



311 Cincy Audit – Findings, Recommendations, and Responses (April 2026)

#	Finding	Recommendation	Response
1	Outdated, fragmented CSR system; poor integration	Address technology gaps (CAGIS or alternatives)	Partial Agree
2	No consistent citywide service standards	Create administrative regulation for service delivery	Agree
3	Unclear and inconsistent escalation process	Streamline escalation; improve coordination with departments	Partial Agree
4	Supervisors lack sufficient 311-specific training	Provide additional training and operational support	Agree
5	Workstation capacity constraints (311/911 overlap)	Ensure adequate workspace and staffing flexibility	Partial Agree
6	Outdated standard operating procedures	Update SOPs to reflect current operations	Agree
7	Weak continuity of operations planning	Update plan to co-locate 311 and 911 during disruptions	Agree
8	Backup site technical/data limitations	Evaluate and upgrade backup infrastructure	Partial Agree
9	Errors in performance data reporting	Strengthen management review of data quality	Agree
10	No long-term strategic plan	Develop long-term operational and workforce strategy	Partial Agree