

Connected 311 Improves Resident Service

The Opportunity

Serving nearly half a million residents along Florida's Gulf Coast, including a large retirement population and seasonal influx of "snowbird" residents, Sarasota County manages a high volume of service requests across dozens of departments.

The County's 311 team handled tens of thousands of requests per quarter across phone, email, and digital channels, with demand surging significantly during hurricanes and other large-scale events.

County leadership needed a centralized solution to reduce repeat calls, improve cross-department coordination, and give residents clear, real-time visibility into request status.

The Results

"We preach the **Request311** gospel all over the county. As soon as someone joins or wants to learn what we do, we give them access right away." Nick Climan, Business Communications Professional, Sarasota County, Florida.

Since implementing **Request311** and expanding its connected ecosystem, Sarasota County has improved both resident experience and internal operations.

The 311 team now **supports 26 departments and manages tens of thousands of requests each quarter**, maintaining high service levels even during extreme demand events like hurricanes.

By automating workflows and centralizing request

The Solution

Sarasota County partnered with Catalis to modernize its 311 operations with **Request311**, integrating seamlessly with key systems including Cartegraph, Maximo, and Accela.

Request311 now serves as a centralized hub, automatically routing requests to the appropriate departments and providing status updates throughout the request lifecycle.

The County also strengthened its knowledge base strategy, enabling departments to maintain accurate, shared information that improves both staff efficiency and resident self-service.

management, the County has:

- Reduced repeat calls and manual follow-ups
- Improved cross-department coordination and response consistency
- Increased resident visibility into request status, reducing the need for status inquiries

The result is a more efficient operation with fewer manual touchpoints—and a better, more transparent experience for residents.

Combined with AI-driven resident-first options, Sarasota County now delivers a modern, scalable 311 experience that improves access for residents while supporting long-term operational efficiency.



"Transparency is everything for us. When residents can see progress on their request without having to call back, it builds trust and makes our entire operation more efficient."

Kelly Vandine

311 Training Coordinator & QA Specialist Sarasota County, FL