How Do City Departments Respond to Requests for Services?

Presented by

Ray Baray, Chief of Staff

Special-Called Council Meeting
March 23, 2015

Focus of Today's Discussion

1. **What are the access points the public uses to apply for City services?**

2. **What do customer calls/emails tell us about the services that citizens are calling about?**

3. **Does the City use customer call/email data in any way (i.e. as a guide for possible process improvements)?**

How do citizens access City services?

- **3-1-1 (Non-Emergency Communications)**

- **9-1-1 (Emergency Communications)**

- **Austin Code Department**

- **Automated Citizen Assistance Program (ACAP)**

- **Others?**

Questions?

Presented by

Ray Baray, Chief of Staff
City Manager's Office

(512) 974-2435
Ray.Baray@austintexas.gov