



# City of Denton

City Hall  
215 E. McKinney Street  
Denton, Texas  
[www.cityofdenton.com](http://www.cityofdenton.com)

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## AGENDA INFORMATION SHEET

**DEPARTMENT:** Denton Municipal Electric

**CM/DCM/ACM:** Cassey Ogden

**DATE:** May 5, 2026

### **SUBJECT**

Receive a report and hold a discussion regarding the City's 311 Operation.

### **BACKGROUND**

Denton 311 provides a single point of contact for residents wanting to request city services and report non-police emergencies such as concerns for Community Improvement Services, Animal Services, Transportation, Public Works, Denton Municipal Electric (DME), Water, and Wastewater. Denton 311 operates as the "front door" to city government, utilizing an Omni-channel approach to intake service requests via phone, mobile app, and web portal.

- Denton 311 Staffing: Our team consists of 10 dedicated professionals: a Manager, an Application Analyst, and 8 Call Center Representatives. The department was successfully launched by transitioning 4 utility dispatch positions from Denton Municipal Electric and 6 vacancies from Customer Service.
- Technology: Denton 311 uses Verint to manage our web portal, mobile app, and internal staff workflows. The system automates service delivery by routing all requests directly to the responsible department for resolution.
- Denton 311 is located within the DME campus, Denton 311 shares a modernized control room with System Operations, ensuring close coordination with municipal utilities.
- Denton 311 currently supports 16 city departments and divisions, managing 105 unique request types across public and internal channels.
- Denton 311 handles approximately 4,500 calls monthly, a significant 67% increase over April 2025.
- Denton 311 process roughly 1,400 service requests per month. As of March 2026, 85% of these requests were closed within their designated Service Level Agreement (SLA), representing a 34% improvement in resolution efficiency compared to last year.

### **EXHIBITS**

1. Agenda Information Sheet

2. Denton 311 Presentation

Respectfully submitted:  
Jerry Looper  
Executive Manager of System Operations and Compliance

**Prepared by:**  
**Sheila Gray, 311 Operations Manager**

For information concerning this acquisition, contact: Jerry Looper, 940-349-7676.