

## More About 311

- The City of Chattanooga 311 Call Center officially opened its phone lines on February 28th, 2003.
- We originally began with 5 employees, but due to increasing demand, we now staff the center with 7 Customer Service Representatives and a Coordinator.
- Our 311 Call Center Representatives:
  - Provide information
  - Enter service requests
  - Refer callers to government agencies
- 311 staff can now enter up to 300 different service requests for 12 city departments in our system.
- Our top request is Trash Flash. Trash Flash is a service offered to citizens City Wide Services offers, will pick-up furniture, appliances and other bulky items curbside for city residents. We always know that when we have a pretty weekend that there will be a lot of calls for Trash Flash pick-up.
- We also take calls for City Court. We handle information calls regarding traffic or parking citations. We've found that it is most difficult to convince people at times that we are neither aware of their individual situations, nor are we able to say what the Judge is going to do about their situation.
- Service requests made via 3-1-1 are electronically transferred to the appropriate city department for prompt service.
- Operating a single call center for all citizen needs is far more efficient than operating numerous department / agency-based communication centers throughout all city departments and funded agencies.

## 311 in Action

During the short time that 3-1-1 has been in use in the Chattanooga City government, it has proven, on numerous occasions, to be an important part of this city and an important tool to its citizens. Call Center staff relayed important information from citizens to city departments and the media during the floods of February and May of 2004, Hurricane Ivan in September of 2004 and the first ice storm of 2005.

311 also aided other city departments and agencies with specialized programs such as:

- The Earned Income Tax Credit Campaign offering free tax preparation to citizens
- The Warm Neighbor Program and Energy Assistance through the Electric Power Board and the City's Human Services Department

- Sign-ups for the NFL Football Camp through the City's Parks Recreation Arts and Culture department during summers of 2003 and 2004.

The 311 Service Center provides information for several community events such as:

- Race For The Cure
- Great Gobbler Walk for the Homeless
- Relay for Life
- Riverbend Festival
- Nightfall Concert Series
- CultureFest
- Dixie Youth Baseball
- Southeastern Conference Women's Basketball Championships.