



To: John J. Ramos, Sr. Ed.D., Superintendent  
 Members of the Board of Education  
 From: Suzanne M. Turner, Director of Strategic Communications  
 Date: April 21, 2017  
 Subj: *Let's Talk!* Update

**Statistics from July 1, 2016 – March 31, 2017**

	<b>March 2017</b>	<b>Jul 1, 2016 – Mar 31, 2017</b>
<b>Dialogues received</b>	149	846
<b>Closed dialogues</b>	140	632
<b>Average feedback score</b>	7.4	7.5
<b>Average first reply time</b> (goal within 2 days)	58.0 hours	31.8 hours
<b>Days to Close</b> (average time to resolve the person's concerns, reply and close)	47% closed within 2 days	63% closed within 2 days

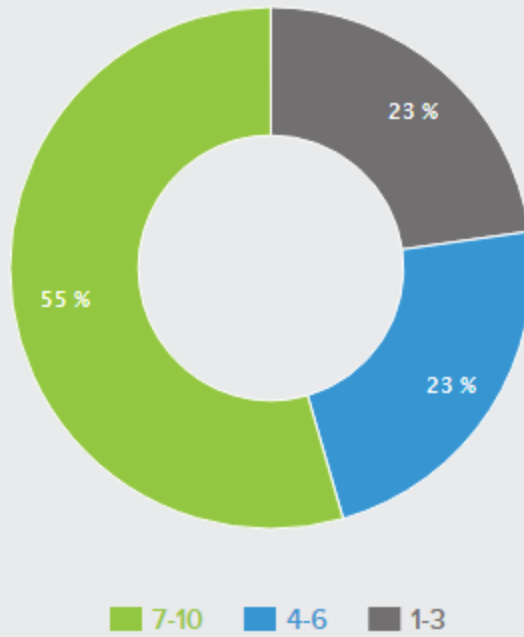
**Top Topics in March 2017:**

Topic (# of Dialogues)	Action Taken
Budget – Proposed Elementary Language Cut (17)	Elementary World Languages are being reinstated into the budget.
Class Size (16)	Comments noted and being incorporated into planning for 2017-2018
Bias Incidents (15)	Individual and broader communications, 1 town hall held, 2 <sup>nd</sup> town hall scheduled, updating curriculum and code of conduct
SchoolMessenger Issues (13)	Follow up on individual concerns
Facilities (8)	Follow up on specific facilities issues
Budget (7)	Questions answered, comments noted
Community Events (6)	Information shared
Town Hall (6)	Individual responses to some, others incorporated into planning for May 3 Town Hall
Safety (5)	Resolved on case-by-case basis
School-specific issues (4)	Resolved on case-by-case basis
Questions about individual student/family issues (19)	Each issue responded to with personal attention.

NOTE: We were not able to respond to all dialogues within the goal of 2 days in March, due to the large volume of dialogues, a heavy volume of email and phone inquiries about several hot topics, and some technical difficulties. We are back on track for April.

# FEEDBACK SCORE

22 Dialogues



## DIALOGUE ACTIVITY BY

CUSTOMER TYP...

149 DIALOGUES

