

# COMMUNICATIONS AND PUBLIC AFFAIRS DEPARTMENT

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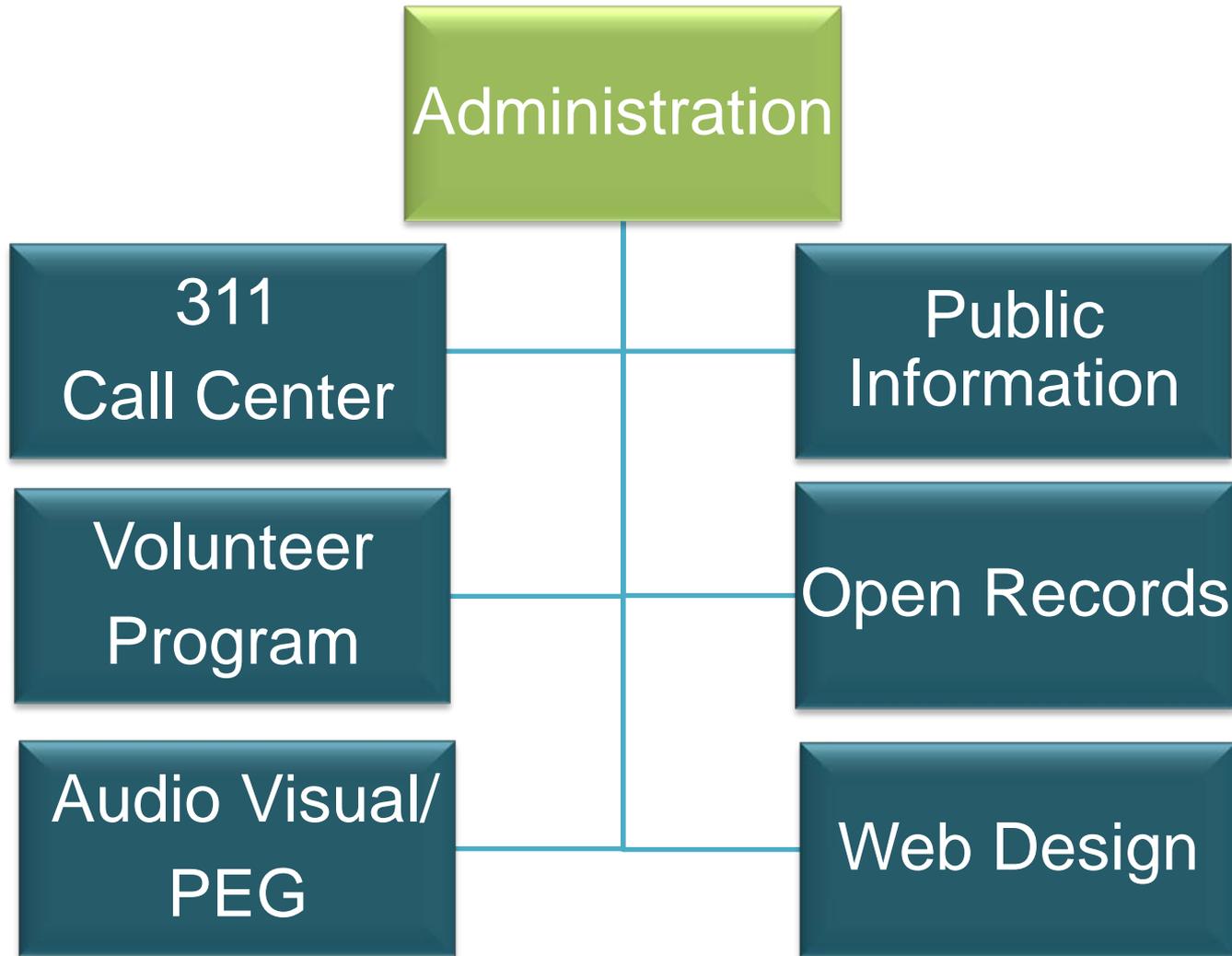
## FY 2015 PROPOSED ANNUAL OPERATING BUDGET

Presented by  
Di Galvan,  
Director

# FY 2015 PROPOSED BUDGET

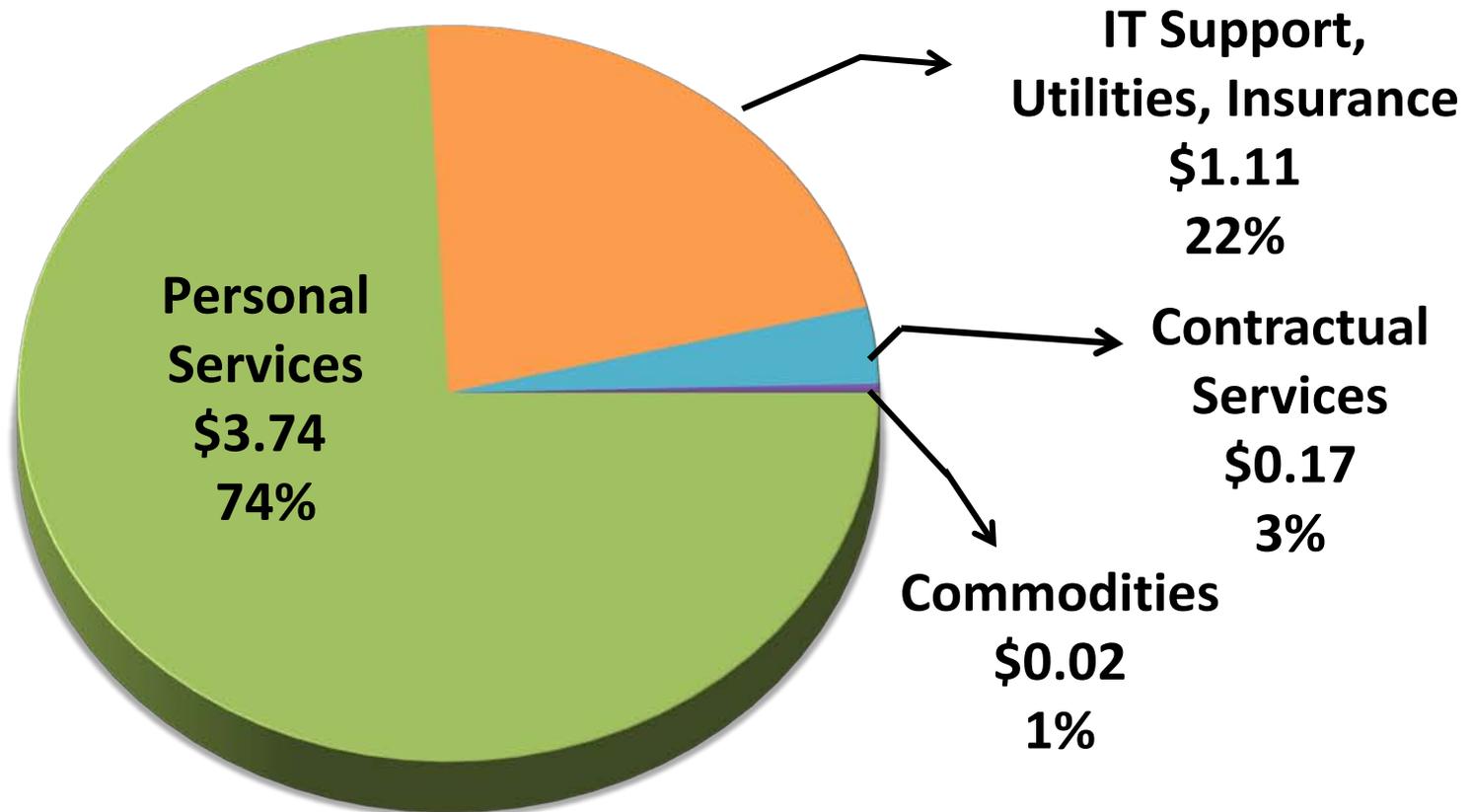
## Communications and Public Affairs

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# FY 2015 Proposed Budget

## \$5.04 Million



Fund	FY 2014	FY 2015	Change
General Fund	\$4.38	\$5.04	\$0.66
Positions	63	61	(2)

# 311 CALL CENTER

## How the intake process works

### TRAINING



### DEPARTMENT DELIVERY



QUALITY ASSURANCE

#### INTAKE

- Customer Service Reps
- City Council
- Web Portal
- Mobile App
- Email

SPECIALIST

CRM Reports

# 311 CALL CENTER CRM Sample Report

COUNCIL DISTRICT				
TOTAL SERVICE REQUESTS BY DEPARTMENT				
Department	WEEK OF AUGUST 8-14, 2014		MONTH OF JULY 1-31, 2014	
	Open	Closed	Open	Closed
Animal Care Services	28	117	42	613
Code Enforcement Services	367	245	361	2072
Development Services	1	0	5	0
Parks and Rec	33	15	24	170
Solid Waste Management	93	182	5	1281
Transp & Cap Improvmnts	67	138	85	689
<b>Total:</b>	<b>589</b>	<b>697</b>	<b>522</b>	<b>4826</b>

TOP 5 SERVICE REQUESTS OPENED FOR AUGUST 8-14		
COUNCIL DISTRICT .		
DEPARTMENT	SERVICE TYPES	TOTAL
DSD/Code Enforcement	Alley-Way Maintenance	87
DSD/Code Enforcement	Overgrown Yard/Trash	73
Solid Waste Management	No Pickup	50
DSD/Code Enforcement	Minimum Housing-Owner Occupied	26
DSD/Code Enforcement	Junk Vehicle On Private Property	25

# Weekly CRM Reports

## TOP 10 CLOSED SERVICE REQUESTS – (OCT 1 to AUG 27)

DEPARTMENT	SERVICE REQUEST	TOTAL
1. DSD/Code	Overgrown Yard/Trash	34,455
2. SWMD	Dead Animal-Cat/Dog/Other	29,853
3. SWMD	No Pickup	29,289
4. ACS	Aggressive Animals	18,194
5. DSD/Code	Bandit Signs	16,842
6. ACS	Stray Animal	12,700
7. SWMD	Damaged Cart	11,509
8. DSD/Code	Graffiti (Corridors)	9,689
9. DSD/Code	Junk Vehicle On Private Property	9,002
10. SWMD	1st Call Bagged Leaves	7,936

# 311 CALL CENTER Enhancements



311 BRAND

311 SPECIALISTS

QUALITY ASSURANCE

311 TVSA  
SHOW

OUTREACH

# 311 CALL CENTER Web Portal

CITY OF SAN ANTONIO

RESIDENTS
VISITORS
BUSINESS
YOUR GOVERNMENT
GET CONNECTED

GET CONNECTED  
[sa.Gov Home](#) > [Get Connected](#) > [311 ONLINE SERVICE REQUEST](#)

311 ONLINE SERVICE REQUEST

[VIEW LARGER MAP](#)

#### 311 Service Requests

Click to toggle the visibility of the various service requests

- All Service Requests
- Animal Care
- Brush/Overgrown yards
- Code Violations
- Garbage/Recycling

Legend

#### Frequently Asked Questions

[Answers to commonly asked questions regarding city services and programs.](#)

#### Top Service Request

*Most popular self-service requests, service information links, and online payments*  
**Don't see your issue listed? Please call 311 between 7:00am - 7:00pm for assistance; Saturday and Sunday from 8:00am - 5:00pm.**

<h5 style="margin: 0;">Top Online Self-Service Request</h5> <ul style="list-style-type: none"> <li> Vacant Lot: Overgrown/Trash, Code Violation</li> <li> Yard: Overgrown or Trash, Code Violation</li> <li> Pavement: Pothole Repair</li> <li> Junk Vehicle: Private Property, Code Violation</li> <li> Signal: Operations and Maintenance - Non Emergency</li> <li> Garage Sale: No Permit, Code Violation</li> <li> Brush, Out Of Cycle Code Violation</li> </ul>	<h5 style="margin: 0;">Top Service Links</h5> <ul style="list-style-type: none"> <li> Dead Animal Pickup</li> <li> Brush &amp; Bulky-Item Collection</li> <li> Non-Emergency Number, Police</li> <li> Immunizations</li> <li> Small Business Services</li> <li> Electric bill (CPS Energy)</li> <li> Property Tax</li> <li> Water/Sewer Bill (SAWS)</li> <li> Water/Sewer Bill (BexarMet)</li> <li> Passports</li> </ul>	<h5 style="margin: 0;">Top Online Payments</h5> <ul style="list-style-type: none"> <li> Misdemeanor Citation</li> <li> Parking Citation</li> <li> Traffic Citation/Tickets</li> </ul> <h5 style="margin: 0;">Featured</h5> <ul style="list-style-type: none"> <li> Pet Adoption</li> <li> Check the Status of my Request</li> <li> Immunizations</li> <li> Water: Wasting Water/Leaks</li> </ul>
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**Legend:** Service Request | Online Payment | Information | Form

#### Animals

*Pet Ownership, Problems with Animals, Rodents & Pests*

#### Business

*Certificates & Registrations, Licensing & Permitting, Complaints, Doing Business with the City*

#### Education & Employment

*Certificates & City Jobs, Schools, Library Resources, Internships & Volunteering*

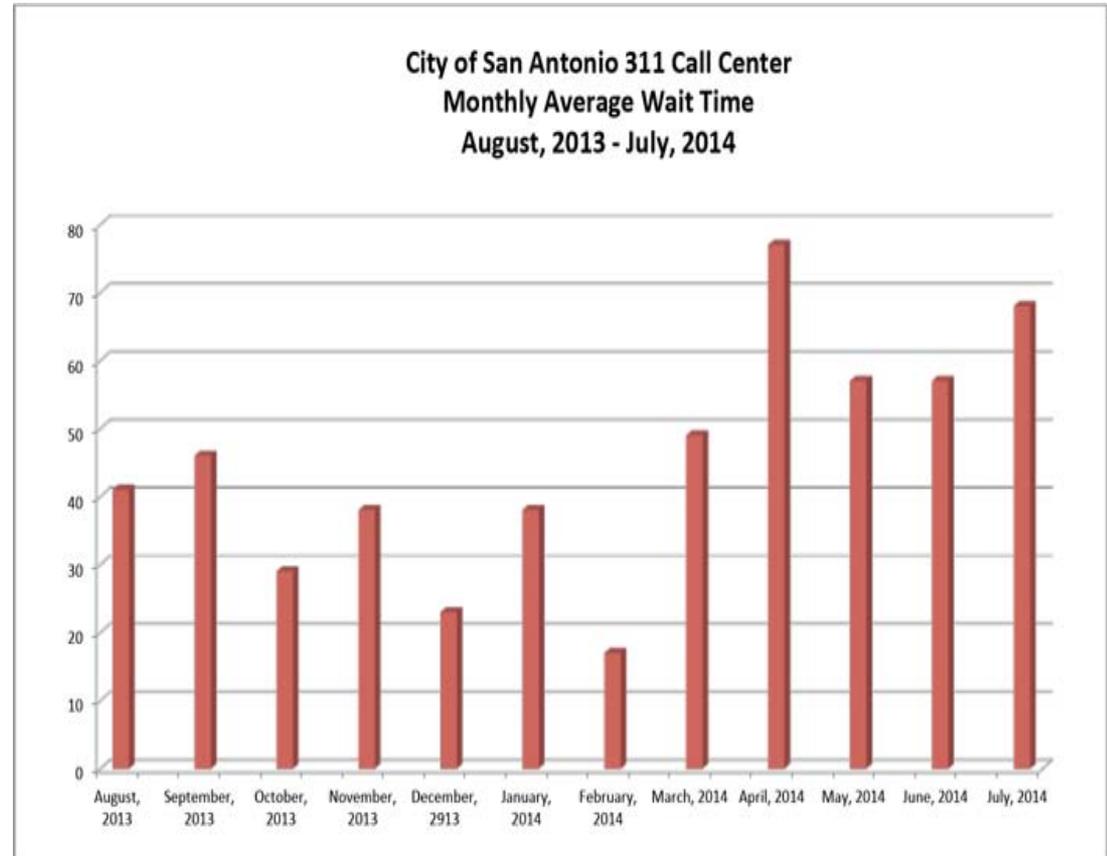
#### Elections, Government & Records

*Voting, Contact Elected Officials, Personal Records (e.g., Births & Deaths)*

# 311 CALL CENTER Enhancements



Mobile App

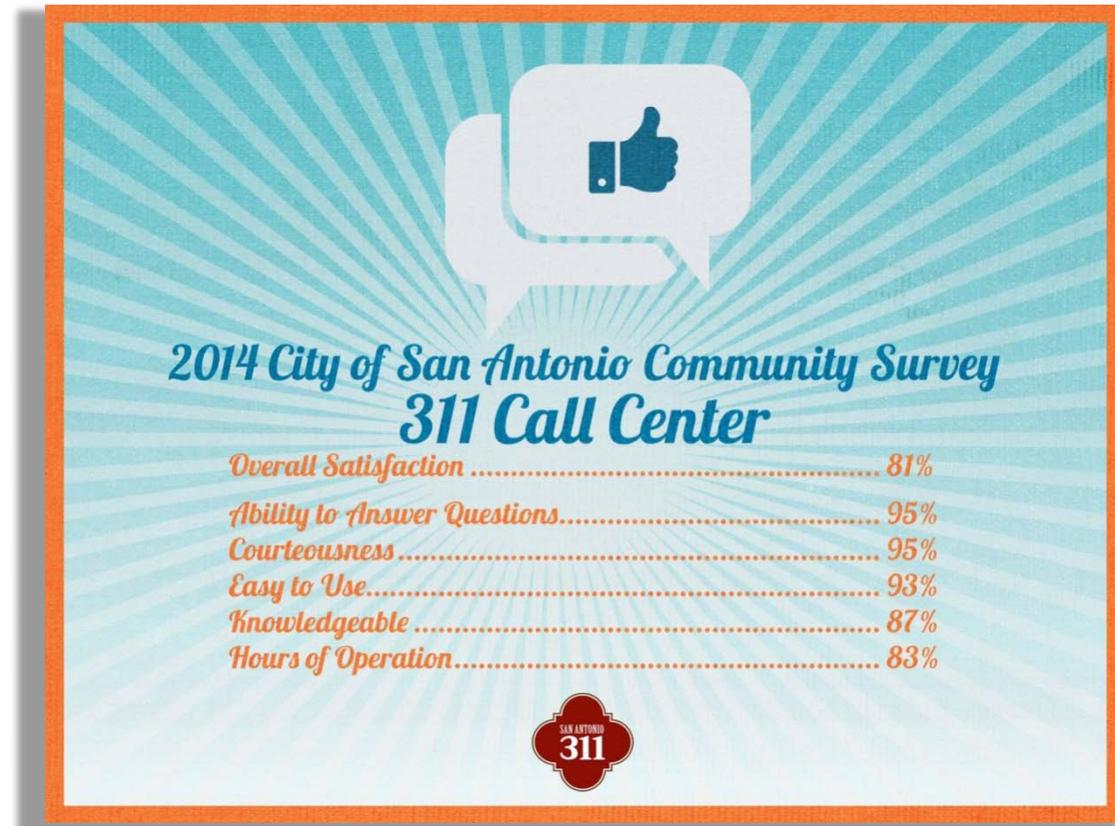


Performance Metrics

# 311 CALL CENTER

## Customer Service Focused

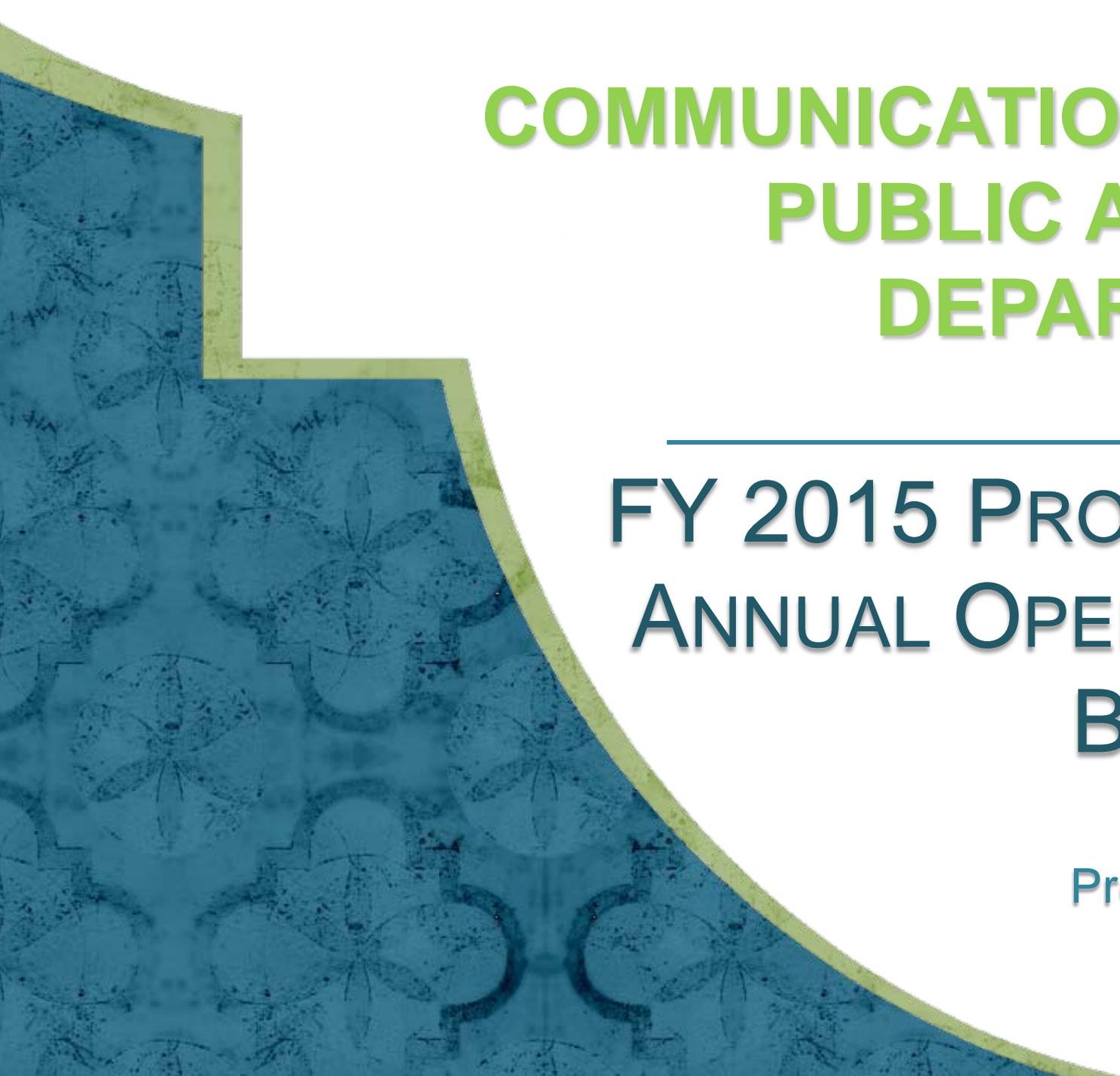
DESIGNATED  
**Citizen-Engaged  
Community**  
2013-2015



# SA Volunteers

Community & Employee  
Volunteers





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