



City of San Antonio

Agenda Memorandum

File Number:
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Agenda Item Number: 3

Agenda Date: May 25, 2023

In Control: Planning and Community Development Committee

DEPARTMENT: 311 Department

DEPARTMENT HEAD: Paula Stallcup

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

311 Service Requests

SUMMARY:

The 311 Customer Service Department will present the Committee with an update on service requests received by residents. The 311 Customer Service receives nearly 800,000 phone calls, of which approximately 45% result in service requests submitted to the various City departments. The remainder are information only requests.

BACKGROUND INFORMATION:

San Antonio 311 is one of the oldest 3-1-1 call centers in the country, opening in April 2000. The Customer Service office currently includes a staff complement of 57 team members, of which 47 are Customer Service Representatives who assist residents on a daily basis. The 3-1-1 Call Center is open seven days a week from 7am-7pm. Representatives are also available until 11pm by pressing option 1 for urgent animal care concerns, traffic malfunctions, or weather-related

emergencies. In addition to the call center, the department receives requests through a portal on the City of San Antonio website and the 311 app.

ISSUE:

The call volume at the call center fluctuates monthly and even year over year. The Call Center responds to resident calls for information and processes service requests for our partner departments, including Animal Care Services, Development Services/Code Enforcement, Historic Preservation, Human Services, Metro Health, Parks and Recreation, Public Works and Solid Waste Management. The total service requests are as follows for the partner departments:

Department Service Requests	FY 2023 YTD – (6 mos)
Animal Care Services	47,813
Development Services	83,760
Historic Preservation	75
Human Services	676
Metro Health	1,581
Parks and Recreation	6,681
Public Works	29,558
Scooters	453
Solid Waste Management	104,121

311 Customer Service Enhancements

The 311 Customer Service Office is working on several enhancements. A new version of the mobile app was launched in January 2023. This included a new user interface and functionality. 311 also worked with Red-Squared to get user experience feedback for the mobile app as well.

311 is also working to implement a natural language Interactive Voice Recognition system this summer. This virtual assistant will be able to provide information such as eligible items for blue/green can recycling, locations and hours of operation for the brush/bulky sites, eligible items for curbside recycling, birth/death records, parks reservations, pet adoptions, garage sale permits, and more.

311 has a wealth of data as it relates to the services requests submitted by residents or identified through proactive efforts from departments. The 311 data is already posted on the Open Data platform, however, 311 is working on a method to share more data and outcomes of service requests with residents and neighborhood leaders.

The 311 call center should continue to be the first point of contact for residents. The team is here to advocate on behalf of residents and work with all the city departments to provide services and information in order to address resident concerns.

FISCAL IMPACT:

This item is for briefing purposes only.

ALTERNATIVES:

This item is for briefing purposes only.

RECOMMENDATION:

This item is for briefing purposes only.