

311 CALL CENTER OVERVIEW

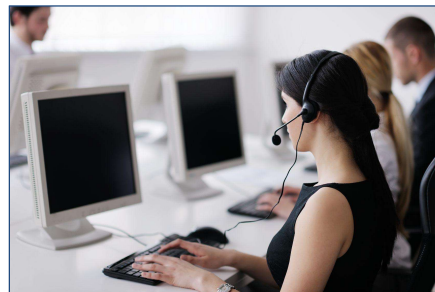
Riverside Public Utilities

City Council
October 9, 2018

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BACKGROUND

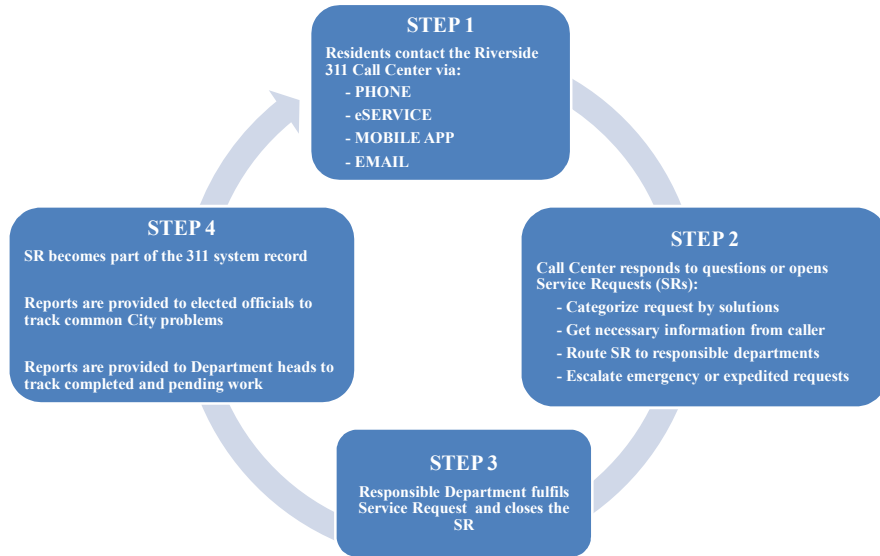
1. 311 began in 2004
 - A. 3 Representatives
 - B. 7,400 Calls in year 1
2. 311 in 2018
 - A. 11 Representatives
 - B. Average of 200,000 calls per year
 - C. Average of 20,000 contacts via e-mail, online, and mobile per year



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311 SERVICE PROCESS

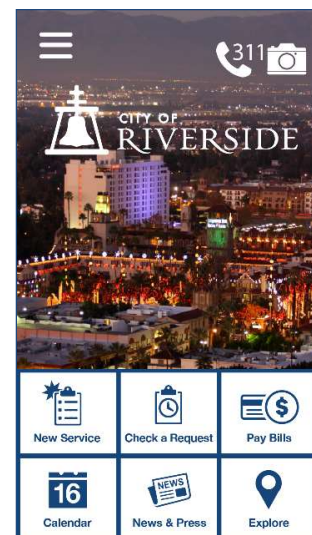


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HOW TO REACH 311

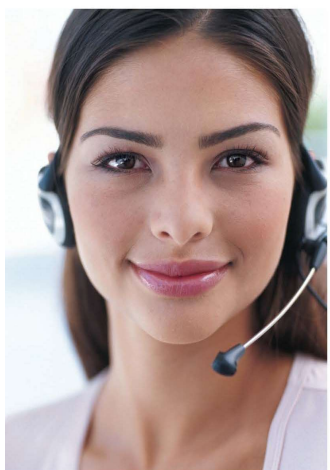
1. Phone
2. Email
3. Mobile application
4. City website



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311 NON-EMERGENCY SERVICES



1. Graffiti, Illegal Dumping, Potholes
2. Trash Collection / Damaged Cans
3. Street Sweeping information
4. Street Light Out
5. Abandoned Vehicles
6. Traffic Signs/Signal Malfunctions
7. Municipal Code Violations
8. City Tree and Park Maintenance
9. RPD Non-Emergency Requests
10. Informational – City, County, State



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REPORTS

1. Active Reports
2. Aging Reports
3. Heat Maps

City - Wide		311 FOR CITY SERVICES		
Category	Types of Calls	Ward 7	CityWide	%
Animal	Animal, Loose or Stray Pet	6	28	21.43%
Animal	Animal, Dead, Pick-up	6	39	15.38%
Code	Code, Debris, Junk, Private Property	17	97	17.53%
Code	Code, Property Maintenance, Landscape or Weeds	7	94	7.45%
Code	Code, Vehicle, Parked on Lawn	6	56	10.71%
Code	Code, Vehicle, Inoperable	5	11	45.45%
Dumping	Dumping, Public Bight of Way	28	150	18.67%
Dumping	Dumping, Shopping Cart	23	102	22.55%
Graffiti	Graffiti, Removal Request	167	811	20.59%
Graffiti	Graffiti, Daily Proactive Clean-Up	16	78	20.51%
Homeless	City, Homeless Encampment	14	168	8.33%
Homeless	RPD, Homeless, Loitering	9	88	10.23%
Homeless	Code, Debris, Homeless	8	115	6.96%
Parking	Parking, Illegally Parked Vehicle	18	140	12.86%
Parking	Parking, Abandoned Vehicle	10	94	10.64%
RPD	RPD, Traffic Violation	5	51	9.80%
RPD	RPD, Street Light Out	41	230	17.83%
Street	Street, Pothole, Asphalt Street	15	149	10.07%
Street	Street, Debris in Street	5	27	18.52%
Traffic	Traffic, Signal Out or Malfunction	9	41	21.95%
Trash	Trash, Burretec Service Req	103	337	30.56%
Trash	Trash, Bulk Pick-up	30	575	5.22%
Trash	Trash, Can Broken or Damaged	15	301	4.98%
Trash	Trash, Burretec, Extra Can	8	18	44.44%
Trash	Trash, Can Missed, Regular	5	409	1.22%
Top 25		576	4,209	13.68%
Additional Calls		129	1,986	6.50%
Grand Total		705	6,195	11.38%



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CURRENT HOURS

1. Hours of Operation

- A. Monday-Friday 7:00 am – 6:00 pm
- B. Saturday 8:00 am – 1:00 pm

2. After Hours

- A. Live Answering Service
- B. Voice Mail



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RECOMMENDATIONS

That the City Council receive the 311 Call Center Overview Presentation



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