



Legislation Details (With Text)

File #: 22-5799 **Version:** 1 **Name:**

Type: Discussion Item **Status:** Agenda Ready

File created: 9/16/2022 **In control:** Commissioners Court

On agenda: 9/27/2022 **Final action:** 9/27/2022

Title: Request for discussion on the public launch of the Harris County 3-1-1 Customer Service Portal and upgraded Call Center and next steps to continue the implementation of the countywide 3-1-1 constituent relationship management (CRM) solution.

Sponsors:

Indexes:

Code sections:

Attachments:

Date	Ver.	Action By	Action	Result
9/27/2022	1	Commissioners Court		

Department: Universal Services

Department Head/Elected Official: MG Richard J. Noriega (Ret) - Executive Director

Regular or Supplemental RCA: Regular RCA

Type of Request: Discussion Item

Project ID (if applicable): N/A

Vendor/Entity Legal Name (if applicable): Precision Task Group, Inc.

MWDBE Contracted Goal (if applicable): N/A

MWDBE Current Participation (if applicable): N/A

Justification for 0% MWDBE Participation Goal: N/A - project was awarded prior to launch of County's M/WBE Program

Request Summary (Agenda Caption):

Request for discussion on the public launch of the Harris County 3-1-1 Customer Service Portal and upgraded Call Center and next steps to continue the implementation of the countywide 3-1-1 constituent relationship management (CRM) solution.

Background and Discussion:

In June 2021, Commissioners Court approved an agreement for the implementation of a countywide 3-1-1 Project for the creation of a “one-stop-shop” avenue for Harris County residents to request non-emergency services. The work during Phase 1 of this umbrella project has taken place under multiple contracts working in alignment and has included:

- the **documentation of existing, public-facing, non-emergency constituent services and the workflows that support** 20 initial departments: the Commissioner Court Offices, Community Services Department, County Engineer’s Office, the Domestic Relations Office, the Department of Economic

Equity and Opportunity, the Fire Marshal's Office, the Flood Control District, the Institute of Forensic Sciences, the Office of County Administration, the Office of Justice and Safety, the Pollution Control Services Department, the Pretrial Services Department, the Public Health Services Department, the Public Library Department, the Toll Road Authority, and the Universal Services Department

- the **build and implementation of a new consolidated online platform** by which requests are received from constituents, routed by 311 Call Center agents, and closed out by departments using the ServiceNow constituent relationship management (CRM) platform
 - **The Harris County 311 Online Portal can be found at:** www.harriscountytexas.gov/311 [<http://www.harriscountytexas.gov/311>](http://www.harriscountytexas.gov/311) and includes an online request capability for all Harris County services, as well as a templated department page, service catalogue, and knowledge articles supporting the initial 20 participating departments
- **Change management** as needed for the 20 initial departments to support the adoption of the ServiceNow platform
- **upgrades to Harris County's telephony system to allow residents to simply dial 3-1-1** on both landlines and cellphones to access the Harris County 311 Call Center for assistance
- the **upgrade of the 3-1-1 Call Center from basic hardphone technology to the Genesys cloud solution** to improve efficiency for call center agent workflows, increase data capabilities, enhanced security, and resilience for the call center, and provide better service to constituents
- **Creation and management of 311@harriscountytexas.gov <<mailto:311@harriscountytexas.gov>>** to receive constituent requests
- **Creation and management of:** Social Media to increase community awareness of 3-1-1

Phase 1 of the project entered Soft Launch on August 15, 2022. The online portal and upgraded call center are live and have been actively receiving, triaging, and fulfilling constituent requests since that time, with the project team's support in ongoing "bug fixes" for both portal and process to ensure readiness for public notice. Public announcement via presentation at Commissioners Court will take place September 27, 2022.

The 3-1-1 project team is currently drafting the scope of work for Phase 2, the primary focus of which will be the expansion of the Agent Workspace within the ServiceNow platform to allow department staff to not only receive and close out requests (complete in Phase 1), but to complete the work to fulfill them within that same CRM platform. Departments with existing, alternative CRMs will migrate to the ServiceNow platform when possible or integrate as necessary to streamline service fulfillment throughout participating departments. Phase 2 may also include the creation of a mobile app, additional translation services, and other potential subprojects. The scope of work and associated request for funding for Phase 2 are anticipated to return to Commissioners Court for consideration in late fall 2022.

Future phases will include the opportunity to expand the above capabilities to all additional Harris County departments. The scope of work and funding request for future phases will appear at Commissioners Court for consideration following the completion of Phase 2 (tentatively anticipated late 2023 or early 2024).

When complete, the 3-1-1 system will bring an unprecedented level of transparency and ease to the delivery of services to the constituents of Harris County.

Expected Impact:

There is no fiscal impact to this discussion item.

Alternative Options:

No action is being requested at this time.

Alignment with Goal(s):

- Justice and Safety
- Economic Opportunity
- Housing
- Public Health
- Transportation
- Flooding
- Environment
- Governance and Customer Service

Prior Court Action (if any):

Date	Agenda Item #	Action Taken
April 27, 2021	222	Approval of award to AT&T for telephony upgrade (1yr + 4 renewal options) for \$120,915
July 20, 2021	373	Approval of award to PTG for ServiceNow platform and change management for \$2,384,755
November 30, 2021	304	Approval of award to ConvergeOne for Genesys cloud solution for call center for \$1,366,932
April 5, 2022	240	Approval of change order with PTG for \$316,167.00 for additional work during the Understand Phase.
May 24, 2022	236	Approval of 1 st renewal for AT&T for \$85,000
August 23, 2022	429	Approval of change order with PTG for \$374,625.00 for additional work during the Co-Create Phase.

Location:

Address (if applicable): N/A

Precinct(s): Countywide

Fiscal and Personnel Summary			
Service Name			
	SFY 22	FY 23	Next 3 FYs
Incremental Expenditures (do NOT write values in thousands or millions)			
Labor Expenditures	\$	\$	\$
Non-Labor Expenditures	\$	\$	\$
Total Incremental Expenditures	\$	\$	\$
Funding Sources (do NOT write values in thousands or millions)			
Existing Budget			
Choose an item.	\$	\$	\$

Choose an item.	\$	\$	\$
Choose an item.	\$	\$	\$
Total Current Budget	\$	\$	\$
Additional Budget Requested			
Choose an item.	\$	\$	\$
Choose an item.	\$	\$	\$
Choose an item.	\$	\$	\$
Total Additional Budget Requested	\$	\$	\$
Total Funding Sources	\$	\$	\$
Personnel (Fill out section only if requesting new PCNs)			
Current Position Count for Service	-	-	-
Additional Positions Requested	-	-	-
Total Personnel	-	-	-

Anticipated Court Date: September 27, 2022

Anticipated Implementation Date (if different from Court date): N/A

Emergency/Disaster Recovery Note: Not an emergency, disaster, or COVID-19 related item

Contact(s) name, title, department:

Rina Fava, Director of Customer Support Services, HCUS
 Darron Brown, Enterprise Program Manager, HCUS
 Traci Buttram, Deputy Chief of Staff, OCA

Attachments (if applicable): N/A