



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL **DATE: OCTOBER 9, 2018**
FROM: PUBLIC UTILITIES DEPARTMENT **WARDS: ALL**
SUBJECT: 311 CALL CENTER OVERVIEW

ISSUE:

Receive the 311 Call Center Overview presentation.

RECOMMENDATION:

That the City Council Receive the 311 Call Center Overview presentation.

BACKGROUND:

The 311 Call Center began in 2004 with three (3) representatives and approximately 7,400 calls in the first year. The purpose of the 311 Call Center is to decrease the call volume to 911 dispatch for non-emergency calls, provide residents with one point of contact for City services, and support City accountability.

Presently, the 311 Call Center has eleven (11) representatives and receives an average of 200,000 calls per year, in addition to over 20,000 contacts via e-mail, online, and mobile devices per year. Each representative handles approximately 100 plus contacts a day.

DISCUSSION:

Residents can contact the 311 Call Center for various non-emergency concerns including, but not limited to, graffiti removal, trash collection, and street light outages.

The 311 Service Process is a cycle that can be broken down into 4 main steps:

1. Resident contacts the 311 Call Center;
2. Call Center staff responds to concern or opens a Service Request;
3. Department fulfills the Service Request and closes it; and
4. Service Request becomes part of the system for data collection and reporting.

The 311 Call Center is currently operating Monday through Friday from 7am to 6pm and on Saturday from 8am to 1pm. After hours' calls are taken by a live answering service or from the voice mail system and processed during normal business hours.

FISCAL IMPACT:

There is no fiscal impact associated with this report.

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Attachment: Presentation