

TOPIC as described in survey results:

***Customer and constituent service, 311 system.***

**A. Scope**

1. **Narrow –**
  - 266-8989 evaluate efficiency and effectiveness
2. **Medium – Option 1:**
  - all incoming constituent/resident calls for **non**-fire/police reasons coming to departments – evaluate efficiency and effectiveness.
3. **Medium – Option 2:**
  - all incoming constituent/resident calls for **non**-fire/police reasons coming to departments – evaluate efficiency and effectiveness., **as well as** Council and Mayor’s Office.
4. **Broad:**
  - system replacement using a 311 system

**B. Cost Estimate of Study**

Unknown at this time. The broader the scope, the more the study will cost.

**C. Ability to Effect Change**

1. **Policy –**
  - High – This area is largely ungoverned by local codes and state statutes. Policies and performance expectations mostly embedded in the city’s budget. Improvements in services provided would be key metric.
2. **Budget – Variable**
  - Narrowly defined topic would at best lead to very minor cost savings, if any. (Note: DSI proposing cuts in this area for 2021 BY.)
  - Broadly, replacement of our current 266-8989 system with a 311 system will be \$1M+ for implementation and operating costs thereafter. (Minneapolis implementation cost more than \$1M+ a decade ago and annual operation cost is \$3M (28 FTE) per 2012 Star Tribune article)

**D. Study Approach**

- Process mapping, best practices reviews, interviews with key staff.
- Other possibilities: interviews with other key stakeholders and residents.
- If 311 system considered, examination of current options in market with pros and cons of various options outlined.

**E. Key Challenges**

- Limited budget at this time to implement changes, especially a 311 system.

**F. Next Steps**

- Clarify scope.
- Develop written scope of work with clear deliverables.