

WHEREAS, the City is committed to improving the public's access to City services; and,

WHEREAS, Austin 3-1-1 aims to be the leader in quality public service;

WHEREAS, according to the City of Austin demographer 98,526 of Austin residents reported they speak English “less than very well;” and

WHEREAS, expansion of language options in the 3-1-1 mobile application is critical to ensuring residents can effectively access and use City services; and

WHEREAS, the City uses various social media platforms to inform and engage the public; **NOW, THEREFORE**,

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23 The City Manager is directed to explore implementing an update to the 311
24 mobile application to offer increased language access capabilities and an improved
25 user experience that is easier to navigate and to consider employing the resources
26 of the Innovation Office and Office of Performance Management to assist with this
27 effort;

28 **BE IT FURTHER RESOLVED:**

29 The City Manager is directed to explore the expanding the ways in which the
30 public can access 311 services, which methods may include text messages, chats,
31 and social media, in addition to the current mobile application and website;

32 **BE IT FURTHER RESOLVED:**

33 The City Manager is directed to review the service request system used to
34 direct 311 matters to departments, with priority being given to changing the “case
35 closed” status to one that accurately reflects the case status has been transferred to
36 the respective department for services;

37 **BE IT FURTHER RESOLVED:**

38 The City Manager is directed to explore ways to improve the 311 application
39 user experience including the following ways:

- 40 • Including the description and category of the request in the automated emails
41 sent to requestors with the service request number;
- 42 • Allow users to pin common request types to their home screen for quicker
43 access;
- 44 • Including descriptions of City departments so users can send requests to the
45 appropriate department;

- Provide a description of the process and follow up after a user submits a report so users know what to expect.

BE IT FURTHER RESOLVED:

The City Manager shall provide a report on the results of his exploration of the technology upgrades and expansions of service identified in this Resolution by March 1, 2023.

ADOPTED: _____, 2022 **ATTEST:** _____
Myrna Rios
City Clerk