

311 CALL CENTER AFTER HOURS

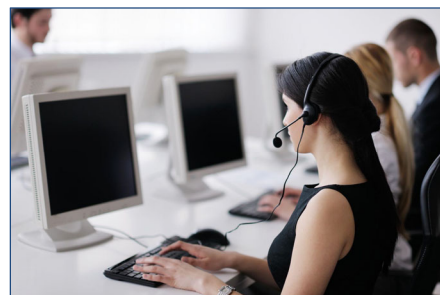
Riverside Public Utilities

City Council
January 22, 2019

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DO YOU KNOW?

1. Hours of operation
2. What happens after hours
 1. Phone call
 2. Mobile app or Web



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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
- C. Mobile App, Web



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311 AFTER HOURS PROCESS

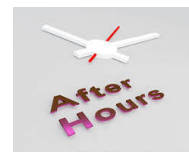
1. Residents hear the after hours greeting

A. Press 1 – Leave a message for City Services

- i. Stay on the line for a live answering service

B. Press 2 for Water or Electric emergency

- i. Call is transferred to the RPU dispatch center where resident can hear current outages and the line is answered by RPU dispatcher



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PCN - ANSWERING SERVICE

1. Call is transferred to PCN
2. Answering service determines if call is an emergency
 - A. If yes: call is *referred* to RPD or RPU Dispatch
 - B. If no: email is sent to the 311 Call Center

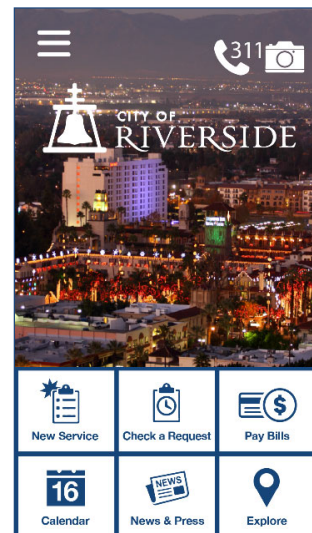


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MOBILE APP OR WEB

1. Available 24/7
 - A. Non-Emergencies only
 - B. Service Requests will be entered during business hours



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RECOMMENDATION

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



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