### Prior State Workflows

- **311 & Case Management:**
  - Manually submit each case to 311 and then enter all the information again into a tracker
  - Case status had to be queried from 311’s database one at a time, could be up to 60 at a time
  - Searching was difficult, cases could only be sorted by date

<table>
<thead>
<tr>
<th>Date</th>
<th>Street</th>
<th>Case Number</th>
<th>Description</th>
<th>Location</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/16/2018</td>
<td>301 F Street NW</td>
<td>13-00177626</td>
<td>Road is raised and broken, there is also debris underneath the pothole that would need to be removed. No cut is needed. The area needs only to be reseed to eliminate the trip hazard.</td>
<td>Sidewalk</td>
<td>D3OT, 311 request was placed. Submitted an BO Council sidewalk repair list (12/26). Open as of 7/16/18</td>
</tr>
<tr>
<td>7/16/2018</td>
<td>1201 S Street NW</td>
<td>13-00177668</td>
<td>There are a total of six potholes that are either raised or sinking and they all need to be reseed to eliminate the tripping hazard.</td>
<td>Sidewalk</td>
<td>D3OT, 311 request was placed. Sent to tenant or 83 to get to his town. Open as of 7/16/18</td>
</tr>
<tr>
<td>7/16/2018</td>
<td>1201 S Street NW</td>
<td>13-00177705</td>
<td>There is a broken pave next to a brick column that needs to be cut to eliminate the tripping hazard; sinking.</td>
<td>Sidewalk</td>
<td>D3OT, 311 request was placed. Submitted an BO Council sidewalk repair list (12/26). Open as of 7/16/18</td>
</tr>
<tr>
<td>7/16/2018</td>
<td>319 F Street NW</td>
<td>13-00177738</td>
<td>2 paves are cracked and raise at the intersection, replacement paves need cut.</td>
<td>Sidewalk</td>
<td>D3OT, 311 request was placed. Open as of 7/16/18</td>
</tr>
</tbody>
</table>
Current workflow

- 311 and Case Management:
  - Only have to submit cases one time
  - Status of cases is automatically updated
  - Case Management is archived and linked to SF contacts
  - More than doubles the efficiency
  - Everything is customizable
Benefits & Outcomes

● Efficiency
  ○ Eliminates the need to “double-enter” 311 on city website and BID tracker
  ○ Creates a system to pull public asset conditions, process is iterable
  ○ GIS integration allows for powerful queries on Salesforce data

● Organization & Management
  ○ Able to create automatic monthly reporting features for 311
  ○ Data is widely available to the whole organization
  ○ Can track case management activities, set reminders and follow-ups, and can send emails directly through Salesforce
### Custom List Views

<table>
<thead>
<tr>
<th>Case Number</th>
<th>Internal Status</th>
<th>Case Type</th>
<th>Service Request</th>
<th>Case Aging</th>
<th>DC MAR Address Location</th>
<th>DC 311 Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>00003253</td>
<td>Working</td>
<td>311</td>
<td>Sidewalk Repair</td>
<td>337</td>
<td>441 NEW JERSEY AVENUE NW, WASHINGTON, DC 20001</td>
<td>open</td>
</tr>
<tr>
<td>00003290</td>
<td>Working</td>
<td>311</td>
<td>Roadway Repair</td>
<td>312</td>
<td>620 F STREET NW, WASHINGTON, DC 20004</td>
<td>open</td>
</tr>
<tr>
<td>00003325</td>
<td>Working</td>
<td>311</td>
<td>Sidewalk Repair</td>
<td>283</td>
<td>301 C STREET NW, WASHINGTON, DC 20001</td>
<td>open</td>
</tr>
<tr>
<td>00003327</td>
<td>Working</td>
<td>311</td>
<td>Sidewalk Repair</td>
<td>283</td>
<td>400 5TH STREET NW, WASHINGTON, DC 20001</td>
<td>open</td>
</tr>
<tr>
<td>00003333</td>
<td>Working</td>
<td>311</td>
<td>Sidewalk Repair</td>
<td>276</td>
<td>527 14TH STREET NW, WASHINGTON, DC 20004</td>
<td>open</td>
</tr>
<tr>
<td>00003337</td>
<td>Working</td>
<td>311</td>
<td>Sidewalk Repair</td>
<td>274</td>
<td>600 INDIANA AVENUE NW, WASHINGTON, DC 20004</td>
<td>open</td>
</tr>
<tr>
<td>00003372</td>
<td>Working</td>
<td>311</td>
<td>Sidewalk Repair</td>
<td>269</td>
<td>960 14TH STREET NW, WASHINGTON, DC 20005</td>
<td>open</td>
</tr>
<tr>
<td>00003377</td>
<td>Working</td>
<td>311</td>
<td>Sidewalk Repair</td>
<td>263</td>
<td>1018 VERMONT AVENUE NW, WASHINGTON, DC 20005</td>
<td>open</td>
</tr>
<tr>
<td>00003381</td>
<td>Working</td>
<td>311</td>
<td>Sidewalk Repair</td>
<td>249</td>
<td>500 1ST STREET NW, WASHINGTON, DC 20005</td>
<td>open</td>
</tr>
<tr>
<td>00003385</td>
<td>Working</td>
<td>311</td>
<td>Sidewalk Repair</td>
<td>247</td>
<td>1331 H STREET NW, WASHINGTON, DC 20005</td>
<td>open</td>
</tr>
<tr>
<td>00003391</td>
<td>Working</td>
<td>311</td>
<td>Roadway Repair</td>
<td>247</td>
<td>1107 1 STREET NW, WASHINGTON, DC 20005</td>
<td>open</td>
</tr>
<tr>
<td>00003404</td>
<td>Working</td>
<td>311</td>
<td>Sidewalk Repair</td>
<td>234</td>
<td>527 14TH STREET NW, WASHINGTON, DC 20004</td>
<td>open</td>
</tr>
<tr>
<td>00003409</td>
<td>Working</td>
<td>311</td>
<td>Sidewalk Repair</td>
<td>228</td>
<td>65 MASSACHUSETTS AVENUE NW, WASHINGTON, DC 20001</td>
<td>open</td>
</tr>
<tr>
<td>00003411</td>
<td>Working</td>
<td>311</td>
<td>Sidewalk Repair</td>
<td>227</td>
<td>1301 NEW YORK AVENUE NW, WASHINGTON, DC 20530</td>
<td>open</td>
</tr>
<tr>
<td>00003432</td>
<td>Working</td>
<td>311</td>
<td>Roadway Signs</td>
<td>213</td>
<td>1001 H STREET NW, WASHINGTON, DC 20001</td>
<td>open</td>
</tr>
<tr>
<td>00003442</td>
<td>Working</td>
<td>311</td>
<td>Sidewalk Repair</td>
<td>210</td>
<td>725 15TH STREET NW, WASHINGTON, DC 20005</td>
<td>open</td>
</tr>
</tbody>
</table>
Dash Boards

Cases Opened Last Month
- Record Count
  - Service Request
    - Pothole
    - Streetlight Repair
    - Sidewalk Repair
    - Roadway Repair
    - Roadway Signs
    - Fire Hydrants
    - Sidewalks
    - Traffic Signal Issue
- View Report (Cases Opened Last Month)

Cases Closed Last Month
- Record Count
  - Service Request
    - Pothole
    - Traffic Signal Issue
    - Roadway Signs
    - Sidewalk Repair
    - Streetlight Repair
    - Fire Hydrants
- View Report (Cases Closed Last Month)

Open Cases
- Record Count
  - Service Request
    - Sidewalk Repair
    - Streetlight Repair
    - Roadway Repair
    - Pothole
    - Traffic Signal Issue
    - Roadway Signs
    - Sidewalks
- View Report (Open Cases)

Property Managers
- Record Count
  - Service Request
    - Sidewalks
- View Report (Property Managers)

Cases Closed This Month
- Record Count
  - Service Request
    - Sidewalk Repair
    - Streetlight Repair
    - Pothole
    - Roadway Signs
    - Roadway Repair
    - Traffic Signal Issue
- View Report (Cases Closed This Month)

Cases Opened This Month
- Record Count
  - Service Request
    - Streetlight Repair
    - Sidewalk Repair
    - Pothole
    - Traffic Signal Issue
- View Report (Cases Opened This Month)
Thank you