

Memorandum



CITY OF DALLAS

DATE October 30, 2020

Honorable Members of the Government Performance & Financial Management
TO Committee: Jennifer S. Gates (Chair), Cara Mendelsohn (Vice Chair),
Carolyn King Arnold, Adam Bazaldua, Lee Kleinman, Omar Narvaez, Casey Thomas, II

SUBJECT **311 and Code Compliance System Concerns**

During the Government Performance & Financial Management (GPFM) Committee meeting on October 20, 2020, Council Members raised concerns about known, documented issues in the interface between IT systems used by Code Compliance and 311, specifically a problem in which recorded resident issues were improperly dropped, stopping tracking and resolution of the issues and resulting in reduced service to City residents.

This memorandum serves to clarify this documented IT system issue and inform the Committee that we substantially resolved the issue in December 2019 and made expanded enhancements in October 2020. Currently, the system is stable, and we are not experiencing additional instances of this problem.

Further details on key events:

- Following an upgrade to the 311 Salesforce system in October 2018, we began receiving reports of inconsistently dropped recorded issues between the 311-tracking system and the Code Compliance Posse system.
- To address the issue, in December 2019, Code Compliance went live with a new Salesforce based system which resolved the problem of recorded issues being dropped in and between the Code Compliance and 311 systems.
- In October 2020, we made additional enhancements to the Code Compliance Salesforce platform which expanded this functionality to special teams and added other improvements to the interface.

In providing this response, ITS confirmed with 311 and Code Compliance staff that the problem with dropped Service requests or tracking no longer exists following the upgrades and corrections to the corresponding systems. If you receive any constituent inquiries that indicate otherwise, please alert us and we will investigate and resolve.

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Thank you for sharing our commitment to providing excellent service to Dallas residents. Please let me know if you have further questions.



M. Elizabeth Reich
Chief Financial Officer

c: Honorable Mayor and Members of City Council
T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizar Tolbert, Chief of Staff to the City Manager

Jon Fortune, Assistant City Manager
Majed A. Al-Ghafry, Assistant City Manager
Joey Zapata, Assistant City Manager
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors