

**RESOLUTION NO.**

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

**WHEREAS**, Austin 3-1-1 provides the residents of Austin with a simple single point of contact for every city department and aims to provide reliable, consistent customer service to all residents; and

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

**WHEREAS**, Austin is a diverse multi-cultural and multi-lingual city in which 31% of the population speak a language at home other than English, including Spanish, Hindi, and Chinese, among others; and

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

**WHEREAS**, currently the Austin 3-1-1 mobile application only allows users to submit reports in English; 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 is in the process of updating the 311 platform; and,

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

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

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 technology obtained and used for  
34 9-1-1 translation services (in accordance with Resolution No. 20221027-065) to  
35 determine if similar technology can be used for 3-1-1 services and as a potential  
36 enterprise solution for other city departments.

37 **BE IT FURTHER RESOLVED:**

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

42 **BE IT FURTHER RESOLVED:**

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

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