

Memorandum



CITY OF DALLAS

DATE April 12, 2024

TO Honorable Mayor and Members of the City Council

SUBJECT **311 Service Request Performance Report**

Data Analytics and Business Intelligence (DBI), in partnership with 311 Customer Service (311), has successfully automated the City Council district specific 311 Service Request Performance Reports. Historically, the generation of these reports involved manual processes that were both time consuming and labor intensive. However, with the implementation of DBI's automation solution, we have achieved improvements such as data integrity, faster reporting, and efficiencies by eliminating manual processes.

Beginning May 2024, the reports will be emailed monthly, presenting data for the previous reporting month. The automated reports will continue to include key information such as:

- Customized pages for each council member.
- Top service request types.
- Service Request Submission origin.
- Year-to-date performance metrics.

Please contact Dr. Brita Andercheck, Chief Data Officer or Daisy Fast, Director of 311 Customer Service if you have any questions.

A handwritten signature in blue ink that reads "Jack Ireland".

Jack Ireland
Chief Financial Officer

c: T.C. Broadnax, City Manager
Tammy Palomino, City Attorney
Mark Swann, City Auditor
Billierae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Deputy City Manager
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager
Dr. Robert Perez, Assistant City Manager
Genesis D. Gavino, Chief of Staff to the City Manager
Directors and Assistant Directors