

FY 2026-2027 BUDGET QUESTION
Response to Request for Information

DEPARTMENT(S): Austin Energy;

CBQ NO.: 88

REQUESTED BY: (District 3) José Velásquez

DATE REQUESTED: Monday, July 27, 2026 11:34 AM

DATE POSTED: Tuesday, August 4, 2026

REQUEST:

A key milestone listed under “strategic initiatives” outlines the city’s initiated “customer relationship management system project[ed] to replace the 311 customer service request application and enhance service delivery” with a target completion date of 2026-2027. Could you please outline the public communication and outreach plan for the 311 customer services changes?

RESPONSE:

Austin Energy is prioritizing a modern, integrated Customer Relationship Management (CRM) system to replace a 25-plus-year-old legacy platform. Our current CRM is increasingly limited in functionality and requires manual workarounds, whereas modern automation capabilities will help us improve customer experience, expand multilingual self-service options, strengthen data insights, reduce operational risk, and ensure the system can integrate more effectively with departmental workorder platforms as part of broader citywide CRM strategy efforts.

A communication plan will be developed following vendor selection and the establishment of an implementation schedule. The Request for Proposal (RFP) for the CRM system will occur in FY2027. The estimated go live for a new system is likely FY2029. We will be able to confirm a more precise date once a vendor is selected, as they will provide a detailed implementation schedule. We expect to have that clarity in late FY2027 or early FY2028, after completing the RFP evaluation and negotiations. The FY2029 timeline reflects our current best estimate based on the projected implementation and stabilization phases.