

# Call Service

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# Summary

## **Summary**

Staff has reached out to different answering services to get pricing to have non-Bexar county staff answer phones for residents. Staff is seeking council feedback to continue with the process.

## **Options:**

1. Approve moving forward
2. Denial moving forward

# Answering service

- Staff has reached out to get different services.
- We are able to keep out current number.
- Live transfer of calls can be done to staff members.
- Reps do speak Spanish
- Rep will submit non-emergency calls to county, so resident is not on hold.
- Web portal to track calls

# Pros and Cons

## Pros

- Will have 24/7 365 answering phone service.
- More people to answer phone calls. This will reduce the amount of time a resident have to be on hold.
- Will have a web portal to track calls.
- Will make the non-emergency call to Bexar county.

## Cons

- Training will be needed for call center staff. Learning curve is expected.
- Call center reps may work from home and residents may hear background noise.
- Different people may answer the phone every call.
- Non-emergency calls will still be entered into by Bexar county and prioritization will not change.

# Fiscal impact

- The fiscal impact of this service will vary based on the plan we select.
- Staff believes that a 24/7 365 type of service can be achieved between \$25,000-\$30,000.
- Fiscal impact will depend on how many minutes are logged by residents.

# S.E.E. Statement

## Social Equity:

- Promote a superior quality of life by responding to citizens in a fair and prompt manner.

## Economic Development:

- N/A

## Environmental Stewardship:

- N/A

# Strategic Goals

Goal      Openness,      Transparency,      and  
Accountability

To continue to maintain strong relationships with partners so that collaboration is maximized, and resources are utilized wisely

# Recommendation

- At council discretion