

What IS 311?

- A toll-free number to local government non-emergency services
- A computer system that queues and routes telephone calls
- An information management system that tracks requests for service and manages information need to answer questions

Impact of a 311 Call Center on Community

- Research and interviews show that 311 services are popular with community members
- Virtually ALL of the approximately 80 (to date) 311 implementations across the country have demonstrated improved customer service between government and the community served, and have become a source of pride for the jurisdiction

Benefits of a 311 Call Center

- One easy-to-remember number
- Seamless access to government service and information
- Opportunity for extended service hours/days
- Language translation available immediately
- Lessens demand on the 9-1-1 system

311 Assessment and Plan Contract before Council today

- Phase 1 of a proposed 3-phase project providing:
 - Comprehensive assessment of the City's existing organization and infrastructure
 - Recommendations about the City's readiness, capabilities, and capacity to implement 311
- An Executive Steering Committee of Bureau representatives will work with consultants throughout the project