

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager

FROM: Kristy Webb, Utility Billing Manager

Date: September 11, 2017

RE: August 2017 Monthly Utility Billing Report

Service Level Analysis

- In August, we received 5,538 calls and handled 3,566 of those calls (78.6%).
- Our Average Speed of Answer (ASA) was 3:23 minutes in August.
- We sent out 28,627 bills in August.

AUGUST 2017 SERVICE LEVEL									
Date	# Calls	Avg Wait Total	# Handled	% Handled	ASA	AHT	# Employees	Activity	Max Wait
8/1/2017	382	5:08	271	70.9%	5:52	4:01	11		12:33
8/2/2017	254	4:16	187	73.6%	4:46	3:23	11		9:07
8/3/2017	284	5:33	194	63.3%	6:28	3:35	10.5		14:23
8/4/2017	252	3:23	197	78.2%	3:40	3:36	10.5		7:38
8/7/2017	272	3:01	222	81.6%	3:04	3:02	10.5		9:12
8/8/2017	218	3:57	166	76.1%	4:08	3:51	10.5		8:30
8/9/2017	215	1:58	169	78.6%	1:57	3:12	10.5		6:30
8/10/2017	161	2:09	138	85.7%	2:11	3:09	11	Shut Offs	5:23
8/11/2017	169	1:39	147	87.0%	1:40	3:26	10		2:54
8/14/2017	261	4:10	190	72.8%	4:34	3:34	9		9:21
8/15/2017	154	3:30	120	77.9%	3:25	3:33	7.5		6:41
8/16/2017	179	3:15	144	80.4%	3:11	3:25	8.5		13:13
8/17/2017	179	2:54	151	84.4%	2:55	3:22	9	Shut Offs	8:58
8/18/2017	144	1:51	130	90.3%	1:46	3:18	6.5		4:10
8/21/2017	139	2:36	110	79.1%	2:13	3:30	8		13:20
8/22/2017	160	3:20	134	83.8%	3:07	3:34	7.5	Shut Offs	8:12
8/23/2017	141	1:48	125	88.7%	1:36	3:04	8		4:33
8/24/2017	120	1:16	108	90.0%	1:08	3:15	8.5		5:10
8/25/2017	134	3:30	115	85.8%	3:37	3:17	7.5		13:29
8/28/2017	208	5:30	147	70.7%	6:03	3:45	7		18:51
8/29/2017	228	4:26	168	73.7%	4:43	3:21	7	Shut Offs	9:06
8/30/2017	140	2:22	115	82.1%	2:18	3:27	7		5:27
8/31/2017	144	3:20	118	81.9%	3:31	4:06	7		12:23
Total	4538	3:15	3566	78.6%	3:23	3:28			

% Handled yellow = goal fell short by 10% or more; % Handled pink = goal fell short by 20% or more
 ASA yellow = goal fell short by 20%; ASA pink = goal fell short by 50% or more
 See appendix for customer service goals.

Impacts to Service Level

Due to a great number of leases ending and starting around August 1st each year (what we term "Student Rush") call volume and service requests were significantly higher than normal in August, which affected service level. July and August are historically the busiest time for Utility Billing. There was a 68% increase in phone calls and more than a 500%+ increase in service requests, compared to usual volume.

Utility Billing Customer Summary

The Utility Billing office started service for 2,608 customers and stopped service for 2,608 customers in August.

There were 4,285 accounts in Delinquency Status as of 8/31/2017; 156 customers had their water shut off in August due to delinquency. An account is considered delinquent if it is not paid by the due date. An account is subject to shut off 20 days after the bill is due.

Utility Billing New Initiatives

We continued to work closely with Paymentus in the development of the online eBill. The anticipated date of deployment of eBill through the customer portal is October 22, 2017.

Upcoming Project Schedule

- **October 2017** – work with Soft Resources to identify a short list of vendors to consider for the CIS Replacement RFP and schedule product demonstrations
- **October 2017** – add eBill presentation to current Paymentus Customer Portal

Appendix – Customer Service Goals

Customer Service Goals	
AHT (Average Handle Time)	4:00 min or less
ASA (Avg Speed of Answer)	3:00 or less
% Calls Handled	80% or greater