



## COMPLAINTS, COMPLIMENTS & SUGGESTIONS SYSTEM- PROJECT UPDATE

Innovation and Technology  
Department

City Council  
September 6, 2016

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## BACKGROUND

1. On April 28, 2015, the City Council approved the *Riverside 2.0 Strategic Plan – Implementing the City Council’s Strategic Priorities*.
  - a. Council’s 1st Priority is Customer Service
  - b. Continuous improvement for systems and process
  - c. Greater clarity
  - d. Expanded transparency
2. A survey of existing system(s) for receiving compliments, concerns, complaints, and suggestions reinforced the need for a single portal to capture public input.



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## BACKGROUND

1. On August 25, 2015, the City Council provided direction & approval for customer service enhancements using current 311/Customer Relationship Management (CRM) technology.
2. On March 22, 2016, City Council received an update on the progress of the project and directed staff to return with an update upon further implementation progress.



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## 311/CRM TECHNOLOGY

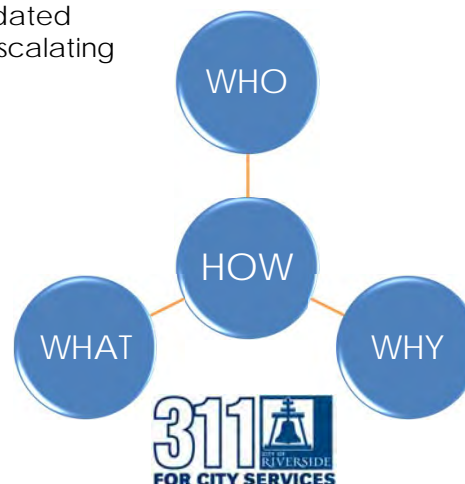
The 311/CRM provides a consolidated portal for receiving, recording, escalating and tracking public input.

**Who:** Public & City

**What:** Complaints, compliments, suggestions, etc.

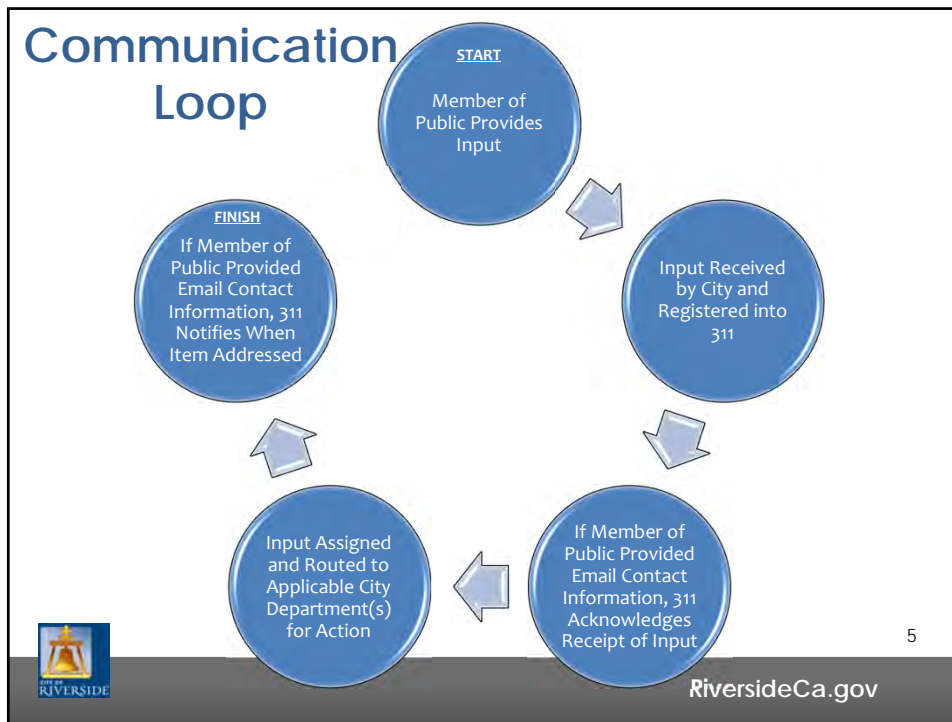
**Why:** More effective tool for receiving, recording, escalating and tracking public input received

**How:** 311/CRM System



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## IMPLEMENTATION – UPGRADE

1. Six-month upgrade for the 311/CRM solution
  - A. completed on-time and on-budget - April 30, 2016
  - B. supports enhances cybersecurity and user experience
  - C. allows for a dynamic mobile experience
  - D. secure and confidential submissions of employee complaints and Fraud, Waste and Abuse Hotline
  - E. users are able to
    - A. automatically create accounts
    - B. review a history of submissions
    - C. add an attachment (e.g. picture of issue).



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## IMPLEMENTATION – WORKFLOWS

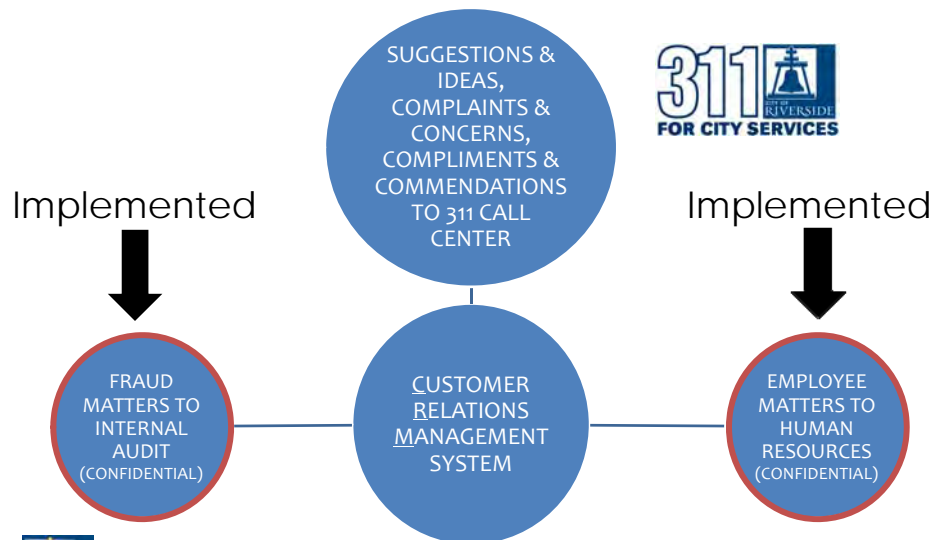
2. Created specialized workflows for routing and reporting complaints
  - a. Complaints about an employee use encryption and specialized routing to Human Resources
  - b. Fraud, Waste, and Abuse Hotline submissions use encryption and specialized routing to the Internal Audit Division



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## NEW WORKFLOWS



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## IMPLEMENTATION – TRAINING

3. City staff in various divisions have received training on the upgraded 311/CRM system with Department Specific Training conducted for:
  - a. Public Works,
  - b. Police
  - c. Human Resources
  - d. Internal Audit



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## IMPLEMENTATION – ADMIN MANUAL

4. Administrative Manual Policy 01.004.00 has been retitled Customer Complaints, Compliments, & Suggestions System and has been revised to reflect the new system and processes.



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## IN PROGRESS

1. Enhanced 311 Riverside mobile application – by November 2016
2. Report Dashboard – by January 2017
3. Workflow for complaints about City Charter Officers – by January 2017



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## IN PROGRESS

4. Live answering service for Fraud, Abuse & Waste Hotline – by January 2017
5. Citywide website updates – by March 2018
6. Public Outreach - Ongoing



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## RECOMMENDATIONS

That the City Council receive an update  
on the status of the Complaints,  
Compliments & Suggestions system.



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