

ORDER APPOINTING COMMITTEE FOR
COUNTY 311 SYSTEM & CONSTITUENT SERVICES

THE STATE OF TEXAS §
 §
COUNTY OF FORT BEND §

WHEREAS, Fort Bend County is rapidly growing and is estimated to have over a million residents by 2028;

WHEREAS, currently the majority of Fort Bend County residents reside in the unincorporated portions of the County that are not serviced by municipalities, but rather the Offices of Departments of the County;

WHEREAS, the Commissioners Court of Fort Bend County, finds that the implementation of a County 311 System could provide a centralized hub for Fort Bend residents to make service requests, seek information about county services and report non-emergency issues;

WHEREAS, the Commissioners Court of Fort Bend County also finds that centralization streamlines communication, ensuring that all citizen requests are efficiently recorded and directed to the appropriate departments; and

WHEREAS, the Commissioners Court of Fort Bend County, Texas has determined that the appointment of a committee to study the implementation of a County 311 System is in the best interest of the County and would serve a public purpose.

IT IS THEREFORE ORDERED, ADJUDGED AND DECREED by the Commissioners' Court:

1. A committee of six (6) individuals that are county representatives shall be convened, as appointed by the Precinct 1 Commissioner (one appointee), the Precinct 4 Commissioner (one appointee), the County Purchaser (one appointee), the County Auditor (one appointee), County Budget Director (one appointee), and the County Information Technology Director (one appointee).
2. The committee may create subcommittees with representatives from other County Departments as sub-committee members upon request of the committee.
3. The committee is advisory in nature without control or supervision over public business or policy.
4. The purpose of the committee is to investigate, research, and make recommendations to the County regarding but not limited to the implementation of a County-wide 311 System, evaluation of constituent service software for Commissioner Court Departments, and Oversight of Department Resident Interactive Systems (eg. See, Click, Fix), in order to make recommendations to Commissioner's Court to better improve the County's ability to respond to resident concerns.
5. The committee's investigation, research, and recommendations shall include but not be limited to the following:
 - a. Development of a County-Wide 311 System

- b. Consultation with the County Attorney's Office concerning any legal requirements for creating a 311 -- Non-Emergency Governmental Service
 - c. Evaluation of Constituent Service Software and Programs for Commissioner's Court Departments
 - d. Oversight of the development of the County Unified Permitting System
 - e. Assessment of current resident-facing programs being utilized by departments including but not limited to: Road & Bridge Department, Fort Bend Drainage District, Health & Human Services, Fire Marshall's Office, and Engineering Department.
6. The Committee shall regularly meet to discuss findings and provide a written report of the information and evidence gathered and possible recommendations to the County to the Court within (2) Two Years after the date of the Committee's creation, with periodic updates on the request of the Court.

APPROVED BY COMMISSIONERS COURT this 9th day of April 2024

KP George, County Judge

Attest:

Laura Richard, County Clerk