



311
Audrey L. Mathis, Director
2111 W. Lexington Street
Chicago, IL 60612
Phone: (312) 746-9760
Email: audrey.mathis@cityofchicago.org

Central Purpose

- Provide information regarding City events and programs
- Receive requests for City services and forward them to the appropriate departments
- Process non-emergency police reports
- Serve as the back-up facility for the Center for Emergency Communication

Key Facts

The 311 City Service Center was launched in Chicago in 1999, taking in approximately 2.8 million calls the first year. In 2010, 311 received 4.2 million calls. Of those calls, more than 20% are requests for City services, approximately 13% are police non-emergency matters and the remaining 67% are requests for information regarding City events and programs. In 2010, 311 tracked approximately 2.04 million city service requests. In addition, in 2010, 311 staff processed 15,338 e-mails received from residents through the City of Chicago's website.

311 works with the Budget Office, the Department of Innovation Technology (DoIT), and City departments to establish public benchmarks for service delivery for various service requests.

311 carries out its responsibilities through three basic divisions: Operations, Service Advocacy, and Neighborhood Services.

OPERATIONS: Operators accept phone calls 24 hours a day, seven days a week, 365 days a year for callers to request a service, check the status of previous service requests, obtain information regarding City programs or events, and file non-emergency police reports.

SERVICE ADVOCACY: Project managers provide training, technical assistance, and reports to City departments and sister agencies



from the Customer Service Request (CSR) system, a central system to enter requests for service and track service levels from time of request through resolution. The system also provides a tool for assignment of work crews/equipment and ability to monitor work loads across the City.

NEIGHBORHOOD SERVICES: Project managers work to assess City department services and performance throughout Chicago neighborhoods, troubleshoot and expedite the delivery of City service needs, coordinate with City departments/sister agencies, and facilitate the City's participation in neighborhood events/initiatives to improve quality of life.

311 has created additional channels to address high call volume and ensure that callers are able to make service requests and/or receive information. If an operator is not immediately available, callers are directed to an auto-attendant and given options to select for frequently requested information. In addition, through the City of Chicago's 311 website, residents/visitors can request various City services, check the status of previously requested services, and/or obtain general information.

311's funding appropriations are administered

through the Office of Emergency Management
and Communications

Employees

Full Time Positions	Amount
	78

2011 Budget

Fund	Amount
Corporate (Personnel)	\$3,881,883
O'Hare (Personnel)	\$627,235
Corporate (Non-Personnel)	\$380,342
Total	\$4,889,460

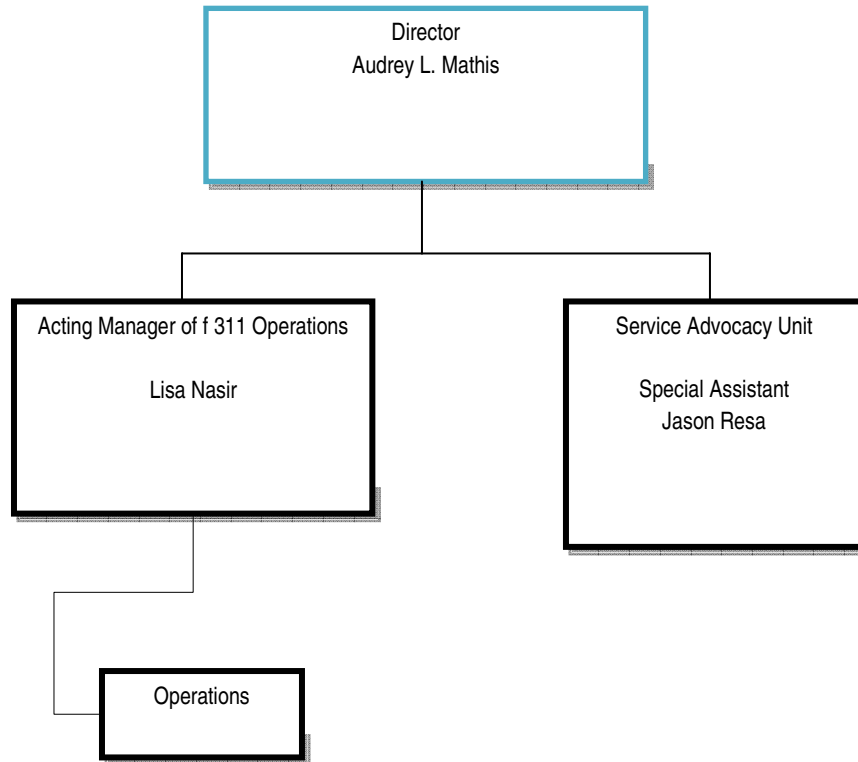
Major Contracts

Project	Term
AT&T Language Line (Translation Services) Vendor Limit: \$5,159,570	07/05 – 07/12

Significant Dates

Event	Date
Launch of 311 ChiText (SMS Text Messaging)	Proposed February-March 2011

Organizational Chart



Facility Locations

Location	Address	Suite	Zip	Phone	Hours
311 Call Center	2111 W. Lexington	N/A	60612	312-746-9760	24hr

Unions Representing Department Employees

Unions
AFSCME Council 31