

Memorandum

City of Lawrence

Finance Department

TO: Thomas M. Markus, City Manager
 FROM: Kristy Webb, Utility Billing Manager
 DATE: April 2, 2019
 RE: March 2019 Utility Billing Report

Service Level Analysis

- In March, Utility Billing received 2,695 calls and handled 2,259 of those calls (83.8%).
- The Average Speed of Answer (ASA) was 2:30 minutes in March.
- Utility Billing sent out 33,627 bills in March.

MARCH 2019 SERVICE LEVEL								
Date	# Calls	# Handled	% Handled	ASA	AHT	Max Wait	# Employees	Activity
3/1/2019	139	123	88.5%	2:43	3:28	22:36	7.5	
3/4/2019	179	149	83.2%	3:16	3:38	15:54	7.5	Shut Offs
3/5/2019	86	84	97.7%	1:10	3:41	12:48	8.5	Shut Offs
3/6/2019	111	107	96.4%	1:05	3:14	9:26	8.5	
3/7/2019	134	111	82.8%	2:39	3:50	13:14	8.5	
3/8/2019	129	108	83.7%	2:19	3:32	11:27	6.5	
3/11/2019	130	111	85.4%	2:35	3:43	14:08	8.5	
3/12/2019	120	104	86.7%	2:56	3:41	15:56	8.5	Shut Offs
3/13/2019	122	116	95.1%	1:15	3:08	9:43	7.5	Shut Offs
3/14/2019	93	88	94.6%	0:56	3:15	8:44	7.5	
3/15/2019	116	100	86.2%	1:36	3:51	20:22	7.5	
3/18/2019	143	100	69.9%	4:30	4:20	20:46	7.5	
3/19/2019	171	137	80.1%	2:47	3:28	22:37	8.5	Shut Offs
3/20/2019	161	129	80.1%	3:07	3:40	15:22	7.5	Shut Offs
3/21/2019	87	78	89.7%	2:52	4:05	18:46	7.5	
3/22/2019	98	92	93.9%	1:24	3:36	7:38	7.5	
3/25/2019	185	117	63.2%	5:08	3:13	26:36	7.0	
3/26/2019	114	91	79.8%	2:50	3:17	17:26	7.0	
3/27/2019	141	112	79.4%	2:36	3:16	16:15	7.0	Shut Offs
3/28/2019	116	97	83.6%	2:25	3:10	13:03	7.0	
3/29/2019	120	105	87.5%	2:30	3:08	12:50	7.5	
Total	2695	2259	83.8%	2:30	3:32	25:40		
Mar 2018								
Total	2617	2462	84.4%	2:32	3:42	24:11		

% 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 March. There were estimated bills sent second week in March, which did increase call volume slightly.

Utility Billing Customer Summary

The Utility Billing office started service for 506 customers and stopped service for 508 customers in March.

There were 5,082 accounts in Delinquency Status as of 3/1/2019. There were 236 customers shut off and an additional 7 customers whose door was tagged (service was not disconnected) in March 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 March. Half of Cycle 4 had to be estimated due to extremely cold weather that prevented meters from being read.

Utility Billing Staffing Updates

Utility Billing had a customer service representative resign effective March 22, 2019. Notice was given with enough advance notice to get the position posted and filled effective April 1, 2019.

Utility Billing New Initiatives

Utility Billing moved from the second floor of City Hall to the first floor the week of March 18th. Utility Billing was fully operational with taking payments and answer calls on Monday, March 25th. This was a very successful move, with which the staff and customers have been very pleased.

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. Accomplishments of the project so far:

- Completed all Core Training, to give the support team full knowledge of how the new system works
- Completed all Discovery Workshop sessions to identify the requirements needed of the billing system
- Rolled out the new system with Lawrence data to test data conversion
- Completed the next data conversion and all testing required for that section of the project

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) This is how long a caller waits before their call is answered by a Utility Billing CSR.	3:00 or less
% Calls Handled This is the comparison between the calls made to Utility Billing and the calls that a Utility Billing CSR actually answered. The unhandled calls are calls that were abandoned by the caller, typically either due to wait time or wrong number dialed.	80% or greater