



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: JANUARY 22, 2019
FROM: PUBLIC UTILITIES DEPARTMENT WARDS: ALL
SUBJECT: 311 CALL CENTER AFTER HOURS

ISSUE:

Receive the 311 Call Center After Hours presentation.

RECOMMENDATION:

That the City Council receive the 311 Call Center After Hours presentation.

BACKGROUND:

The 311 Call Center hours are Monday through Friday from 7am to 6pm and on Saturday from 8am to 1pm. When calling after hours, residents hear the closed greeting which prompts them to press 1 for City Services or 2 for Water or Electric Emergencies.

DISCUSSION:

Residents can report issues to 311 after hours and on holidays by speaking to a live answering service, leaving a voice mail, or using the mobile app or website. Residents are given two options when calling after hours.

1. Press 1 for City Services which will then direct them to either the 311 voice message box or keep them on the line for the live answering service; or
2. Press 2 to be connected to the Riverside Public Utilities Dispatch center.

Residents that choose to remain on the line are connected with PCN answering service. If the resident indicates that there is an emergency, they are referred to contact Riverside Police Department dispatch. For all non-emergency issues, the answering service takes the report and emails the call center. A 311 representative reviews the email and enters the request into the 311 database the next business day for the department to receive and take action. If a resident leaves a message on the 311 voicemail, the message is also reviewed and entered into the 311 database the next business day.

Resident's may report non-emergencies issues at any time using the 311 mobile application or the 311 web link. All requests entered using these formats will be reviewed and entered for the department to receive and take action the following business day.

FISCAL IMPACT:

There is no fiscal impact associated with this report.

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Attachment: Presentation