



City of Dallas

311 Call Center Services Contract

**Quality of Life, Arts, and Culture
Committee
May 16, 2022**

**Janette Weedon, Director
311 Customer Service**

Presentation Overview



- Background
- Purpose
- Call Center Services Contract
- Next Steps



Background



- 311 Customer Service Center
 - Open 24/7/365
 - Handles over 1 million calls per year (311, Water Customer Service, Court Services, Animal Services, and Auto Pound)
 - Dispatch urgent calls for field services for six radios
- Service Request (SR) Intake
 - Phone
 - Web
 - Mobile App
 - In Person (relaunch 4th quarter of FY 2021-22)
 - City Hall *On-the-Go*
 - Request automatically routed to the responsible department



Background



- Who do we Support?
 - External/Internal SRs – 25 departments
 - Complaints/Compliments – All departments
- Estimated Response Time (ERT)
 - Time necessary to acknowledge and begin working on an SR
 - ERT determined by the responding department
- Service Level Agreement (SLA)
 - Time necessary to thoroughly investigate and/or resolve issues reported
 - SLAs determined by the responding department
- 311 conducts biennial and quinquennial review of SLAs and ERTs



Purpose



- Business Need
 - Address hiring challenges
 - Enhance quality of service
 - Improve performance measure results
- Organization and Community Impact
 - Provide meaningful employment opportunity
 - Develop partnerships and advance equity



Call Center Services Contract



- Partnership with Envision Dallas Interface*
 - 3-year contract for call center services
 - \$262,080 annually
 - 6 positions (3 bilingual)
 - Reallocation of existing resources
 - Discipline: Court Services
 - Successful track record of low turnover and high customer satisfaction
 - Multiple technologies used to provide services
 - Current call center contracts with the Center's for Disease Control (CDC), and the Better Business Bureau (BBB)



*Formerly Dallas Lighthouse for the Blind

Call Center Services Contract



- Partnership with Envision Dallas Interface
 - Seamless operation between City of Dallas and Envision Dallas Interface
 - No change to current phone number - Dallas Municipal Court Customer Service Call Center (214) 670-0109
 - 311 Court Services Representatives do not take payments over the phone



Call Center Services Contract



- Projected call volume for this contract
 - Monday – Friday from 8:00 am – 7:00 pm
 - Handle 70% of the call volume
 - 7,675 calls per month
- Performance measures included in the contract
 - SLA: 70% of calls handled in 90 seconds
 - Calls abandoned: 8%
 - Average speed of calls answered: 220 seconds
 - Percent of customers satisfied with call experience: 87%





Call Center Services Contract



- Envision Dallas Interface Employees
 - Eligible for Social Security Disability Insurance (SSDI) and Medicare
 - Maximum amount that can be earned in one month is \$2,260
 - Employees will lose their SSDI and Medicare coverage if exceeded
 - Envision Dallas Interface pays employees approximately \$13 - \$14/per hour
 - Employees receive additional income from SSDI





Call Center Services Contract



- Wage Floor Policy
 - City implemented a Wage Floor policy for general services contracts on November 10, 2015 by Resolution No. 15-2141
 - Requires general services contracts valued greater than \$50,000 to pay their employees the wage floor established by the City Council each year
 - The Office of Procurement Services reviews the wage floor annually, utilizing the Massachusetts Institute of Technology's Living Wage Index
 - The City implements the recommended wage floor each year in October, to align with the City's fiscal year
 - The FY 2021-22 wage floor is \$15.21 per hour





Call Center Services Contract



- Wage Floor Policy Exception
 - 311 Customer Service Center seeking an exception to the wage floor policy
 - The exception will be explicitly stated in the resolution authorizing the contract
 - Services performed by the blind or severely disabled persons are exempt from competitive bidding (per Section 252.002(a)(13) of the Texas Local Government Code)
 - May – June 2022 operations established by Administrative Action (AA) not to exceed \$50,000



Next Steps



- Receive feedback from Quality of Life, Arts, and Culture Committee
- Seek City Council approval of a 3-year contract with Envision Dallas Interface with the wage floor exception on June 8





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