

# Service Delivery

Putting your Data to Work



# Local Government Services







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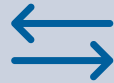




# Improve Operational Efficiency



Process  
Improvement



Optimize Staffing  
& Embrace Change



Leverage the  
Whole Team



Standardize Data  
Entry & Consistency



Put Data into  
Action





# Process Improvement

Village of Winnetka





# Working at the Speed of Service





# The speed bumps of refuse collection

Multiple options for service

Service violations

Staffing

Resident error





# How do we speed up the flow of information?



Instant issue reporting

Reduction of duplication and confusion

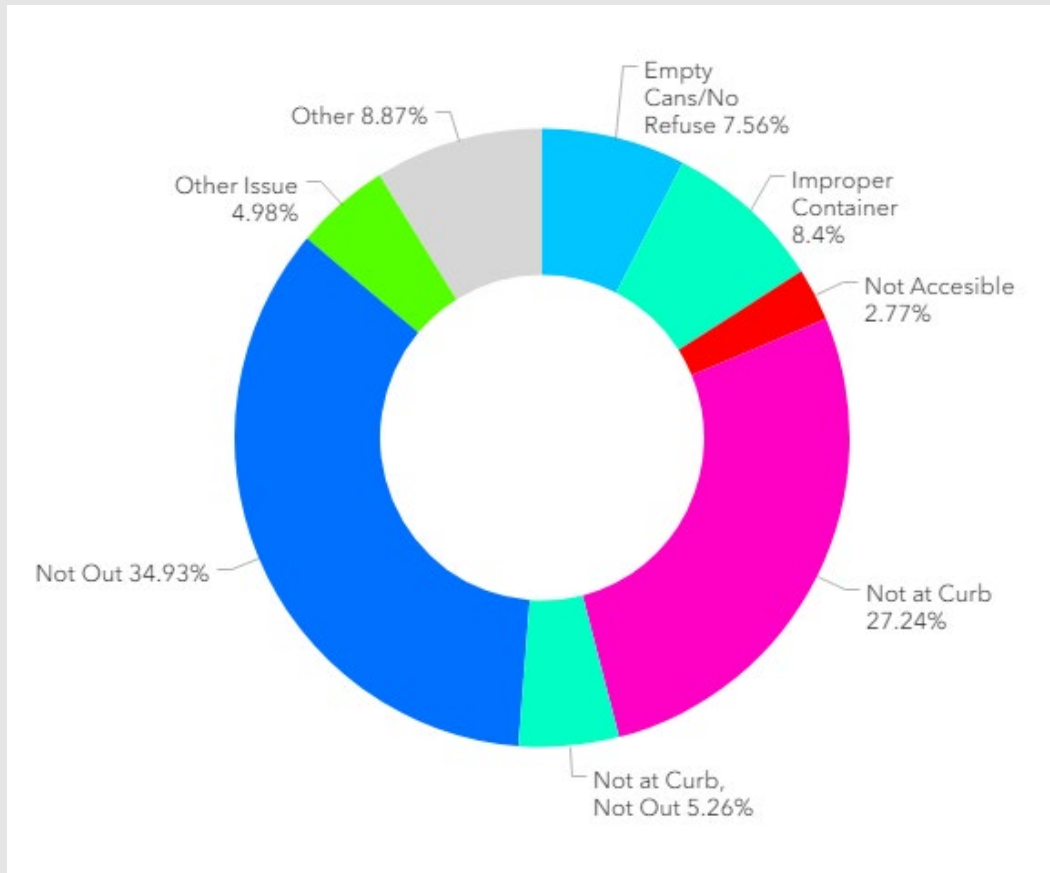
Viewable in the office

Allows for future analysis





# Where does this lead?



Improvement in accountability

Actionable field data

Confidence in changing methods

Utilize method in other PW processes





Apply hard-won lessons

Don't accept the status quo

Always listen for the next thing





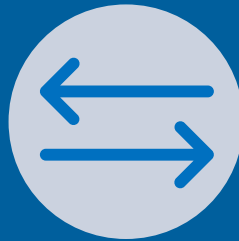
# Questions





# Optimize Staffing & Embrace Change

Village of Glencoe





# Transitioning to Digital Tracking





# The current process is not working

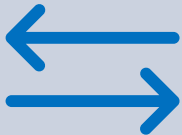
## Pro

Tracking  
desired  
information

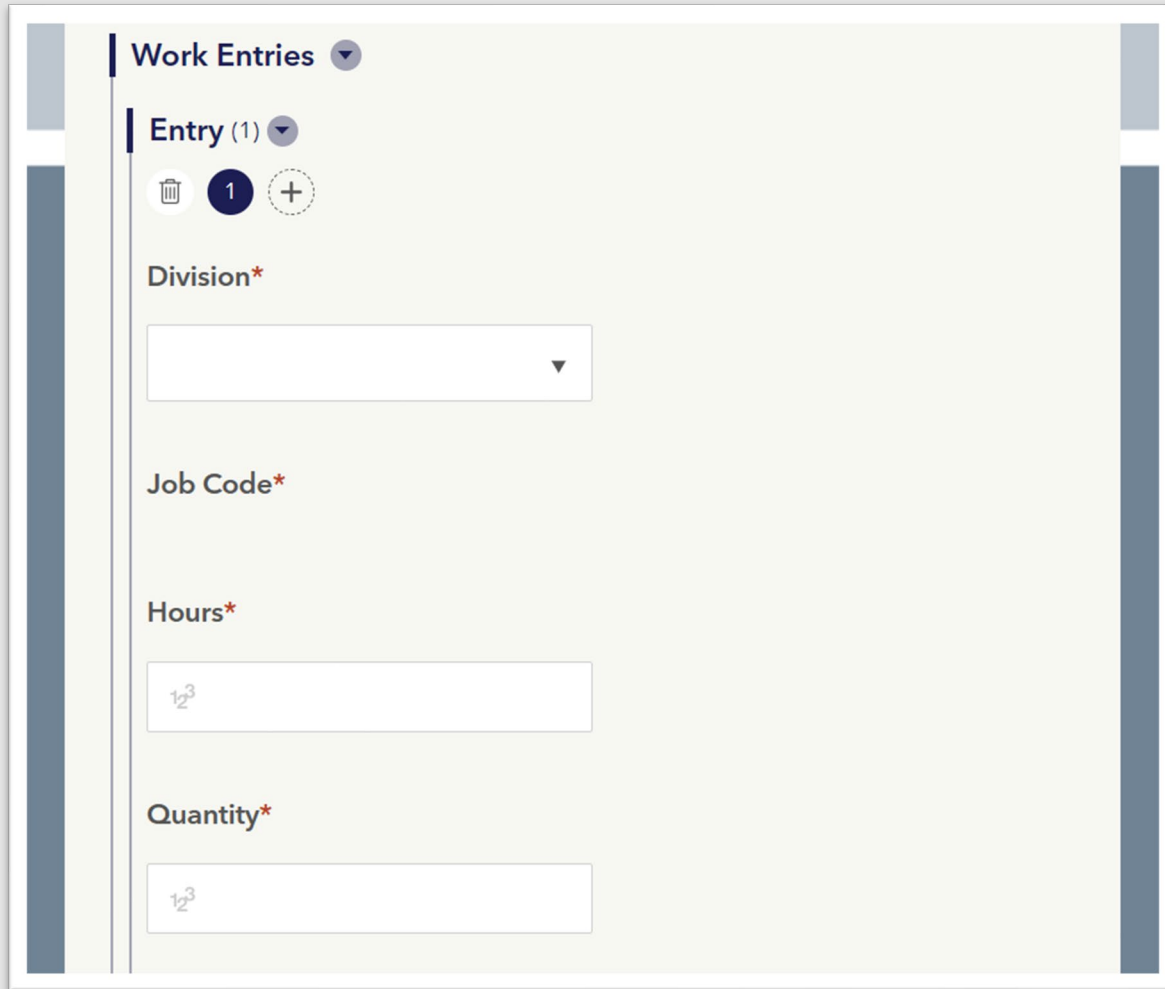
## Con

Using  
paper

Duplicating  
efforts







Work Entries ▼

Entry (1) ▼

🗑️ 1 ➕

Division\*

Job Code\*

Hours\*

Quantity\*

# Identify opportunities to improve process

Survey123

*...or...*

Microsoft Forms (O365 users)



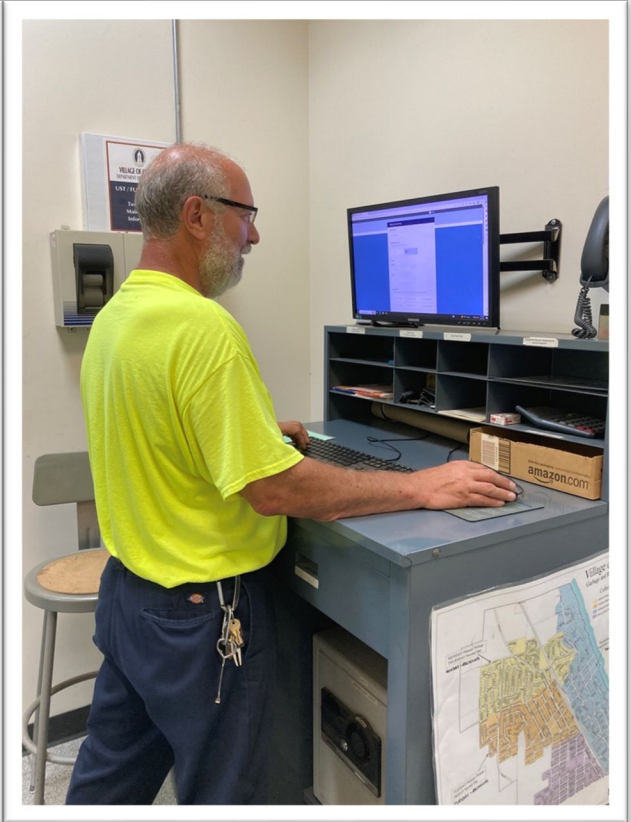


# Commit to try

Field crews use mobile devices

Supervisors enforce usage

Team embraces change



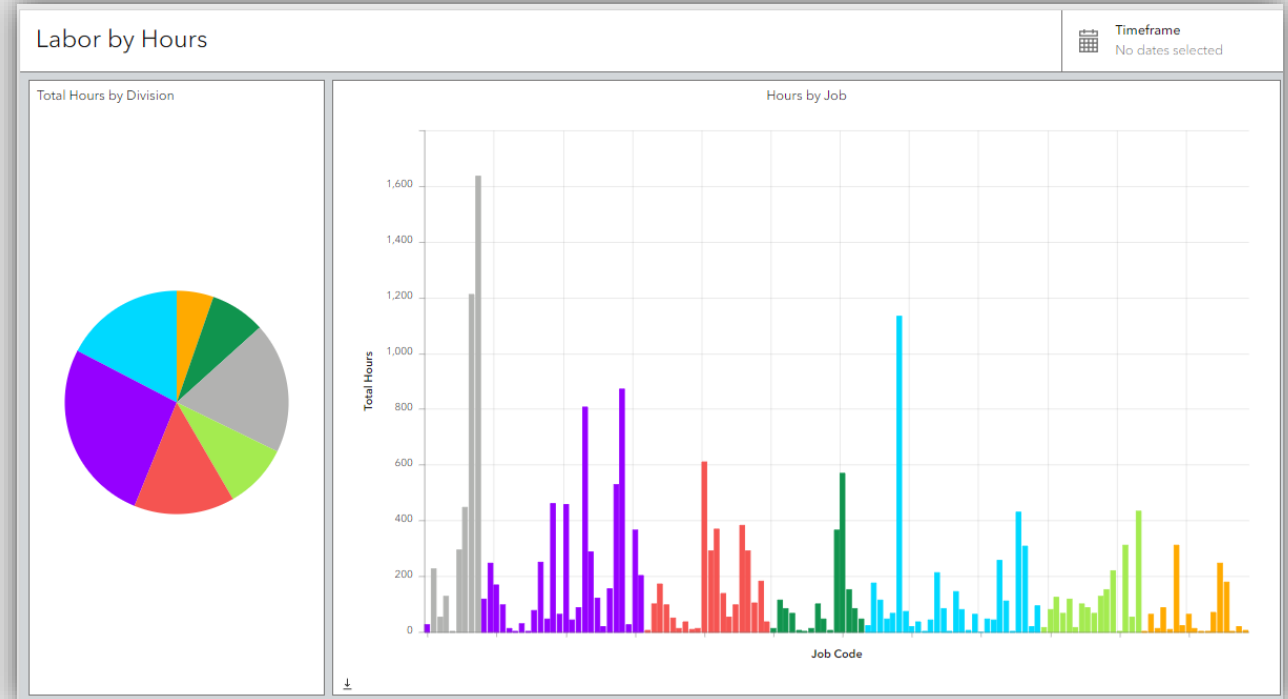


# Find New Possibilities

More time for other priorities

Increased access to data

Data driven culture at all levels





No shortage of processes to improve

Plan for change management

Push forward to see benefits and new opportunities





# Questions





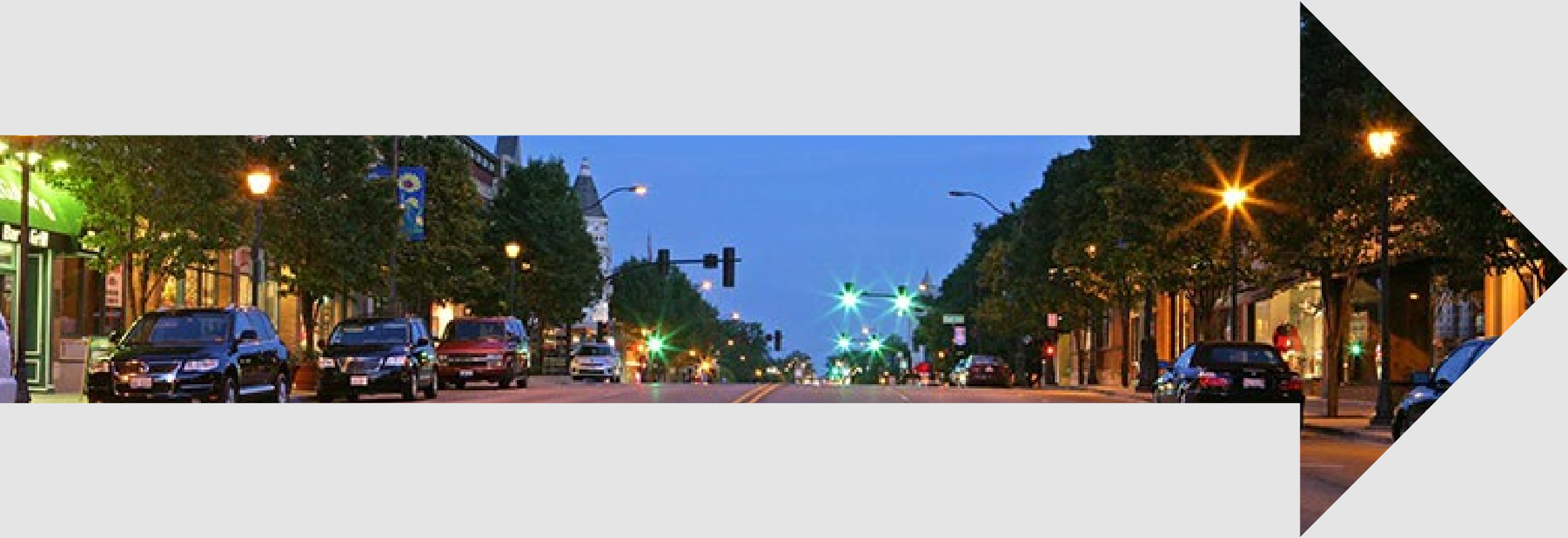
# Leverage the Whole Team

Village of Libertyville





# Lighting the Way Forward





# In the dark

No direct hand-off

Many stakeholders

Lack of accountability

Unaware of the scope





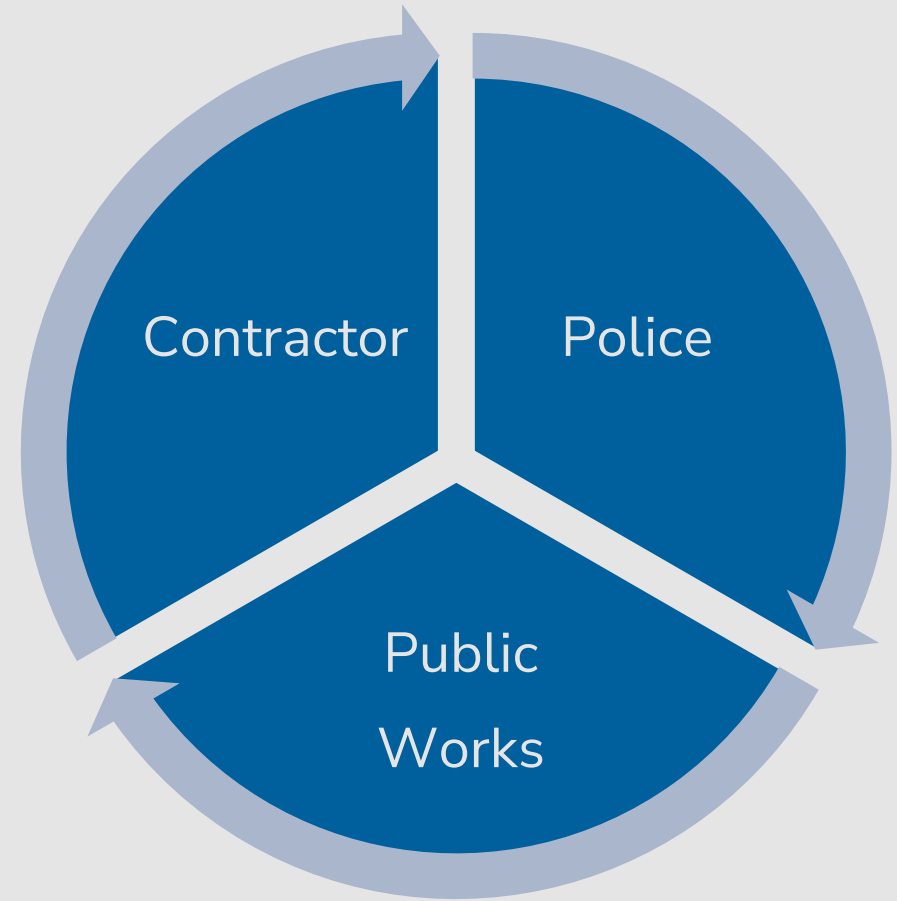
# Bringing Teams Together

Meet in person

Understand the issue

Improve the process

Get consistent feedback





# Using the tools

Field collection

Standard solution

Integrated online dashboards





[illegible]

## History reporting





# Light at the end



Decreased service time

Clarified scope and backlog

Opened communication

Increased trust





Leveraging the whole team

Opportunities for efficiency

Removing barriers to  
communication





# Questions





# Standardize Data Entry & Consistency

Village of Glen Ellyn





# Making Data Cleanup Workable





# Crunch Time

Looking for a new ERP

Critical stakeholders retiring

Inconsistent address data





# Understand data quality issues

Many issues followed patterns

- Incorrect suffixes
- Missing pre-directions
- Alternate variations of street name

Wild West Data Entry

290 ELLYN AV	290 S ELLYN AVE, GLEN ELLYN, 60137
350 MAIN ST	350 N MAIN ST, GLEN ELLYN, 60137
693 KENILWORTH AV	693 N KENILWORTH AVE, GLEN ELLYN, 60137
758 KENILWORTH AV	758 N KENILWORTH AVE, GLEN ELLYN, 60137
780 MAIN ST	780 N MAIN ST, GLEN ELLYN, 60137
81 PARKSIDE AV	81 S PARKSIDE AVE, GLEN ELLYN, 60137
831 DRIVEWAY	831 N DRIVEWAY, GLEN ELLYN, 60137
85 MAIN ST	85 N MAIN ST, GLEN ELLYN, 60137
101 KENILWORTH AV	101 N KENILWORTH AVE, GLEN ELLYN, 60137
101 LAMBERT AV	101 LAMBERT RD, GLEN ELLYN, 60137
101 OTT AV	101 N OTT AVE, GLEN ELLYN, 60137
101 PARK BV	101 N PARK BLVD, GLEN ELLYN, 60137





# Problem Solving

Use DQ Evaluation Findings

Have a committed team,  
including IT partners

Accelerate cleanup with  
automations





# Results

**Increased DQ**

**37% → 95%**

**Mistake  
Proofed**

**Drop downs**

**Reduced  
Cleanup Time**

**112 hrs → 10 hrs**





# New Possibilities

All Money Owed Page

Water Shutoff Routing

...





Data Quality issues can limit opportunities to improve operations

Push your systems and vendors to see what is actually possible





# Questions





# Put Data into Action

Village of Palatine





# Making the Right Call





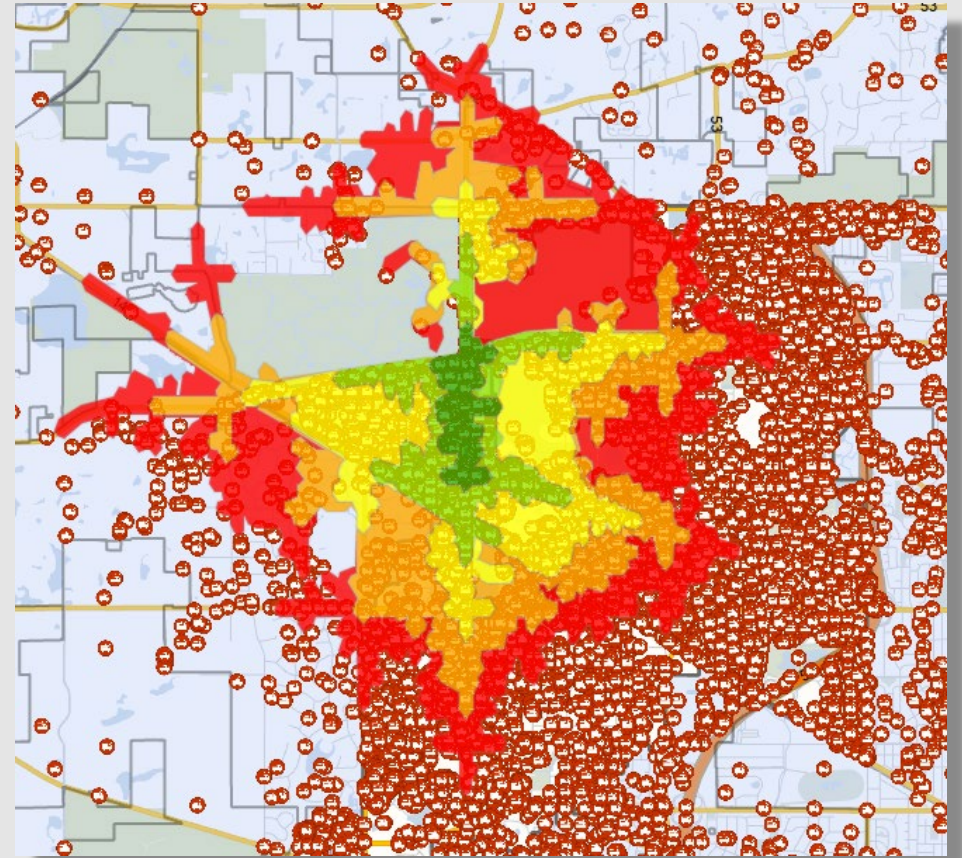
# How to simplify the complex?

Unequitable call volume

Difficult accessibility

Resource availability

Keeping up with changes





# Trusting the data

Using trusted sources

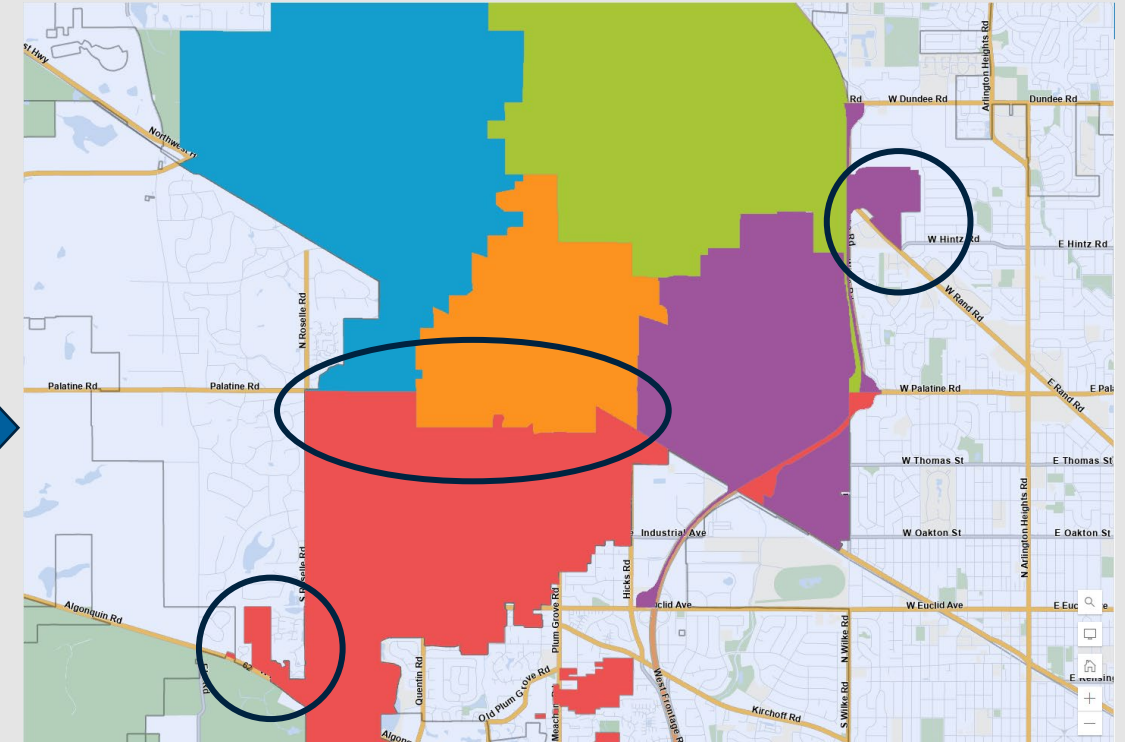
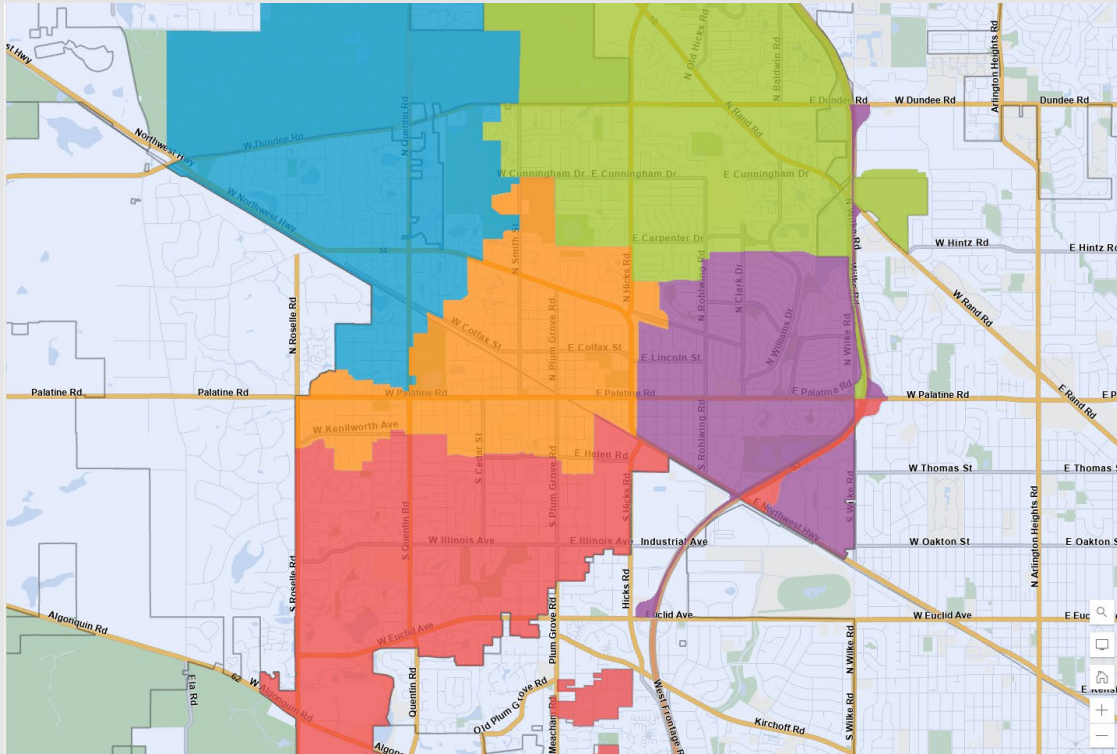
Working with partners

Creating data ownership





## Putting the data into action





# Making the data work

Resident and firefighter safety

Equitable call volume

Correct equipment

*"These changes...benefit the safety of both the residents of the Village of Palatine and its Firefighters."*

Matt Buzzard

Battalion Chief, Palatine Fire Department





Take control of the process

Build a foundation of trusted data

Use data to support initiatives





# Questions





# Service Delivery

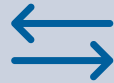
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# Thank You!