

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager
 FROM: Kristy Webb, Utility Billing Manager
 DATE: November 5, 2018
 RE: October 2018 Utility Billing Report

Service Level Analysis

- In October, Utility Billing received 2,902 calls and handled 2,552 of those calls (87.9%).
- The Average Speed of Answer (ASA) was 2:04 minutes in October.
- Utility Billing sent out 33,889 bills in October.

OCTOBER 2018 SERVICE LEVEL								
Date	# Calls	# Handled	% Handled	ASA	AHT	Max Wait	# Employees	Activity
10/1/2018	162	141	87.0%	1:55	3:54	11:14	8.5	
10/2/2018	182	151	83.0%	4:05	3:37	18:01	8.0	Shut Offs
10/3/2018	128	115	89.8%	2:24	3:25	12:14	8.5	Shut Offs
10/4/2018	104	92	88.5%	1:38	3:45	9:30	8.0	
10/5/2018	102	96	94.1%	1:35	3:37	11:55	8.0	
10/8/2018	131	112	85.5%	1:40	3:46	9:29	8.5	
10/9/2018	110	106	96.4%	0:44	3:24	8:11	8.5	Shut Offs
10/10/2018	153	136	88.9%	1:43	3:17	11:25	8.5	Shut Offs
10/11/2018	114	105	92.1%	1:07	3:44	12:15	8.0	
10/12/2018	104	98	94.2%	1:04	3:24	10:26	8.0	
10/15/2018	173	131	75.7%	3:02	3:55	17:20	8.5	
10/16/2018	159	135	84.9%	2:32	3:39	10:27	8.5	Shut Offs
10/17/2018	159	141	88.7%	2:39	3:48	9:47	8.5	Shut Offs
10/18/2018	118	99	83.9%	2:58	4:48	16:10	8.5	
10/19/2018	135	117	86.7%	2:42	3:49	14:35	8.5	
10/22/2018	124	106	85.5%	1:53	4:14	11:46	8.5	
10/23/2018	115	105	91.3%	2:12	4:27	9:30	7.5	Shut Offs
10/24/2018	123	109	88.6%	2:25	3:59	13:55	8.0	Shut Offs
10/25/2018	97	86	88.7%	2:02	4:39	13:47	8.0	
10/26/2018	94	86	91.5%	1:12	4:17	10:37	8.0	
10/29/2018	116	106	91.4%	2:41	3:41	17:11	7.0	
10/30/2018	100	92	92.0%	1:47	3:08	10:52	8.0	
10/31/2018	99	87	87.9%	1:45	3:17	10:37	8.0	
Total	2902	2552	87.9%	2:04	3:48	18:01		
Oct 2017								
Total	3479	2824	81.2%	3:25	3:13	16:33		

% 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 and service requests were normal in October. Discovery Workshop meetings for the new billing system continued throughout October. One of the customer service representatives was involved in these workshops, which did have a slight effect on service levels.

Utility Billing Customer Summary

The Utility Billing office started service for 574 customers and stopped service for 580 customers in October.

There were 5,124 accounts in Delinquency Status as of 10/1/2018. There were 223 customers shut off and an additional 28 customers whose door was tagged (service was not disconnected) 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. Utility Bills were sent out on schedule in October.

Utility Billing New Initiatives

City Commission approved executing a contract for a new billing system on April 17, 2018. Implementation of the new billing system, CIS Infinity, kicked off on May 30, 2018. Go live is anticipated around October 2019. The Utility Billing Manager is the project manager of that project, which will consume most available time for any new project or initiative work. Some highlights from the Discovery Workshops completed so far include:

- Identify current manual procedures to automate in new billing system
- Cross-department involvement in improved interfaces with existing City systems
- Design of new bill layout

Upcoming Project Schedule

- **Current-October 2019** – continue implementation of new CIS billing system. Implementation is expected to take 18 months.

Appendix – Customer Service Goals

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