

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager

FROM: Kristy Webb, Utility Billing Manager

Date: November 9, 2017

RE: October 2017 Monthly Utility Billing Report

Service Level Analysis

- In October, we received 3,479 calls and handled 2,824 of those calls (81.2%).
- Our Average Speed of Answer (ASA) was 3:25 minutes in October.
- We sent out 40,485 bills in October.

OCTOBER 2017 SERVICE LEVEL								
Date	# Calls	# Handled	% Handled	ASA	AHT	Max Wait	# Employees Present	Activity
10/2/2017	163	139	85.3%	3:02	3:21	20:14	7.5	
10/3/2017	121	113	93.4%	1:49	3:19	12:28	7.5	
10/4/2017	186	128	68.8%	6:17	3:25	27:45	6.5	
10/5/2017	156	127	81.4%	3:03	3:12	11:39	8	
10/6/2017	161	140	87.0%	1:37	2:49	9:59	7	
10/9/2017	147	127	86.4%	2:01	3:10	11:41	8	
10/10/2017	169	135	79.9%	2:06	3:04	14:56	8	
10/11/2017	150	132	88.0%	2:32	3:01	13:05	6.5	
10/12/2017	149	122	81.9%	2:46	3:09	26:09	6.5	
10/13/2017	181	153	84.5%	3:18	2:48	12:14	7.5	
10/16/2017	196	145	74.0%	5:20	2:54	19:01	7.5	
10/17/2017	167	148	88.6%	2:11	2:50	12:58	7.5	
10/18/2017	185	157	84.9%	3:18	3:17	15:27	8	Shut Offs
10/19/2017	142	113	79.6%	3:50	3:41	21:54	8	Shut Offs
10/20/2017	174	138	79.3%	3:52	3:06	24:48	7.5	
10/23/2017	174	130	74.7%	5:12	3:54	22:26	7	
10/24/2017	159	136	85.5%	2:57	3:29	14:30	8	
10/25/2017	111	101	91.0%	1:14	3:40	14:09	8	
10/26/2017	95	87	91.6%	0:59	3:24	8:38	8	
10/27/2017	111	95	85.6%	2:04	3:02	22:01	6	
10/30/2017	222	140	63.1%	9:22	3:19	40:33	6.5	Shut Offs
10/31/2017	160	118	73.8%	4:17	3:13	25:43	8	
Total	3479	2824	81.2%	3:25	3:13	40:33		

% 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

Call volume was normal in October. There were a few days of delinquent customers being disconnected, which increased call volume on those days. Employee absences was another factor impacting service level.

Utility Billing Customer Summary

The Utility Billing office started service for 608 customers and stopped service for 612 customers in October.

There were 6,465 accounts in Delinquency Status as of 11/1/2017. There were 148 customers shut off in October 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.

Billing was sent out on normal schedule in October. Due to the billing delays experienced in September, extra effort was put in to ensure billing was generated and sent out on time.

Utility Billing New Initiatives

We met with SoftResources to identify a short list of vendors to consider for the CIS Replacement RFP. Product Demonstrations were scheduled for November.

We continued to work closely with Paymentus in the development of the online eBill. The generic eBill became available through the customer portal on 9/15/2017. Testing of the customized eBill was completed the 10/25/17 – 11/3/17. Once all features tested as functioning properly it was approved for deployment in the production environment. The anticipated date of deployment of customized eBill through the customer portal is November 10, 2017. The customized eBill will allow the customer to view bill details, such as a breakdown of water, sewer, solid waste, and storm water charges. The current generic eBill that is available only provides amount due and due date.

Upcoming Project Schedule

- **November 2017** – product demonstrations with the potential CIS vendors who make the short list
- **November 2017** – after all product demonstrations are completed, select CIS vendor finalist
- **December 2017** – conduct onsite reference check of CIS vendor finalist
- **December 2017** – draft contract with selected CIS vendor
- **February 2018** – begin implementation of new CIS

Appendix – Customer Service Goals

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