



# TRANSPORTATION PUBLIC WORKS

## 2023 Service Request Performance

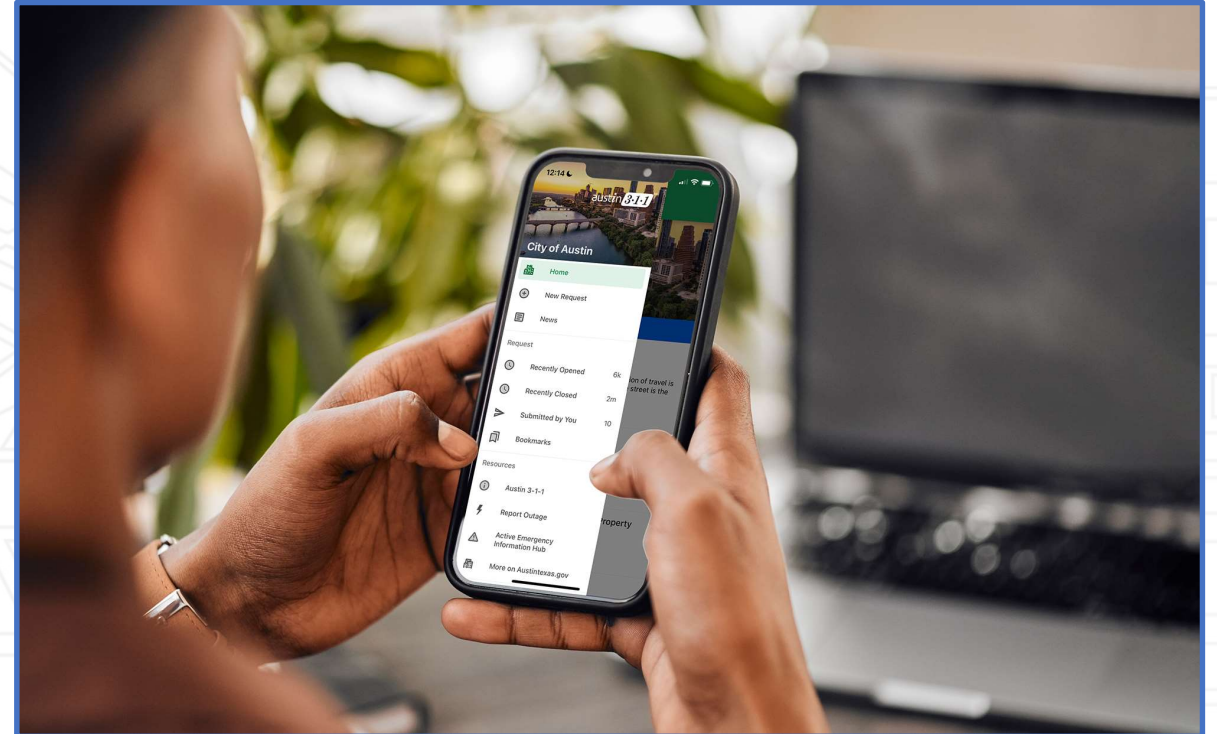
Jeff Stensland | Public Information and Marketing Manager



# HOW TO REPORT ISSUES:

1. Call 311
2. Explain concern
3. Get tracking #

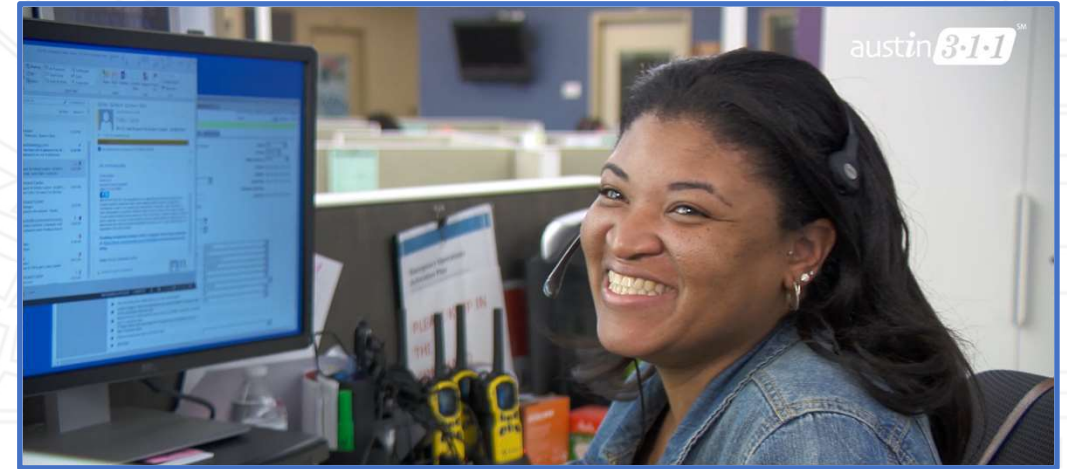
Issue is reported to respective department(s) to resolve





## WHAT TO EXPECT:

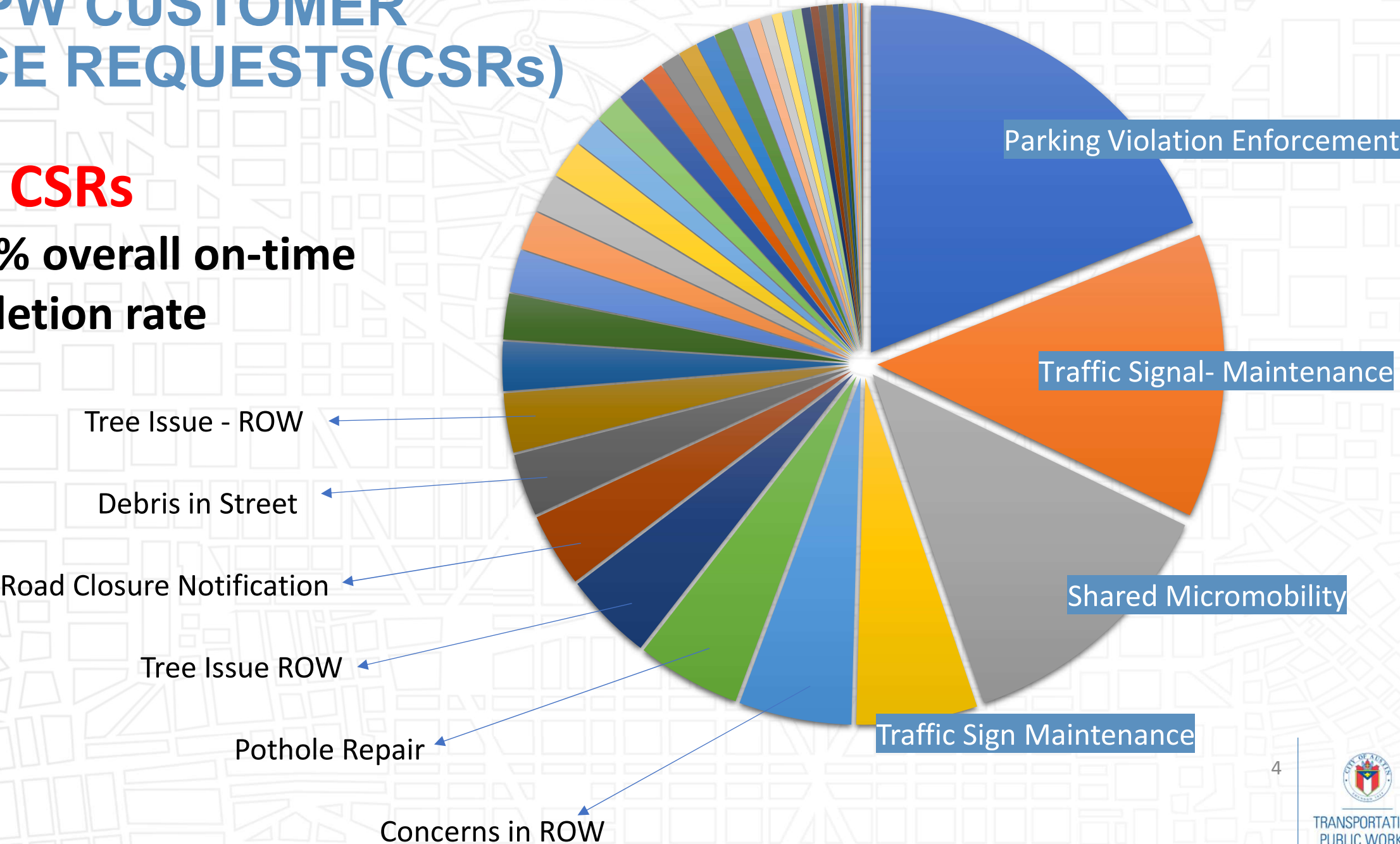
1. Call back within 48 hours
2. Request for additional information as needed
3. An estimated time to resolve issue
4. A written response to your home or email for specific issues



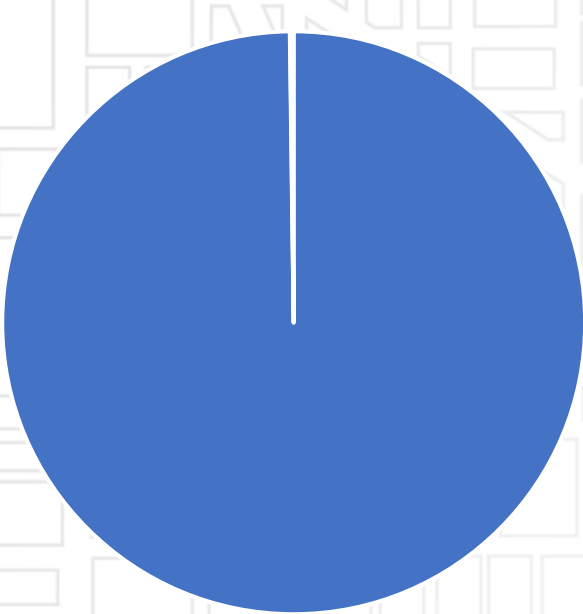
# 2023 TPW CUSTOMER SERVICE REQUESTS(CSRs)

82,500 CSRs

- 91.75% overall on-time completion rate

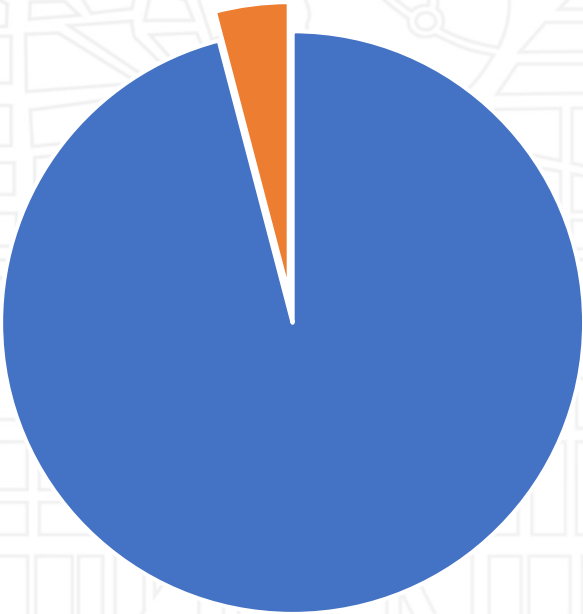


# ON-TIME COMPLETION



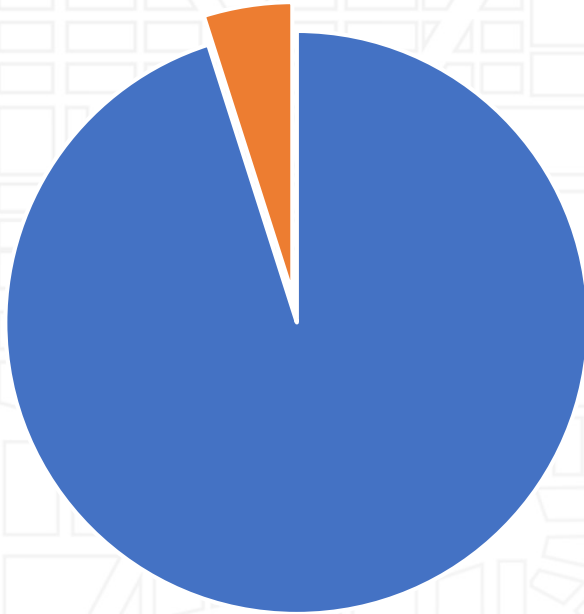
Parking Violation

Count of SRs Created	Count of SRs Processed on Time	Percentage of SRs processed on time
15,615	15,584	99.80%



Traffic Signal Maintenance

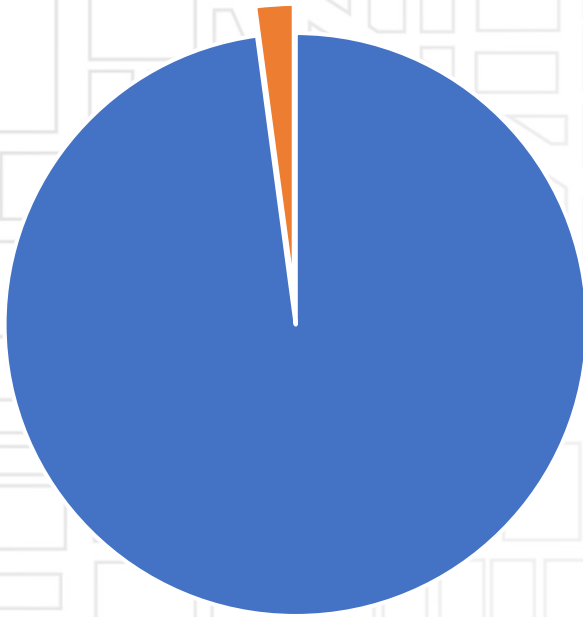
Count of SRs Created	Count of SRs Processed on Time	Percentage of SRs processed on time
10,934	10,488	95.92%



Shared Micromobility

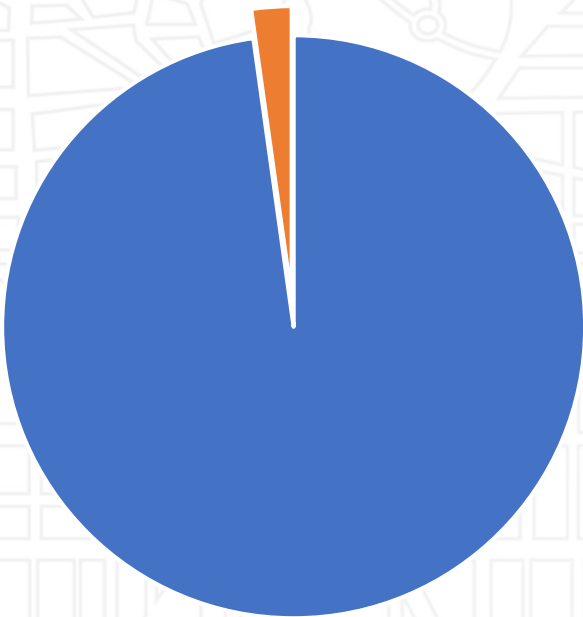
Count of SRs Created	Count of SRs Processed on Time	Percentage of SRs processed on time
10,435	9,923	95.09%

# ON-TIME COMPLETION



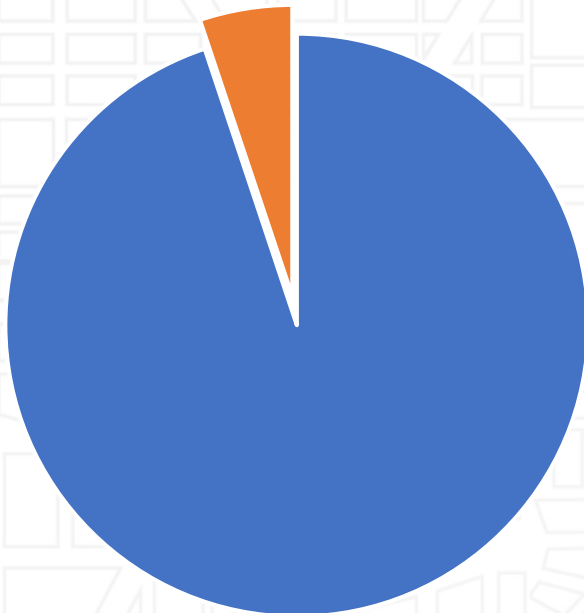
Traffic Sign Maintenance

Count of SRs Created	Count of SRs Processed on Time	Percentage of SRs processed on time
4,657	4,558	97.87%



Concerns in Right of Way

Count of SRs Created	Count of SRs Processed on Time	Percentage of SRs processed on time
4,334	4,238	97.78%



Pothole Repair

Count of SRs Created	Count of SRs Processed on Time	Percentage of SRs processed on time
3,997	3,792	94.87%





## DEFICIENT SERVICE REQUEST TYPES

- Overall on-time completion rate: **91.75%**
- Categories below 50% on-time completion rate:
  - Tree Issue ROW (36.03%)
  - Bicycle & Pedestrian Issues (37.89%)
  - Booting Complaint (41.30%)
  - Pay-by-Phone App (25.93%)
- Examining process deficiencies to improve response times

# INCREASING AWARENESS



## Shared Micromobility

- Austin 3-1-1 collaboration
  - Best practices when using e-scooters
  - How to report abandoned devices
- Paid Media Campaign
  - English and Spanish static and video ads
  - Placed on TV, YouTube, Facebook and Instagram in high-use ZIP codes

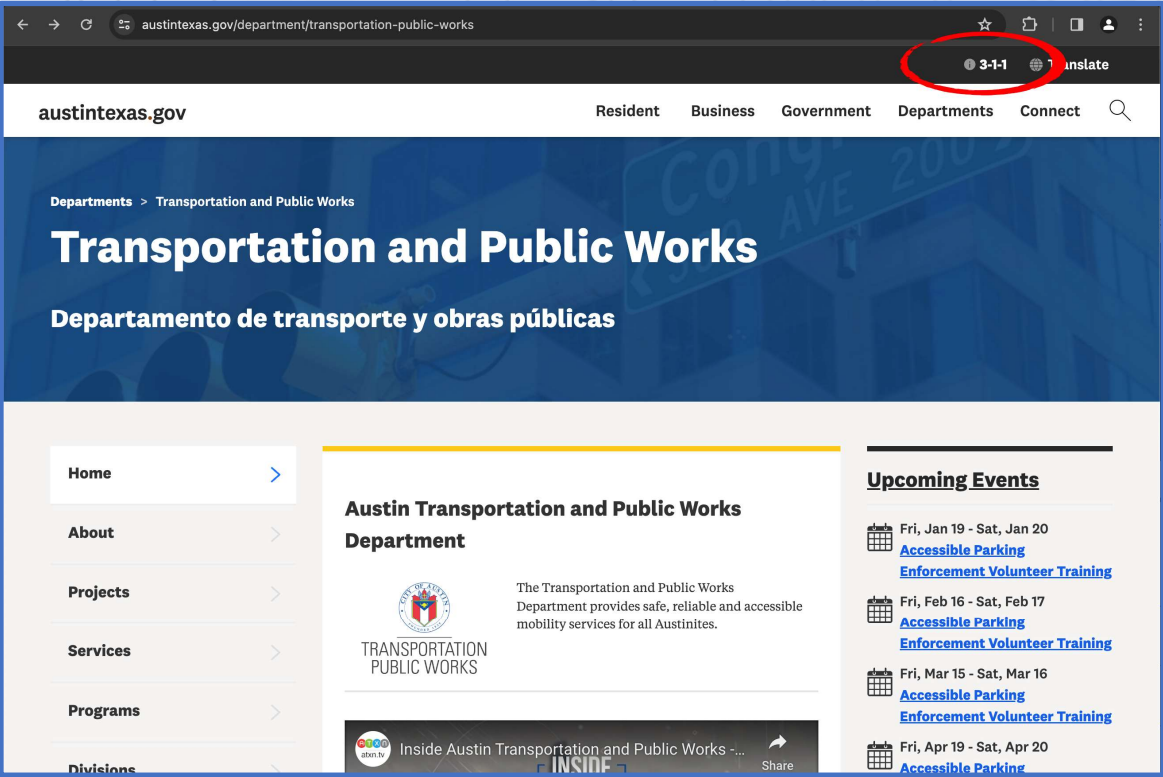


## Service Request Campaigns

- Incorporate service request-focused social media posts on a biweekly rotation
  - Calls to action to complement department service shown
  - Ads based on seasonal need
  - Paid and organic to increase reach and mix to maximize social media platform



# Website: AustinTexas.gov/TPW



# THANK YOU