



NATIONAL 311 DAY

MARCH 11, 2024

WHEREAS, the 311 Call Center provides citizens with a single point of contact for all non-emergency services that can be reported in person, electronically or by any other means of communication; and

WHEREAS, since the creation of the 911 emergency system, non-emergency calls have slowed operators' response times to true emergencies; and

WHEREAS, in 1996, Baltimore, Maryland adopted the first 311 system as a way to ease pressure on the overburdened 911 system. The new system freed up emergency phone lines and shortened wait times for emergency calls, helping 911 dispatchers get emergency services to folks that need them more quickly, ultimately saving lives; and

WHEREAS, the 311 system also invited the citizens to be the eyes and ears of the city while more closely connecting the public sector to its citizens; and

WHEREAS, the City of Schertz has three 311 Customer Relations Representatives who have a combined total of 23 years experience.

NOW, THEREFORE, I, Ralph Gutierrez, Mayor of the City of Schertz, Texas
do hereby proclaim,

March 11, 2024, as NATIONAL 311 DAY

I encourage all residents of the City of Schertz to recognize and honor the commitment, dedication, and hard work our 311 Staff provides the citizens of our great city.

IN TESTIMONY WHEREOF, I have signed my name officially and caused the Seal of the City of Schertz to be affixed on this the 19th of March 2024.

Ralph Gutierrez, Mayor