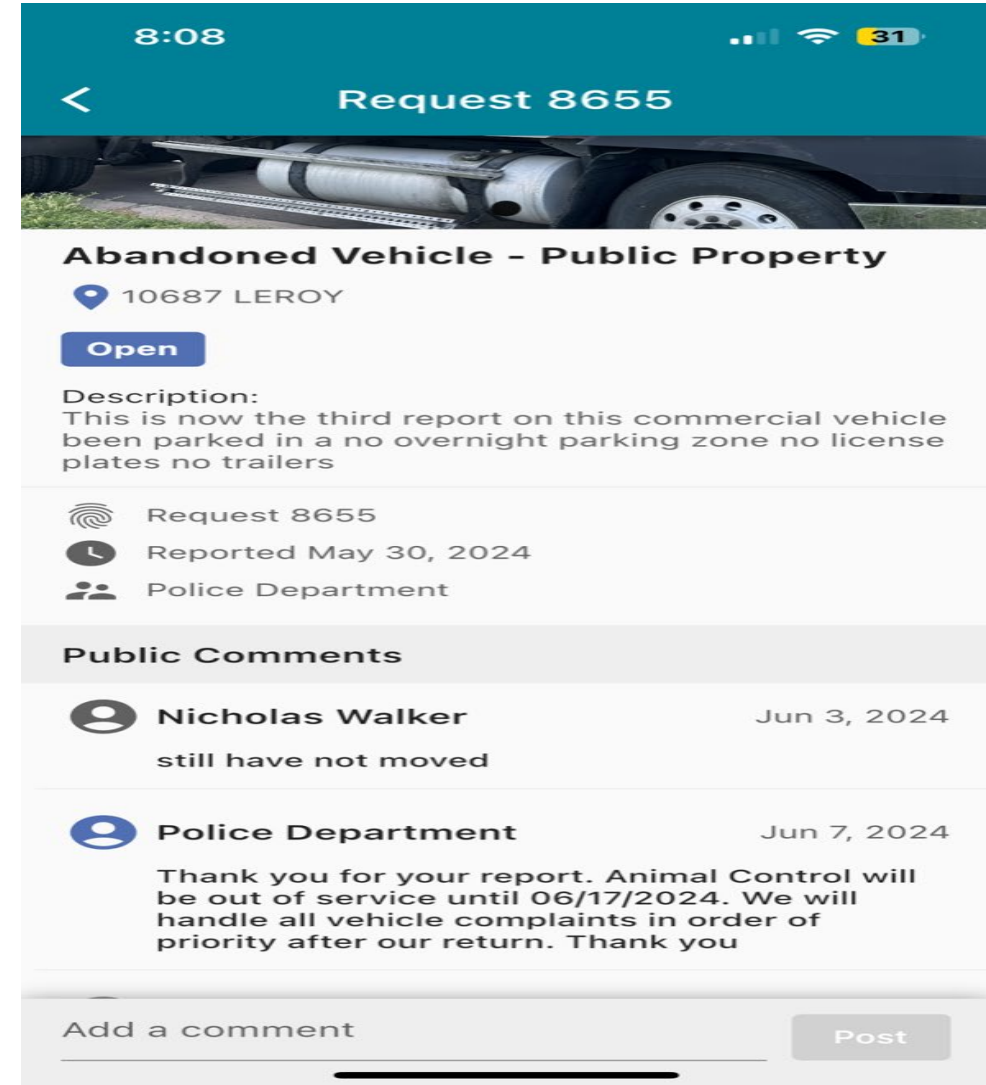
LEVEL 1 – SIMPLE REQUEST UTILIZE ACCESS NORTHGLENN

- **Staff ownership: Front-line staff assigned to various services.**
- **A simple request is an issue that is easily addressed.**
 - Example: Abandoned shopping cart on 112th Ave. and Huron St.
- **Encourage the resident to use Access Northglenn.**
- **Log request into Access Northglenn**
- **Staff has 10 days to respond to the request (usually same day or a couple of days).**
- **Resident receives follow-up response through Access Northglenn.**
- **Staff is assigned to topic areas.**

Example 1

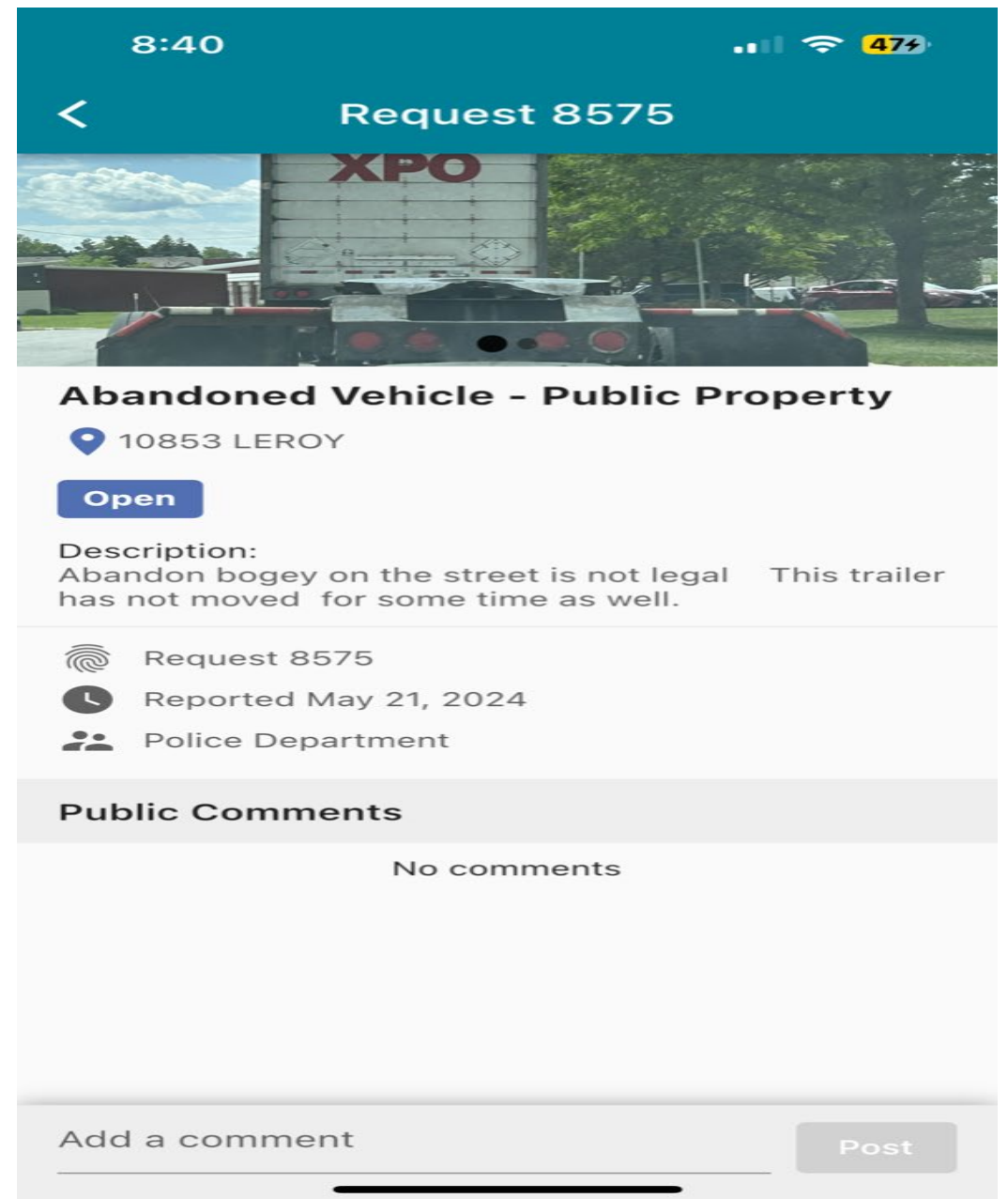
Waited 7 days to respond in the app just to say we haven't gotten there and we won't get to it for another 10 days. Please see the initial date 5-30, the response date 6-7 and the date they said they will get there, 6-17...maybe.

Not High-Performance Government.



Example 2

- Reported 5-21
- As of 6-10, there has been no response in the app.



Top areas of complaints

- Abandoned Vehicles
- Graffiti

Current situation

- When issues are assigned, directors are SUPPOSED to follow up and ensure closing. I have not seen a process to ensure that this gets done.

REVISED RESPONSE & CLOSE OUT STANDARDS

Heather Geyer

City Manager

303.450.8706

hgeyer@northglenn.org

Council Meeting

Aug. 26, 2024



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PURPOSE

To respond to City Council's request for the City Manager to demonstrate an acceptable level of service from all departments for Access Northglenn response.



COUNCIL CONCERNS

- **Current standard allows staff to respond to a request within 10 days.**
 - Residents are required to correct most violations within 7 days.
- **Department Directors are supposed to follow up and ensure closing.**
- **Two specific examples were provided to Council where the 10-day response standards was not met.**



ORGANIZATIONAL CORE VALUES



- **Customer Service Excellence**
 - We are responsive, empathetic, and produce results. We go above and beyond expectations.
- **Accountability**
 - We are responsible for our actions, behaviors, performance and decisions, and no matter our position, we hold ourselves and each other to these expectations.



EXPECTATIONS

- **Directors have the responsibility of ensuring the proper workflow is set up within their departments.**
- **Requests need to be forwarded to another staff member if the primary staff contact on a topic is going to be out of the office for general leave or trainings.**
- **No response is not an option.**
- **If a topic is in the CRM system, that reflects staff's commitment to addressing the issue.**



REVISED STANDARDS

- **Initial response is provided within 3 days of receipt of request.**
 - The 10-day response timeframe will no longer be used.
 - Created distinction between *Initial Response* and *Close Out*.
- **Based on the topic the CRM automatically assigns a due date, topics with a 10 day response time will be shifted to 7 days. A director will receive a reminder email 2 days after the 7 days. The responsible employee receives a reminder the day before the due date.**
 - Close out timeframe is dependent on the topic. Example: Residential Landscaping has a default due date of 30 days and the director would get a notification that the request is 2 days past due on day 32.



CLOSE OUT

- **The majority of topics are closed out in less than 10 days.**
- **Some topics require longer than 10 days for resolution.**
 - Snow and ice – 1 day
 - Trash can repair – 2
 - Rolloff Rental, street lighting – 3
 - Sidewalk repair – 5
 - General code concerns – 7
 - Graffiti – 7
 - Fences, dead/diseased trees/residential landscape and weeds – 30 days
- **For requests that will take 7+ days to resolve, the initial response standard must be met and consistent communication will be expected to keep the resident informed on the status of their request pending resolution.**
- **Majority of requests are closed out between 1 and 9 days.**



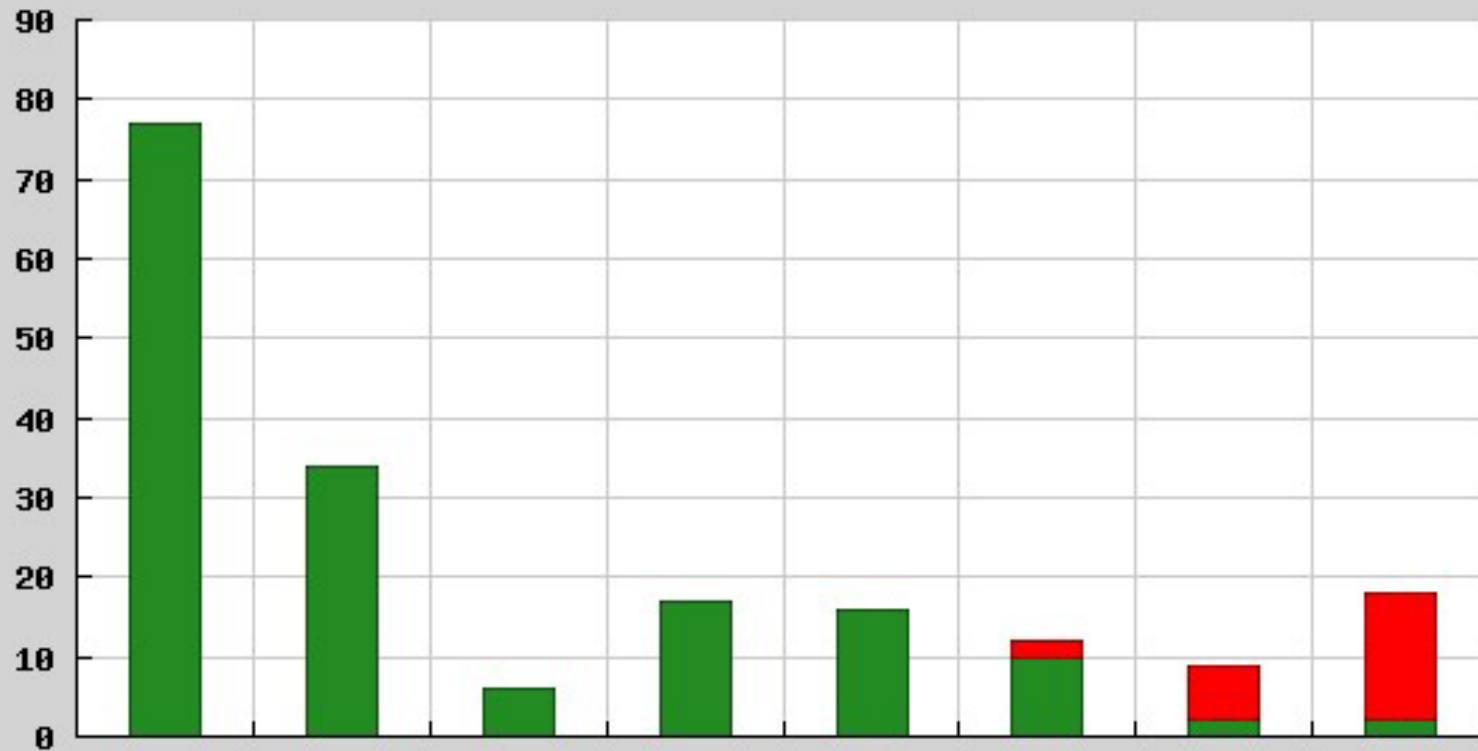
HOW TO MEASURE IF STANDARD IS BEING MET?

- **Revised Reporting will include:**
 - Utilization of monthly reporting tools by the City Manager and Department Directors to ensure standards are being met
 - Closed On-Time Report – Strive to meet 100%.
 - Time to Close Report – Allows the City Manager and Department Directors to take a deeper dive and figure out why the standard is not being met and to reward staff when expectations are being met/exceeded.
 - Topic Counts of Open Requests – Additional information that can be used by the City Manager and Department Directors to ensure expectations are being met.



Time to Close Distribution - All Departments

For Date Period From 07/01/2024 Through 07/31/2024



| Days | 0 - 1 | 2 - 3 | 4 - 5 | 6 - 7 | 8 - 9 | 10 - 11 | 12 - 13 | 14+ |
|--------|-------|-------|-------|-------|-------|---------|---------|-----|
| Exceed | 0 | 0 | 0 | 0 | 0 | 2 | 7 | 16 |
| Met | 77 | 34 | 6 | 17 | 16 | 10 | 2 | 2 |
| Total | 77 | 34 | 6 | 17 | 16 | 12 | 9 | 18 |

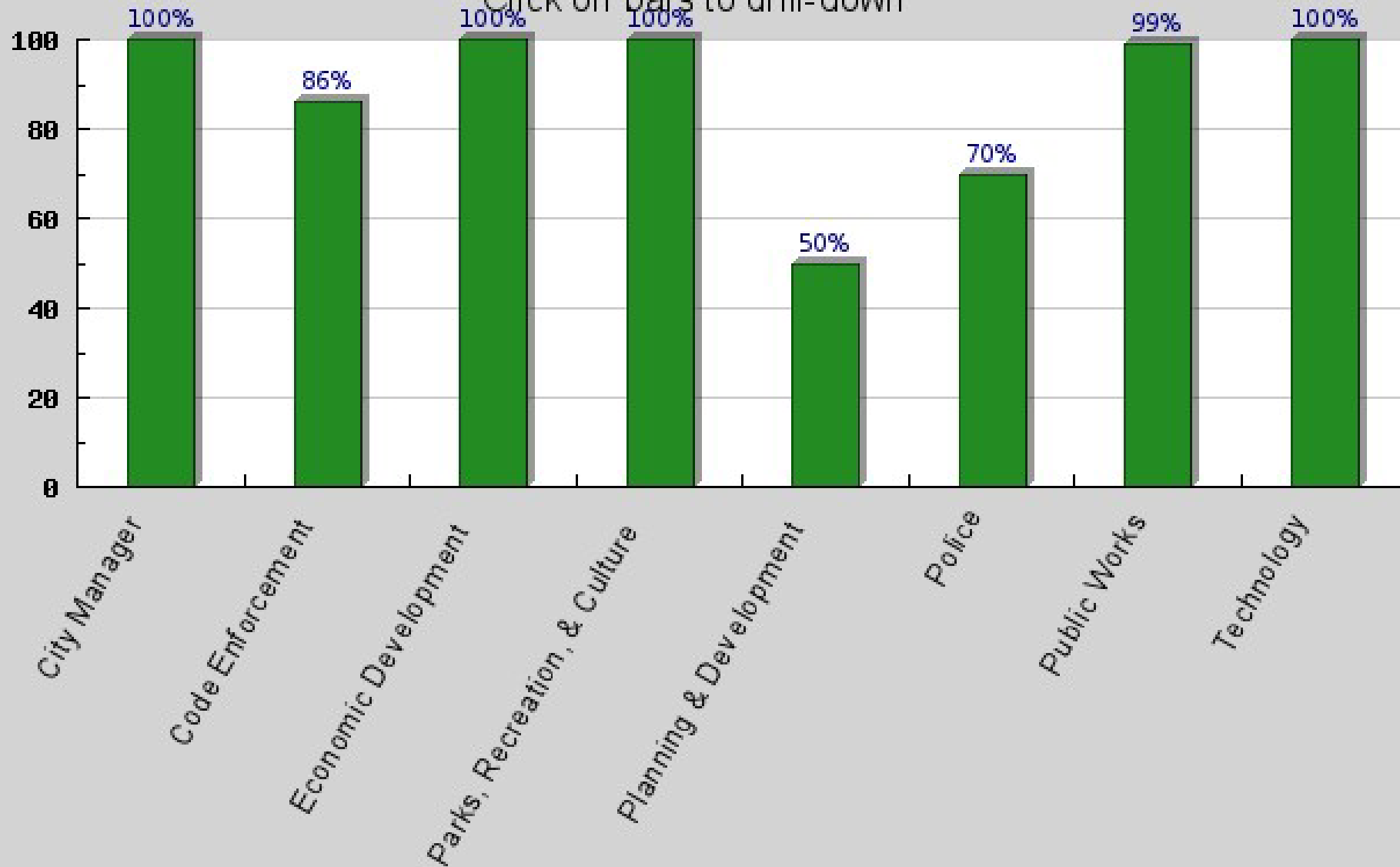
'Exceed' indicates the request was closed past the due date



Requests Closed On-Time

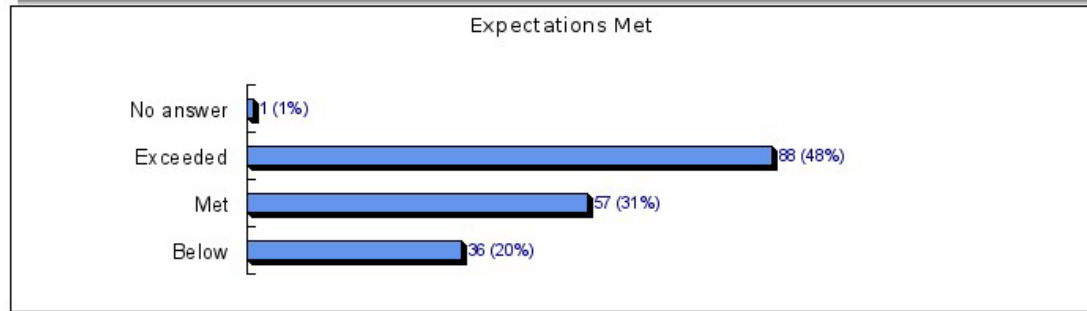
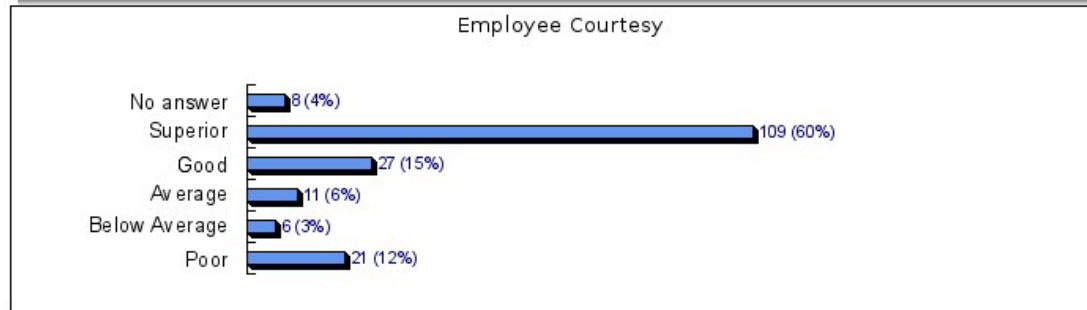
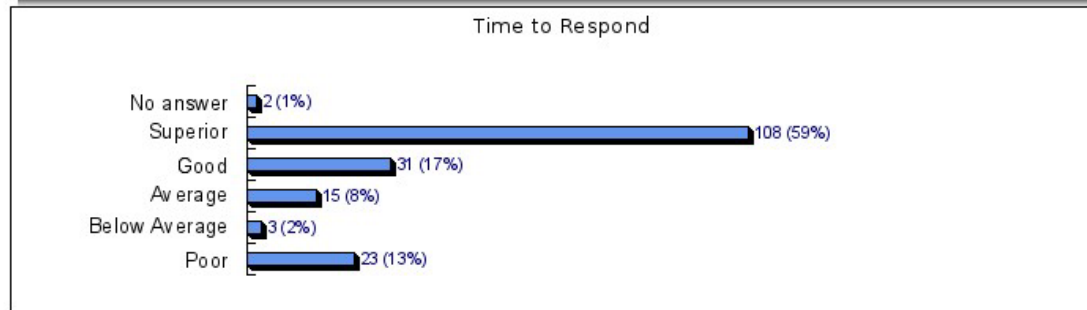
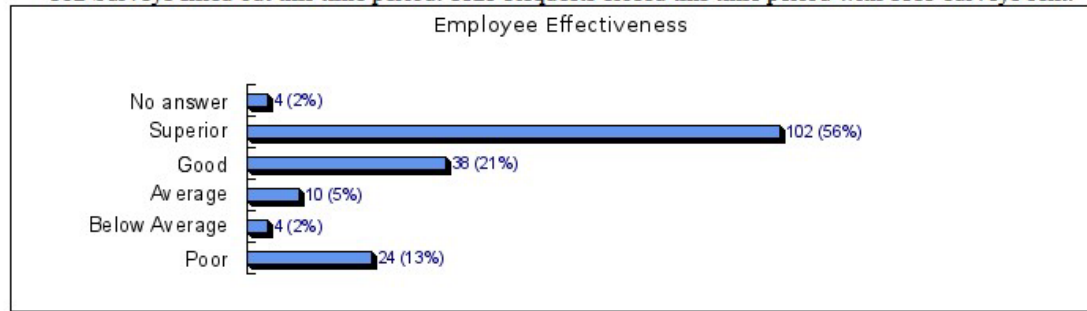
For Date Period From 07/01/2024 Through 07/31/2024

Click on bars to drill-down



Customer Satisfaction Survey Results
For Date Period From 01/01/2024 Through 08/20/2024

182 Surveys filled out this time period. 1125 Requests closed this time period with 1115 surveys sent.



FUTURE ACTIONS

- **Sept. 2024 – Directors will receive reports monthly in Leadership Team meetings. Survey data will also be discussed.**
- **Q4 2024 – Update City Council Protocol related to Response to Resident Requests (Update Protocols 2, 3, & 5)**
- **2025 – City Manager will develop, in partnership with the Leadership Team, a citywide customer service training for all staff to reinforce City customer service standards.**
- **2025 – City Manager plans to implement a “secret shopper” program to ensure CRM customer service standards are being met.**



COUNCIL CONSENSUS

- **Are the revisions to the Access Northglenn response standards acceptable to City Council?**
- **Is there agreement on future actions outlined by the City Manager?**



QUESTIONS?



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