

**Name:** 311 Enhancements

**Completed:** Fiscal Year 2023/2024

**Goal Alignment:**

DIGITAL - Expand access to city services to anyone, at any time, from anywhere (responsive, touchless, accessible, and mobile).

**Summary:** Sacramento City 311 is an important single-point resource for connecting with the City of Sacramento for citizen service requests. The city handles requests for building permits, stray animals, utility services, and much more. This is a 24x7 operation that handles approximately 1500 non-emergency service requests from Sacramento residents per day. Typically, 300 of these requests originate from the web or mobile app.

IT implemented many improvements and enhancements to help 311 agents and customers. Some of those enhancements are listed below:

- Self-service options such as "Scheduled Junk Pickup" and "Appliance & e-waste pick up" without any intervention from 311 agents.
- Recycle Day & Garbage Day information without speaking to a 311 agent.
- Homeless camp categories expansion and redesign for 311-Google Interactive Voice Response (IVR).
- Various enhancements and optimizations to improve 311 Google IVR experience for citizens.
- Various enhancements to improve the 311-agent console and web portal experience for citizens.
- Implementation of new critical infrastructure service types for DCR.
- 311 – Recycling and Solid Waste categories enhancements.
- Re-design of IVR analytics dashboard.

**Benefits:**

- Expansion of self-service options for constituents
- Reduced wait times for service requests
- Improved user and system experience
- Improved utilization of city resources and agents
- Capture key metrics more accurately via a new analytics dashboard