



Denton 311

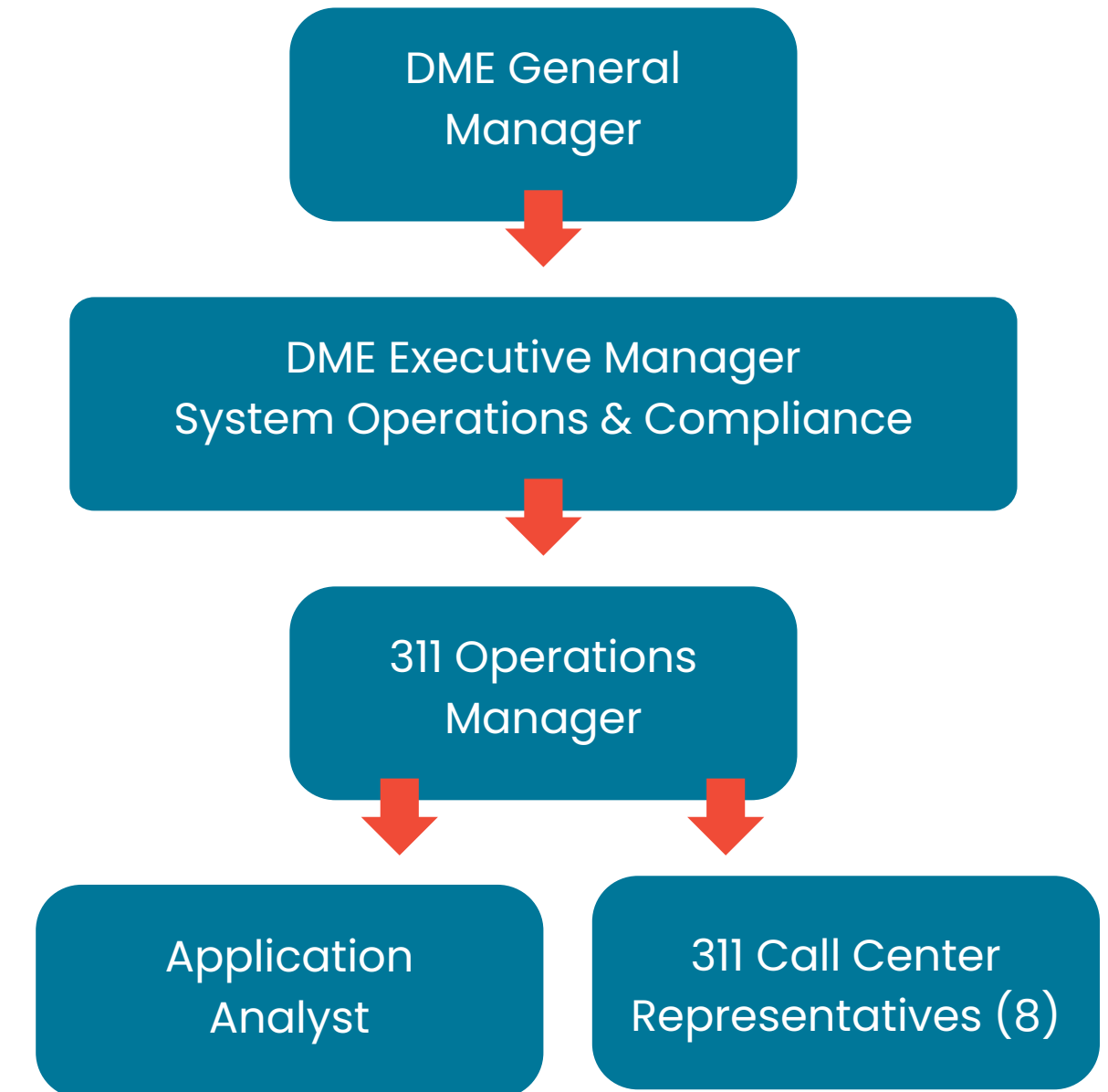
Sheila Gray
Denton 311
Operations Manager

Legistar #26-0590



What is Denton 311

- 10 FTEs
- \$1.6M Budget
- Located on the DME Campus
- Single Point of Contact for Non-Emergency City Services
- Enhances Quality of Life
- Increases City Efficiency
- Access to City services 24/7, 365



Denton 311: 2024 - Today



Denton Municipal Electric Begins Denton 311 Project
November 2023



Denton 311 live with Community Improvement Services (CIS) March 2024



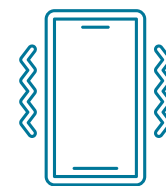
New Denton 311 Operations Manager
April 2024



#8200 City Switchboard Calls Moved to 311
August 2024



311 Onboarded 5 New Agents
May-September 2024



311 3-Digit Available
National 311 Day
March 11, 2025



New Departments & Phone Numbers Added to Denton 311
2024-2025



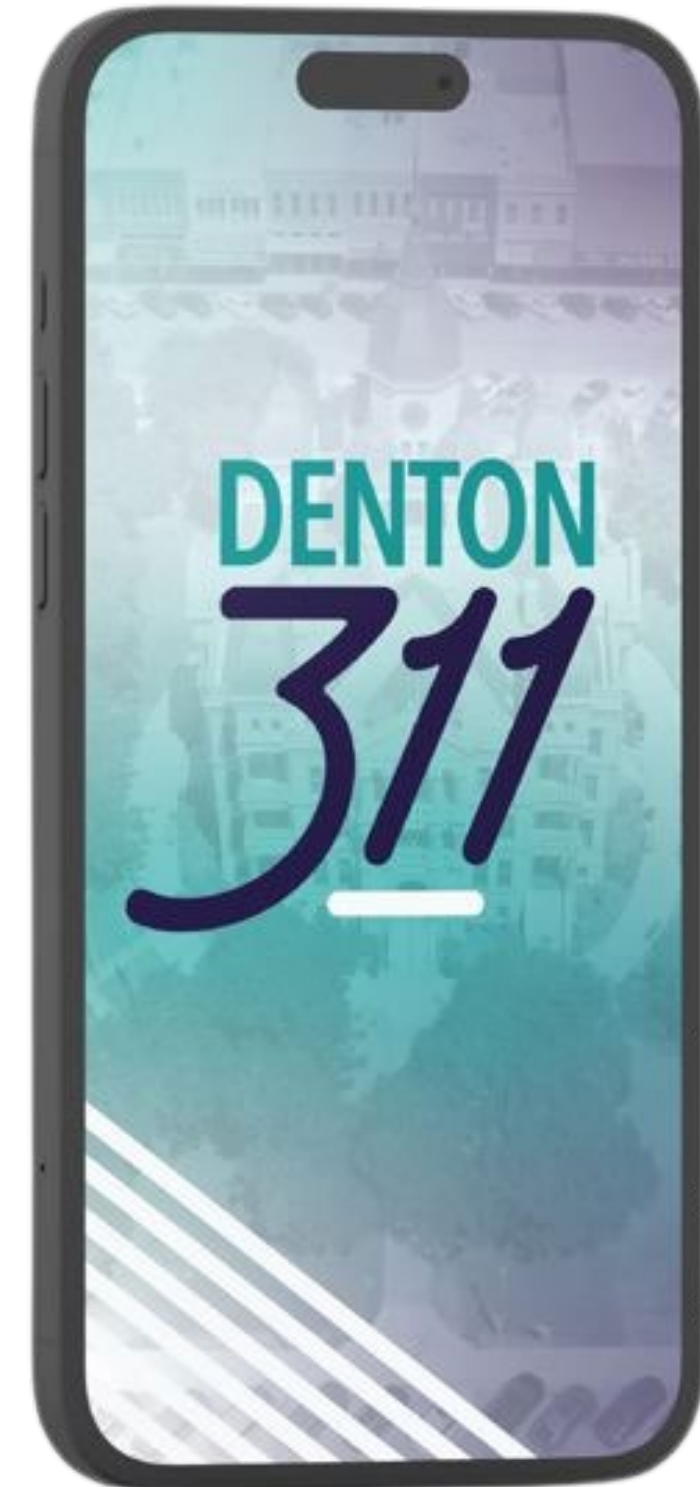
Social Media Campaign
Spring 2025



Denton 311 Official Go Live
April 2025

Service Partners

- Animal Services
- Community Services
- Parks & Recreation
- Transportation
- Drainage
- Airport
- Streets/Traffic
- Water/Wastewater
- Denton Municipal Electric
- Zoning
- Police
- Environmental Services
- Risk
- Public Health



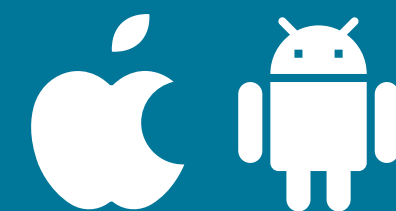
Reliable 24/7 Service

- Call Stats
 - Call Volume: 49,244
 - Answer Percentage: 96%
- Security Monitoring
 - 1-minute response time
 - 4+ intruders identified
- Requests Closed on Time
 - 51% April 2025
 - 85% March 2026

April 2025 - March 2026

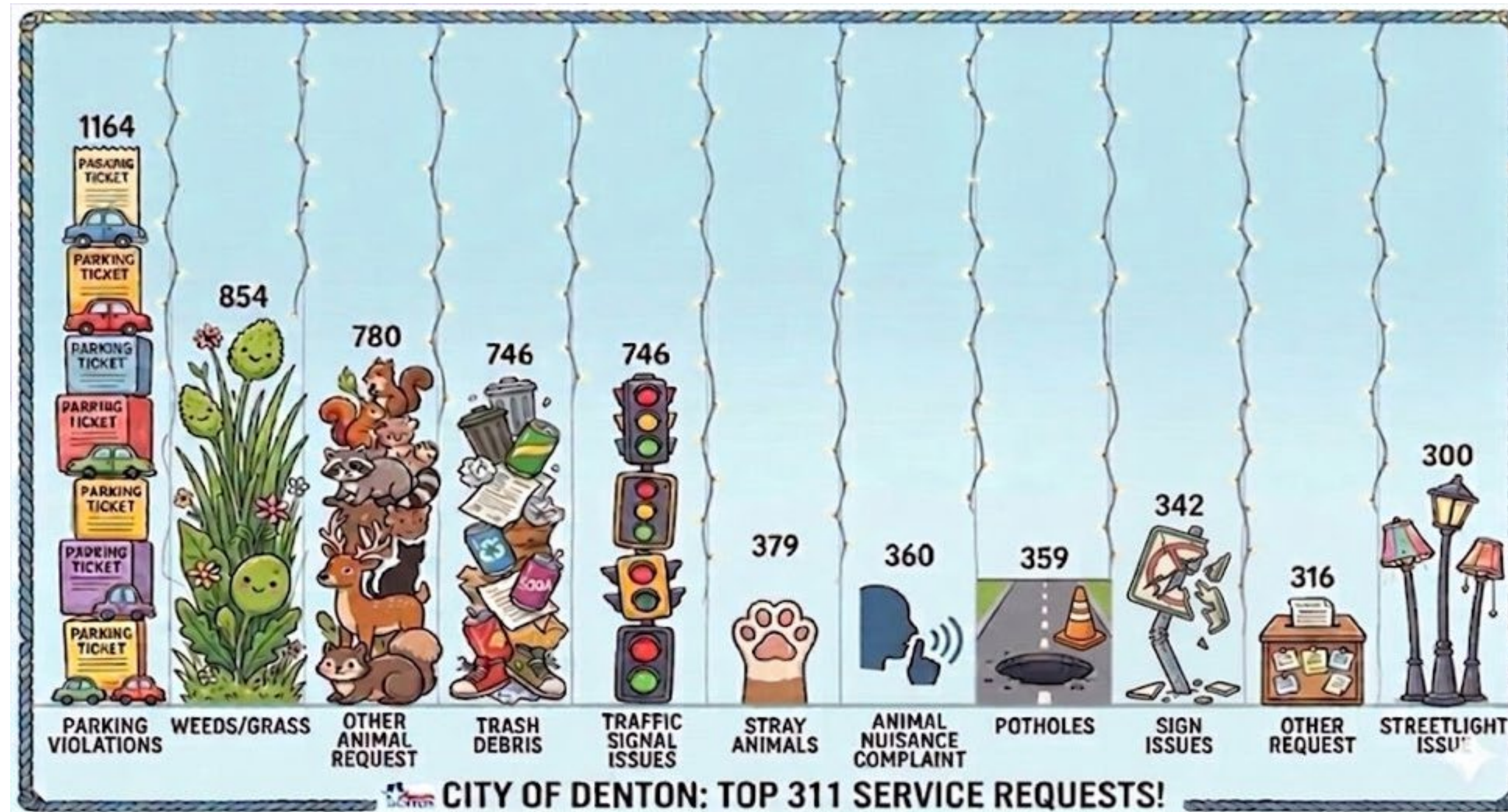
- Agent: 5,719
- Self Help: 9,617
- Info Only: 33,908

- Android: 1,635
- Apple: 3,775



Top 11 Request Types

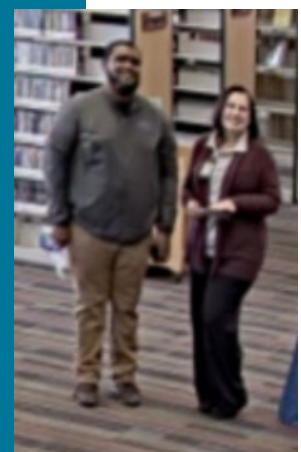
April 2025 - March 2026



Continuous Improvement

- Community Engagement
- Advertisement
- New Service Offerings
- Technology Improvements

DENTON
311



QUESTIONS?

