



City of Arts & Innovation

City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: JUNE 18, 2019
FROM: PUBLIC UTILITIES DEPARTMENT WARDS: ALL
SUBJECT: 311 CALL CENTER OVERVIEW – 311 RIVERSIDE MOBILE APPLICATION

ISSUE:

Receive the 311 Call Center Mobile Application presentation and provide input for future quarterly presentations.

RECOMMENDATION:

That the City Council receive the 311 Call Center Mobile Application presentation and provide input for future quarterly presentations.

BACKGROUND:

The 311 Call Center mobile application went live on November 26, 2016. It can be downloaded by using either an Apple or android device. Residents can report multiple City issues, check the status of their requests including closing comments, pay their Riverside Public Utilities bill, and have quick access to the City's social media sites.

DISCUSSION:

Staff will now present a video overview of the 311 Riverside mobile application.

FISCAL IMPACT:

There is no fiscal impact associated with this report.

Prepared by: Todd Corbin, Utilities General Manager
Certified as to
availability of funds: Edward Enriquez, Chief Financial Officer/City Treasurer
Approved by: Al Zelinka, FAICP, City Manager
Approved as to form: Gary G. Geuss, City Attorney

Attachment: 311 Riverside Video