

RESOLUTION NO. 20221115-045

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 3-1-1 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:

The City Manager is directed to explore implementing an update to the 3-1-1 mobile application to offer increased language access capabilities and an improved user experience that is easier to navigate and to consider employing the resources of the Innovation Office and Office of Performance Management to assist with this effort;

BE IT FURTHER RESOLVED:

The City Manager is directed to explore the expanding the ways in which the public can access 3-1-1 services, which methods may include text messages, chats, and social media, in addition to the current mobile application and website;

BE IT FURTHER RESOLVED:

The City Manager is directed to review the technology obtained and used for 9-1-1 translation services (in accordance with Resolution No. 20221027-065) to determine if similar technology can be used for 3-1-1 services and as a potential enterprise solution for other City departments.

BE IT FURTHER RESOLVED:

The City Manager is directed to review the service request system used to direct 3-1-1 matters to departments, with priority being given to changing the “case closed” status to one that accurately reflects the case status has been transferred to the respective department for services;

BE IT FURTHER RESOLVED:

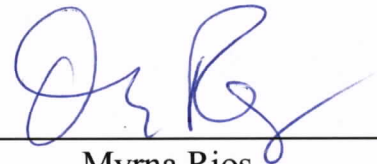
The City Manager is directed to explore ways to improve the 3-1-1 application user experience including the following ways:

- 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: November 15, 2022 **ATTEST:**



Myrna Rios
City Clerk