



DEXTER L. McCOY
COMMISSIONER

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FOR IMMEDIATE RELEASE

Tuesday, April 9, 2024

Fort Bend County to establish county-wide 311 service for constituent services
Committee targets 2026 fiscal year for deployment of a county-wide service request system

FORT BEND COUNTY, TX – Fort Bend commissioners court voted to create a committee that will provide recommendations on implementing a 311 program to handle non-emergency resident support requests across the entire county. The item, proposed by Precinct 4 Commissioner Dexter L. McCoy, passed unanimously in the April 9 regular session.

As the county continues to grow, so does the number of constituent calls for services. As more residents than ever before are living in unincorporated parts of the county and served by many different governmental entities, the court recognized the need for a central support center.

Commissioner McCoy and Precinct 1 Commissioner Vincent Morales took the lead in investigating possible solutions to improve resident interactions and turnaround across various departments and governmental bodies within the county. They formed the committee to ensure residents receive high-quality, responsive services.

“By using a holistic interface system like 311, residents will no longer have to mount an endless search to find who is responsible for fixing their pothole or inquiring about trash pickup. This service will help bring a central support in the county for managing our residents’ requests and helping them find resolution to their needs,” Commissioner McCoy said.

311 services have been used by cities and counties across the country for people to make complaints, find out information about services, and request assistance with non-emergency needs. The committee, which will be comprised of Commissioners Morales, Commissioner McCoy, and other county department heads, will explore the technology and human capital assets that will be needed to start the program.

The committee will begin their work in April and present a plan to commissioners next Spring.

Fort Bend County is home to over 900,000 people and is one of the fastest growing counties and most ethnically diverse counties in the United States. Commissioner McCoy took office in 2023 to serve Fort



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Bend Precinct 4's nearly 250,000 residents. For more information on what's happening in Precinct 4 visit our website (FBCTX.gov/Precinct4) or follow our socials @FBCprecinct4.

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