

MAYOR AND COUNCIL COMMUNICATION

DATE: March 6, 2023

TO: Mayor and Council

FROM: Roque Salinas, Director of Economic Development

THROUGH: Dr. Crystal Caldera, City Manager

SUBJECT: Presentation, Discussion and Possible Action to enter into an agreement with a call center company to provide 24/7 call operations services. Director of Economic Development- Roque Salinas

PURPOSE

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.

FISCAL IMPACT

Staff believes that 24/7 365 type of service can be achieved between \$25,000-\$30,000.

SEE LEON VALLEY

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

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

RECOMMENDATION

City Council Discretion.

ATTEST :

SAUNDRA PASSAILAIGUE, TRMC
City Secretary