

## **RESOLUTION NO. 2007-081**

Adopted by the Sacramento City Council

February 6, 2007

### **DIRECTING STAFF TO BRING TO THE CITY COUNCIL FOR APPROVAL AN INITIAL SOFTWARE PURCHASE AND IMPLEMENTATION CONTRACT FUNDED FROM EXISTING RESOURCES AND INCLUDE THE FIRST YEAR OF IMPLEMENTATION OF A 311 PROGRAM IN THE DEVELOPMENT OF THE FY2007/08 BUDGET**

#### **BACKGROUND**

- A. In January 2005, the City Council adopted a Strategic Plan requesting staff pursue development of a citywide call center with 311 access.
- B. In September 2005, the City Council approved 311 Guiding Principles, to include 311 availability 24 hours per day, 365 days per year, a phased approach to implementation and continued coordination with Sacramento County 311 efforts.
- C. The implementation of Sacramento City 311 is an extraordinary opportunity for the City to improve the delivery of customer service citywide by offering residents, visitors and business an easy to remember, single point of contact for City services and information.
- D. The study of a variety of national 311 implementations have demonstrated improved efficiency in complaint resolution, budgeting, resource allocation, policy making and improved accountability across departments.
- E. Existing resources will be used for initial software implementation and first year program implementation funding will be developed in the FY2007/08 Budget.

#### **BASED ON THE FACTS SET FORTH IN THE BACKGROUND, THE CITY COUNCIL RESOLVES AS FOLLOWS:**

- Section 1. Staff are directed to move forward with an initial contract for additional software purchase and implementation services from existing FY2006/07 resources. Available resources are derived from carryover and CIP funds previously designated by the City Council for 311 implementation.
- Section 2. Staff are directed to include the first full year of implementation in the development of the FY2007/08 budget.

Adopted by the City of Sacramento City Council on February 6, 2007 by the following vote:

Ayes: Councilmembers, Cohn, Fong, Hammond, McCarty, Pannell, Sheedy, Tretheway, Waters, and Mayor Fargo.

Noes: None.

Abstain: None.

Absent: None.

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Mayor, Heather Fargo

Attest

  
Shirley Concolino, City Clerk