

## City of Austin Austin 3-1-1

**Population:**

993,588 (No. 13)

**Govt Employees:**

13,500

**Address:**

N/A

**Phone:**

(512) 974-2000

**Email:****Capabilities Statement:**

[Link](#)

**Cage Code:**

644Y5

**UEI Number:**

CRZ1A1JTLQB6

**DUNS#**

12-474-2474

**Site:**

<https://www.austintexas.gov/department/311>

**Mission:**

Our goal is to make everyday life easier for all residents of Austin.

**3-1-1 Mission**

As ambassadors for the City of Austin, we provide uncomplicated access to city services and information, while leveraging available data to identify improvements for all city departments.

**Contacts and Stakeholders Information:**

Jane K. Johnson - Director

**Actsoft Workforce Manager for Gov:**

- DHS signed the Authority to Operate (ATO) on Sept 12, 2024
- FPS completed their internal ATO in June 2025
- WFM for Gov passed three (3) Third Party Assessor Organizations (3PAO) Audits, the Initial Audit and two Annual Audits
- WFM for Gov is GovRAMP Authorized