

Memorandum



CITY OF DALLAS

DATE October 5, 2018

TO Honorable Mayor and Members of the City Council

SUBJECT New Service Request Software Update

We're happy to announce that the City's new 311 Customer system is live and has been taking new service requests since Monday. This new and modern system has been available to the public for online web access since this past Monday, October 1, 2018. All incoming 311 service requests have been moving smoothly through the new system and successfully populating the City's service delivery department's work order systems that are connected to the system.

Along with the new 311 system is a new mobile application, "OurDallas", that has been successfully tested and is scheduled to be released to the public on Monday, October 8, 2018. 311 and CIS staff have been testing the app to make the mobile experience as intuitive for our citizens as possible. Until Monday, Dallas residents can visit our website, www.dallascityhall.com, and select "Request a Service" in the "311 Services" section. The website is optimized for mobile devices, tablets, and desktop computers. Additionally, dialing 311 (or 214-670-3111) is always available for those who still desire to talk with a customer representative.

The new 311 system is designed to work with any modern web browser, including Safari, Internet Explorer, Firefox, and Chrome. The website will also include information stating which versions are approved to work with the new system. Our 311 call takers are using Chrome, which we found is the most optimized browser for the system.

Residents that have difficulty accessing the web version of the software (or the mobile app after October 8, 2018) can email Dallas311@dallascityhall.com for assistance.

Should you have any questions or concerns, please contact Margaret Wright, Director of the 311 Customer Service Center or Hugh Miller, Chief Information Officer.



Nadia Chandler Hardy
Assistant City Manager and Chief Resilience Officer

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