



311 Customer Service Office

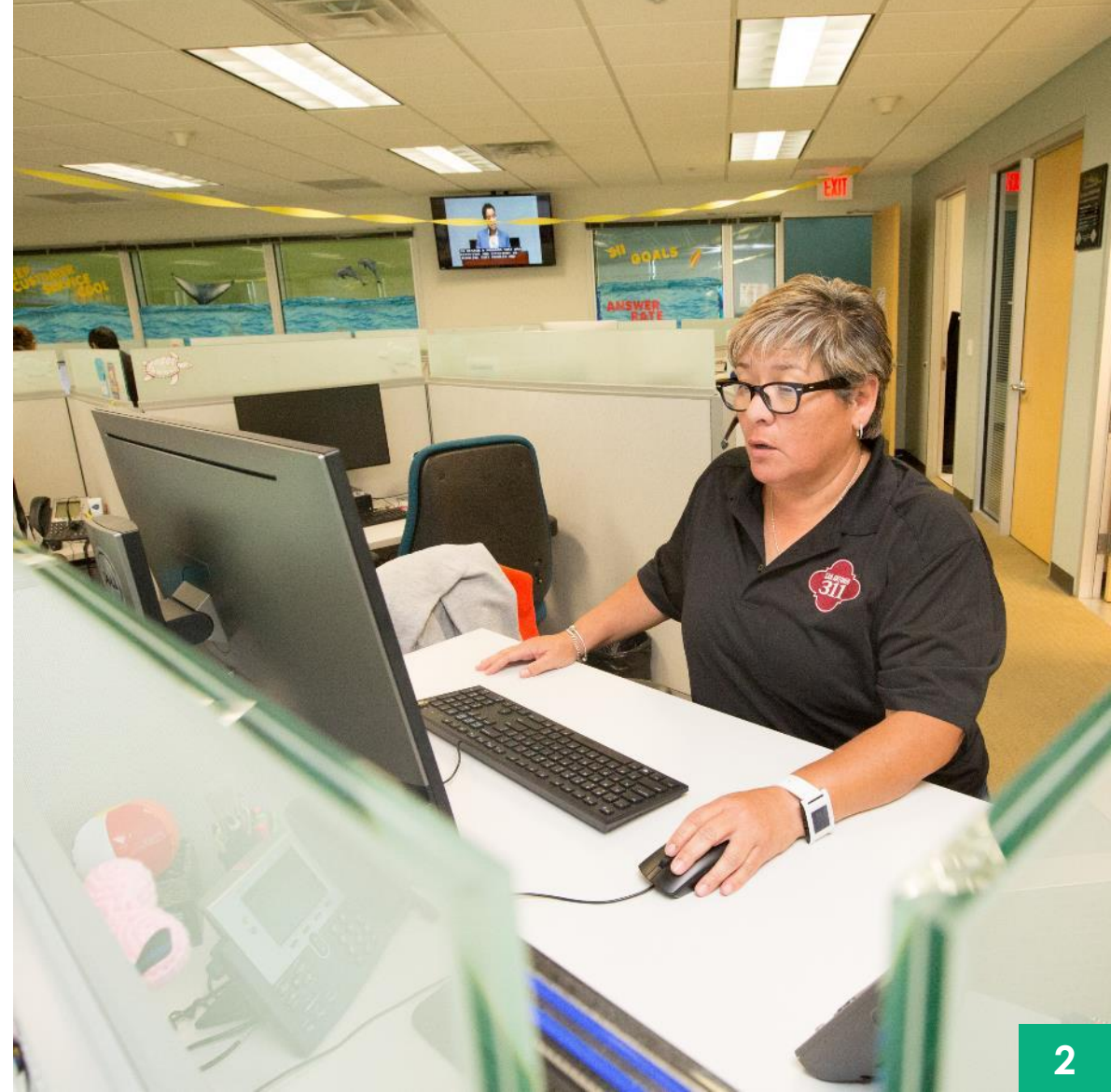
FY2024 PROPOSED BUDGET

City Council “A” Session
August 17, 2023

Presented by: Paula Stallcup, Director

Presentation Overview

- Proposed Budget – FY 2024
- 311 Overview
- 311 Service Requests
- Program Enhancements



FY 2024 Proposed Budget

311 Customer Service Office

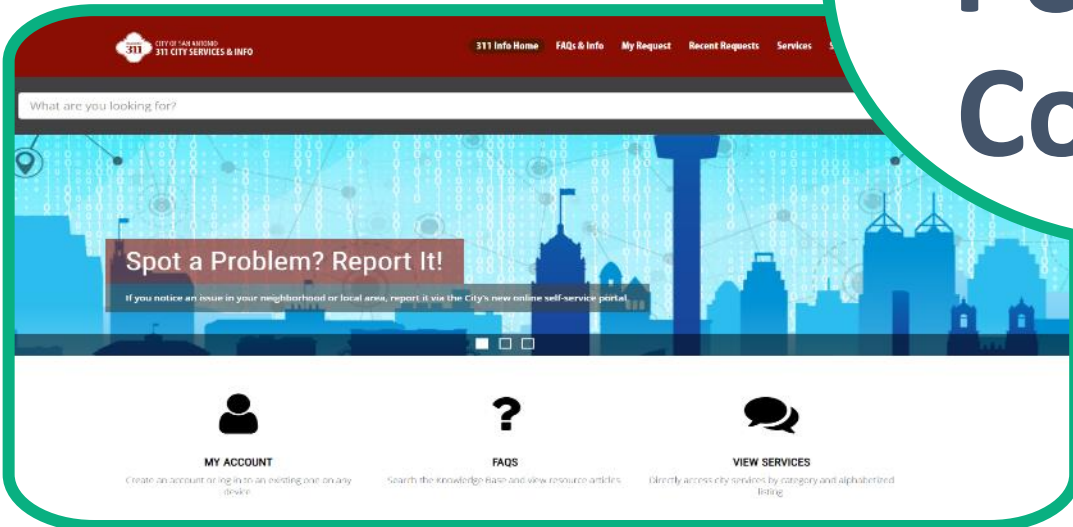
Fund (\$ in Millions)	FY 2023 Adopted	FY 2023 Revised	FY 2024 Proposed	% over FY 2023 Adopted
General Fund	\$4.4	\$4.4	\$5.0	14.8%
Total	\$4.4	\$4.4	\$5.0	14.8%

Positions	FY 2023	FY 2024 Proposed	Change
311 Customer Service	57	60	3

311 – Here to Help



First
Point of
Contact



CONTACT CUSTOMER SERVICE BY EMAIL

Phone:

Work Phone:

Email: *

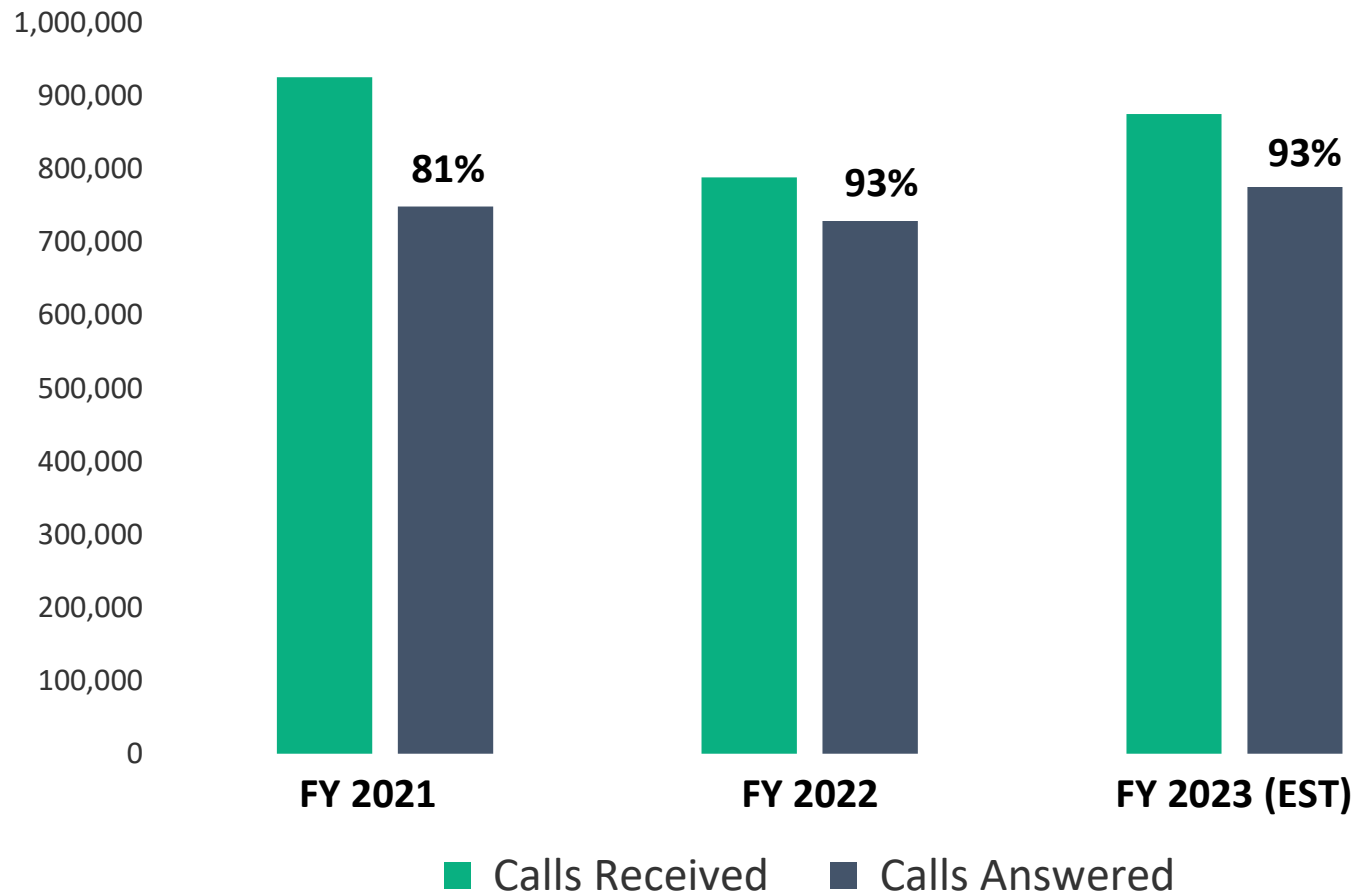
Please contact
using:

☐ Email ☐ Phone ☒ No Reply

311CustomerService@sanantonio.gov

311 Call Center

Calls Received/Calls Answered



875,000

FY23 Calls Received
(Projected)

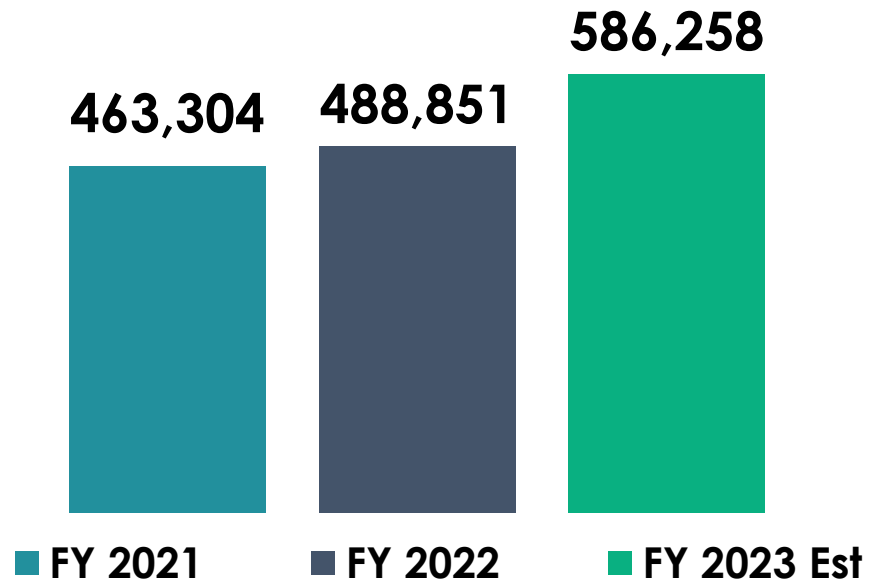
54%

Information Requests

46%

Service Requests

Service Requests



**27% increase in
service request from
FY 2021***

*Includes service requests from calls, web portal, mobile, and proactive

Top Service Requests

Trash Collection Services

Overgrown Yard/Trash

Dead Animal Pick Up

Carts (Damaged/Exchange)

Graffiti

Animals
(Stray/Aggressive)

Interactive Voice Recognition



**IVR Virtual
Assistant
Launched
July 1, 2023**

96,519
Calls Made
to 311

65,203
Presented to
311 Agents

31,316
Calls Handled
by Virtual Agent
(32%)

Processing Service Requests

311 System Case Number

Submit Service Requests to
Departments for Action

Depts Close
Out Cases

Animal Care Services
DSD/Code Enforcement
Historic Preservation
Human Services
Metro Health
Parks and Recreation
Public Works
Solid Waste Management

Continuous Communication to Residents

311 System Communications

Example of current type of online communication with our residents

Request summary

Case Number: 1018870144
Type: Solid Waste Management>Miscellaneous>Dead Animal Pick Up
Status (Open/Closed): Closed
Created Date: August 08, 2023 07:43 PM
Case Due Date: August 11, 2023 12:43 AM
Closed Date: August 09, 2023 09:09 AM
Location: 6303 W HWY 90, SAN ANTONIO, 78227

Case Progress

- ✓ **Request Submitted:**
Your request has been submitted to San Antonio 311.
- ✓ **Request Accepted:**
Your request has been accepted and is being queued for processing.
- ✓ **Work Start:**
Work has commenced on your request.
- ✓ **Work Complete:**
Work has been completed.
- ✓ **Case Closed:**
Your request has been closed by the department.

Case Notes

8/9/2023 9:09:39 AM

Notification Closed

8/9/2023 9:09:39 AM

Request Completed

8/8/2023 7:43:22 PM

Work Assigned

8/8/2023 7:43:22 PM

Request Reviewed

Updates to Case Notes

Working with Departments to Review Notes

- Currently, notes are generic for services completed
- Ex. Request Completed

Creating Additional Notes in Systems to Better Document Work and Efforts by the City

- Pothole Repaired
- Dead Animal Collected

Working with IT and Departments to Implement Updates

- Fall 2023

Improve Communication to Residents

Program Enhancements

Quality Assurance Team:

- Ensure **satisfactory outcomes** of residents' 311 calls
- Follow up with appropriate department to **advocate on behalf of residents**
- **Facilitate resolution** for repeat issues



3 New Positions
FY 2024 - \$158,000

Excellent Customer Service

- Access to citywide program and information for residents
 - Over 1,500 articles in 311 knowledge base





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