



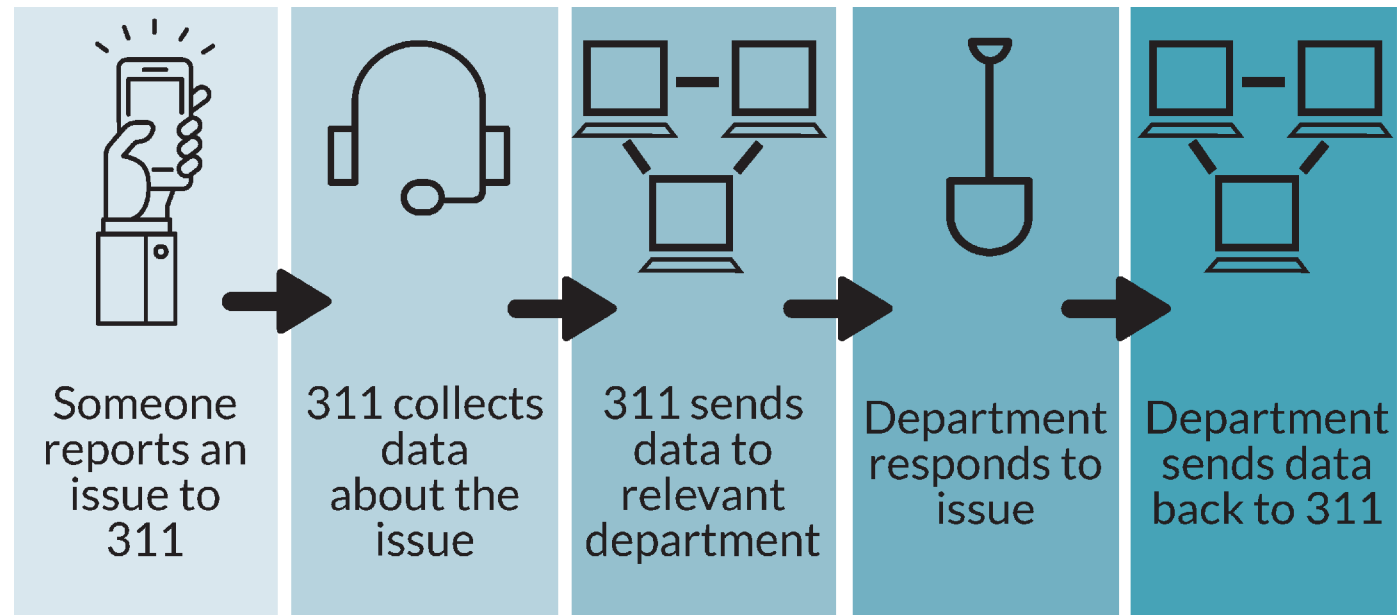
# 311 Customer Service Audit

SEPTEMBER 23, 2020

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# Background

- Established in 2001 and expanded in 2003
- Included in Austin Energy's Customer Care Operations
- Offers information about City operations and a way report issues



# FINDING 1

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Surveys indicate that users were generally satisfied with 311. However, quarterly surveys did not provide a complete picture of 311 operations and excluded some users.

## FINDING 2

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Although dissatisfaction with 311 appeared to be related to issues outside of 311's control, 311 could improve what information is available to users.

# Departments provide different information when closing service requests

| Responsible department | Reason for service request | Department response   |  |
|------------------------|----------------------------|---|--|
| Animal Services        | Loose dogs                 | Completed:<br>Unable to locate  | Provides outcome   |
| Austin Code            | Tall weeds and grass       | Transferred to alternate system:<br>Inspector Name: John Doe<br>Inspector Phone: (512) 974-XXXX | Provides contact information for the assigned investigator |
| Austin Energy          | Streetlight not working    | Completed:<br>Site will be investigated within 3-5 business days                                | Provides date range for future work                        |

## FINDING 3

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Austin 311 appeared to effectively respond to the City's needs during the COVID-19 pandemic.

## Recommendation for Finding 1

Update the survey methodology to ensure everyone who contacts 311 can be included.

## Recommendation for Finding 2

Work with City departments to ensure consistent, accurate, and up-to-date information about service requests is available.