Austin 3-1-1 Overview for Animal Advisory Commission

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VP of Customer Care Services
Austin Energy

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Agenda



About Austin 3-1-1



3-1-1 Relationship with City Departments



3-1-1 Relationship with Austin Animal Services



3-1-1 mobile app

Austin 3-1-1

About Austin 3-1-1



Non-Emergency

- 90/30 service level
- Over 200 languages
- 948,129 inquiries in FY25



Call Center

840,546 calls in FY 25



Mobile App

82,964 mobile app requests in FY25



Other Digital

24,619 interactions website, email and chat in FY25

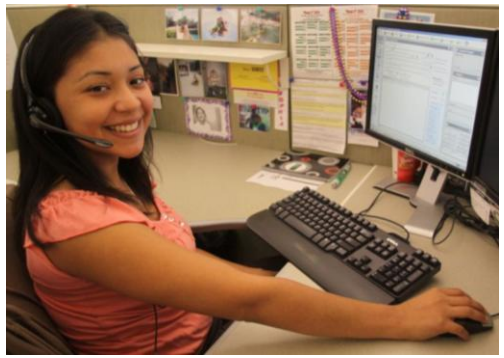
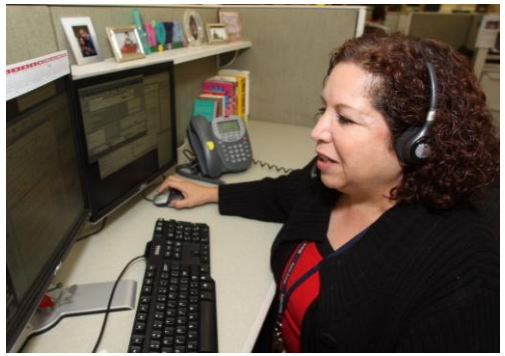
Ambassadors are customer service representatives

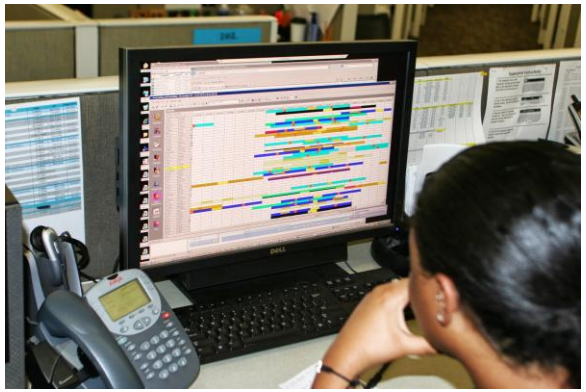
Liaisons are department-designated connections to Austin 3-1-1

Austin 3-1-1

3-1-1 Partnership with COA Departments

Informational
~ 65% of interactions



Service Requests & Coordination
~ 35% of interactions








Austin 3-1-1

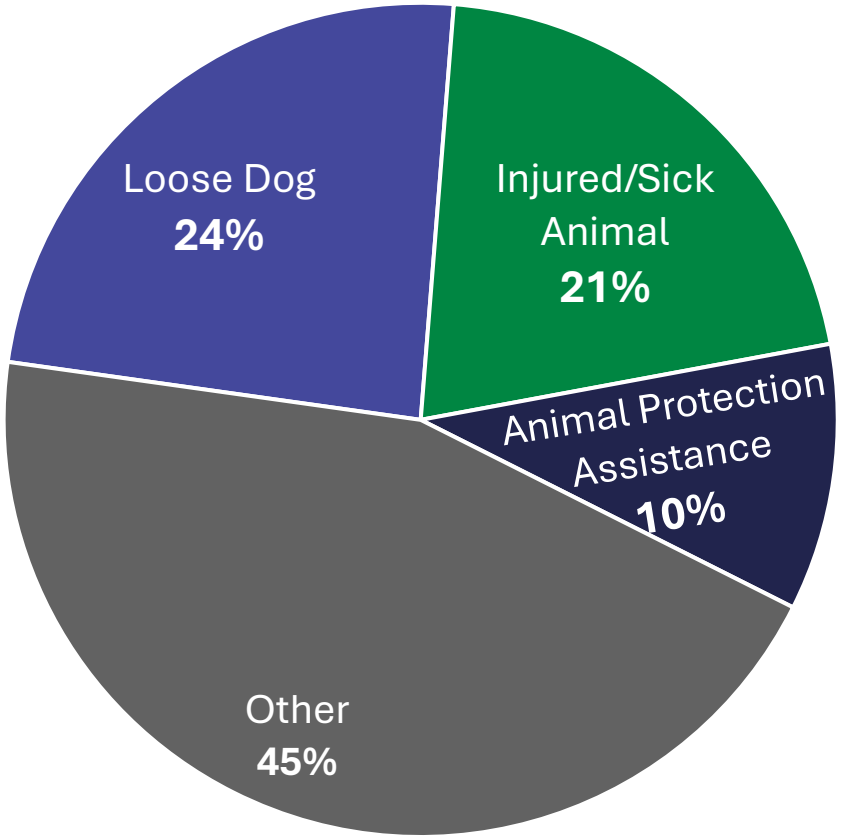
Austin 3-1-1 & Austin Animal Services – FY25

72,406 Total Interactions

- **Informational Calls**
  - 51% of interactions
  - 36,923 informational calls

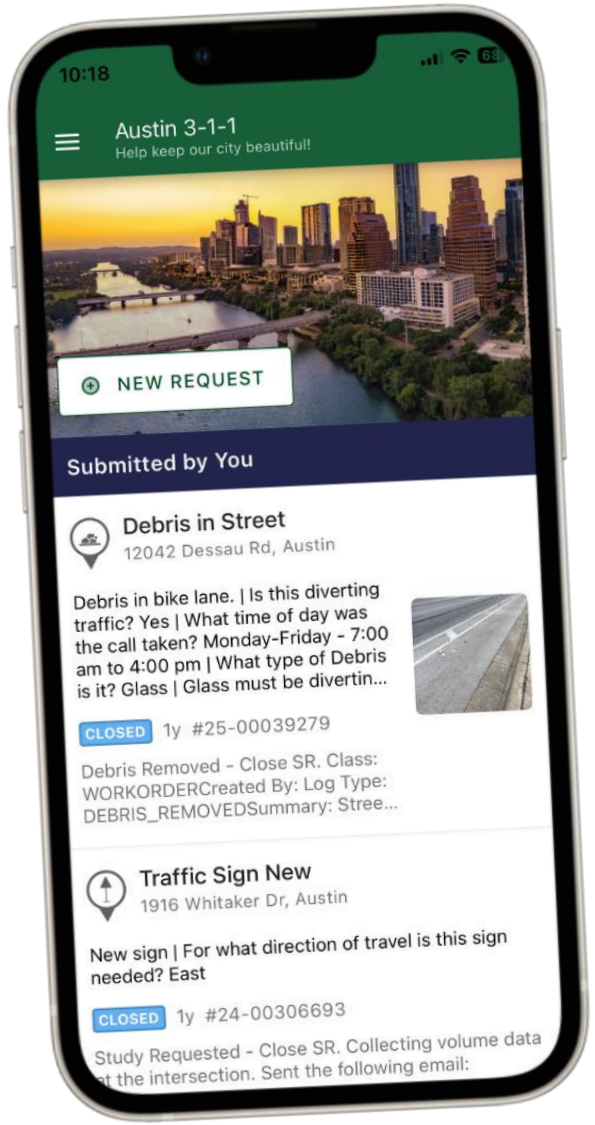
- **Service Requests**
  - 49% of interactions
  - 35,483 service requests submitted
  - Three categories make up 55% of all service requests for Animal Services

Austin Animal Services Service Requests



Austin 3-1-1

Austin 3-1-1



App Store

Google Play