



DEPARTMENT OF
GENERAL SERVICES

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News Release

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March 29, 2011



FOR IMMEDIATE RELEASE -

Sacramento City 311 tracks its millionth call!

Just moments ago, Sacramento City 311 reaches a huge milestone, tracking its millionth call! Sacramento City 311 was launched late in 2008 as a companion number to 911 to offer city residents, visitors and businesses a single point of contact for city services. City residents have clearly embraced the program and utilize it to report a variety of issues.

Approximately 25,000-35,000 calls are handled monthly. Customers typically call the most about animal care services and garbage. 311 agents process a myriad of calls, including solid waste, graffiti, lawn and garden debris, damaged water mains, potholes, street lights, stray dogs, abandoned cars, plugged drains, park maintenance, as well as answer questions about virtually every city related topic imaginable. 311 agents are available around the clock 365 days a year and process nearly all of the calls for city services and information.

Sacramento citizens not only call 311, but also email, fax and even occasionally drop by in person. Although still in its infancy in comparison to more established 311 services in other parts of the nation, Sacramento City 311 has made great strides in improving customer service, ease of access to city services and call tracking. This provides the City with a consolidated view of what's important to Sacramento's citizens. Call center data is a valuable tool in identifying trends, evaluating programs, and the allocation of resources to critical city programs.

Demonstrating innovation in local government, in addition to calls, Sacramento City 311 has been leveraged for a variety of special projects; processing requests for free smoke detectors, carbon monoxide detectors, rabies vaccination data entry, community outreach processing, water quality testing, and billboard projects to name a few. 311 has successfully reduced non-emergency calls made to 911, allowing 911 Public Safety Dispatchers more time to handle life threatening emergencies. Launched with a shoe string budget, Sacramento City 311 epitomizes efficiency in local government.