



City of Cleveland

Office of the Mayor
Cleveland City Hall
601 Lakeside Avenue, Room 202
Cleveland, Ohio 44114, USA
216/664-3990 • Fax 216/420-8766
www.clevelandohio.gov

311 Modernization: Resident Engagement Platform

The City of Cleveland has issued an RFP for a 311 “Resident Engagement Platform” to manage citizen requests for non-emergency services and facilitate better engagement between the City of Cleveland and its residents. The 311 service commonly involves requests for basic information about municipal services, pothole reports, building violations, and tree-trimming requests, among others. To better provide these essential City services, the platform will provide for internal case management and external customer relationship management. The goal of the RFP is to secure a new platform that can:

- Expand access to 311 with the launch of new channels to submit and track requests;
- Collect resident contact information, complaints and inquiries;
- Allow residents to check the status of requests by tracking number or calling 311;
- Enable 311 call takers to better respond to requests via a knowledge portal;
- Enable reporting to improve case management and customer relationship management.

Ultimately, the citizen request management software will include both online portals and mobile applications to place these requests. The software will capture location-enabled requests from the public (via phone, internet, etc.), manage the response to each request, solicit feedback from the public after addressing a request, and monitor the resolution of non-emergency requests. This proposed ordinance will fund the construction of this digital platform.

Legislative Funding Request: \$4,000,000