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Your All Day, Any Day, Info Center ᔆᴹ

3•1•1 Valued Services

Austin 3•1•1 at a Glance

Mission: To provide uncomplicated access to City Services and Information.

Austin 3•1•1 provides a single point of contact for Austin's citizens and visitors; eliminating any confusion for multiple numbers and offices.

20% of our staff is fluent in both English and Spanish.

Austin 3•1•1 also serves as the business continuity and disaster recovery site for the Utility Customer Care Center.
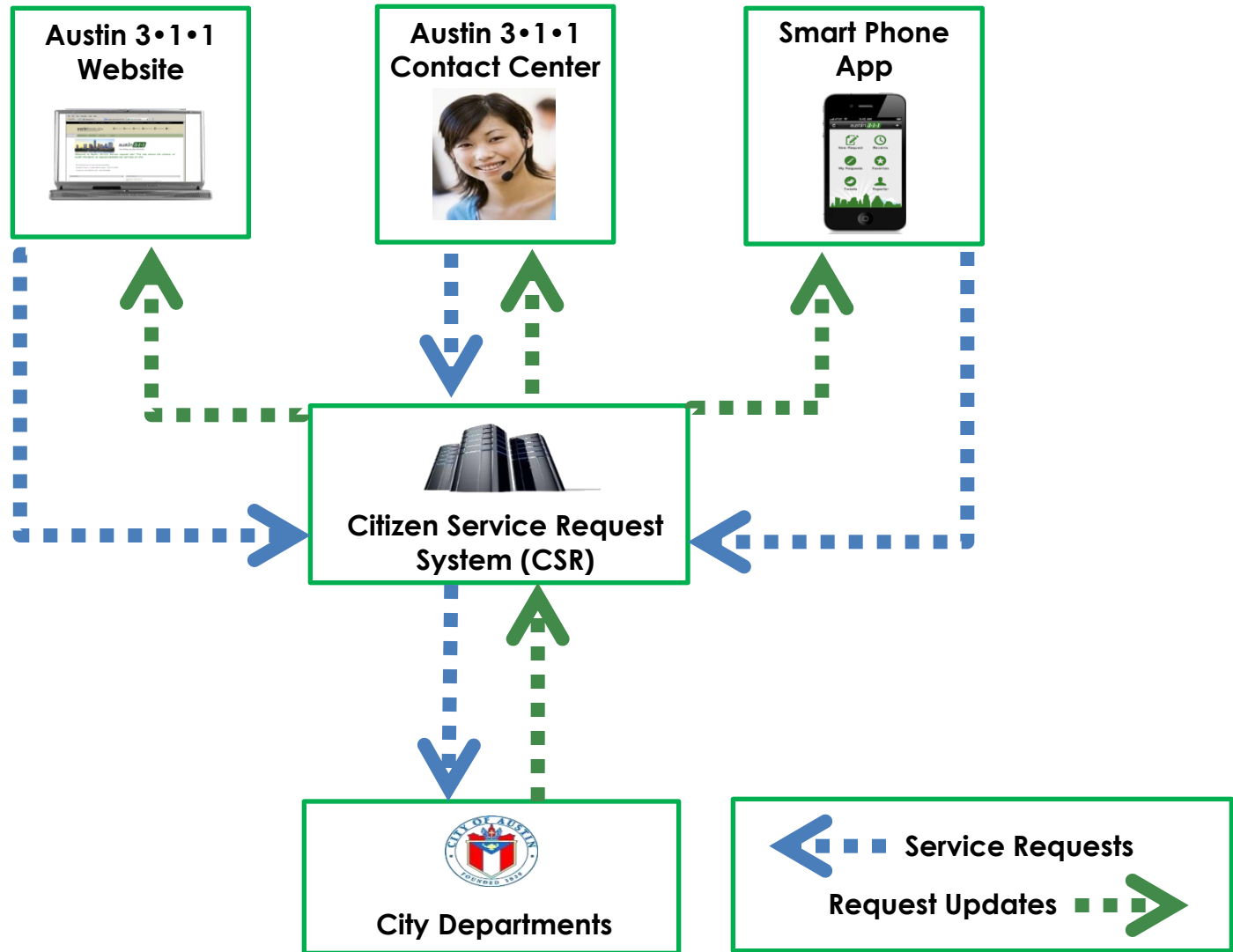
Austin 3•1•1 Service Access Points

computer

FAX

Open311

EMAIL

phone

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Service Request Processing

What Services are citizens calling for?

- Information
  - 80% of the calls are for information
    - What, when, where, how and why

- Service Requests
  - 20% of the calls result in a service request submittal
    - Top 5 request types from February, 2015:
      - APD Non-Emergency
      - Austin Code – Request Code Officer
      - ARR Missed Garbage
      - Loose Dog
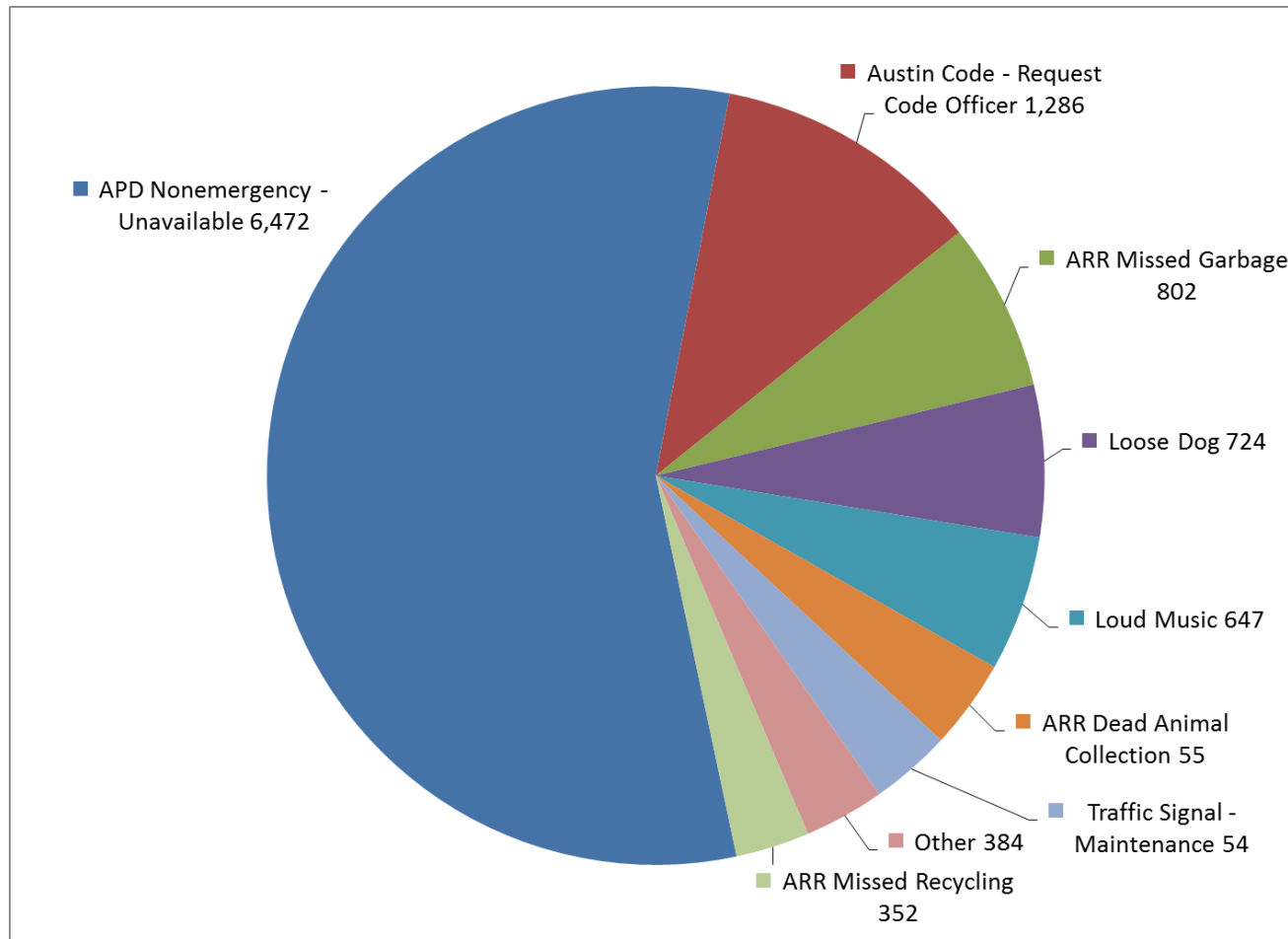   - Loud Music

How do we measure our success?

- Contact Center Metrics
  - Calls Received, Service Level, Quality

- Calls Received
  - Average 1 million calls per year (2,740 calls per day)

- Service Level
  - Performance: 91% of calls answered within 30 second

- Quality
  - 90% Customer Satisfaction survey results

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Data Performance Reports

- ## Department Service Requests
  - Percent worked within service level (set by department)
  - Total amount overall and now, by council district

- ## Department Reports
  - Monthly status reports
  - All client departments receive scheduled performance reports for their specific needs

- ## Open Data (City of Austin Data Portal)
  - Daily upload of new and updates to existing requests
  - Views by council district available

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Austin 3-1-1 Top 10 Service Request Types
February, 2015

Questions?