

City of San Antonio

311 Customer Service



Population:
1,526,656(No. 7)

Govt Employees:
13,000

Address:
N/A

Phone:
(210) 207-6000

Email:

Capabilities Statement:
[Link](#)

Cage Code:
644Y5

UEI Number:
CRZ1A1JTLQB6

DUNS#
12-474-2474



Site:

<https://www.sa.gov/Directory/Departments/311>

Mission:

311 Customer Service connects you with customer service representatives that are ready to assist with service requests including:

- potholes
- stray animals
- downed street signs
- traffic signal malfunctions
- trash and bulky/brush curbside collection
- city programs and information
- non-emergency calls
- and many other City requests

Contacts and Stakeholders Information:

Paula X. Stallcup - Director, 311 Customer Service

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