

# Frequently Asked Questions (FAQs)

## What is 311?

311 is a simple three digit number residents, businesses and visitors can call to reach the City to get information, request services and report problems. From requesting a replacement garbage tote to reporting a stray dog in your neighborhood and a whole lot more, 311 is ready to help.

## Why was 311 created?

The 311 service is part of an ongoing effort by the City of Buffalo to provide access to City government easier and more responsive to the needs of residents, business owners and visitors.

## Who can call 311?

Anyone within the Buffalo city limits are can call 311 free of charge from a land or cellular telephone (however, pay phone and cellular phone airtime charges do apply).

## What if I need to call 311 from outside the city limits?

People outside of the City of Buffalo city limits, including cell phone users, can reach 311 customer service representatives by calling 716-851-4890.

## When do I use 311, and when do I use 911?

The 911 service is for emergencies, such as house fires and crimes in progress that require an immediate response by police, fire

## Quick Stats

Call Volume: 364,000

Walk-in Visits: 4,377

Self Service Complaints: 46,696

### The 311 Call & Resolution Center has:

- Decreased the number of lost calls by 88%
- Decreased the resolution length by 57% since its inception.
- Decreased hold time by 72% (4 years)
- Increased Self-Service calls (web) by 640%
- Increased the number of service calls taken by 81% (4 years)



## City of Buffalo

311 Call and Resolution Center

218 City Hall

65 Niagara Square

Buffalo, NY 14202

Website: [city-buffalo.com/311](http://city-buffalo.com/311)

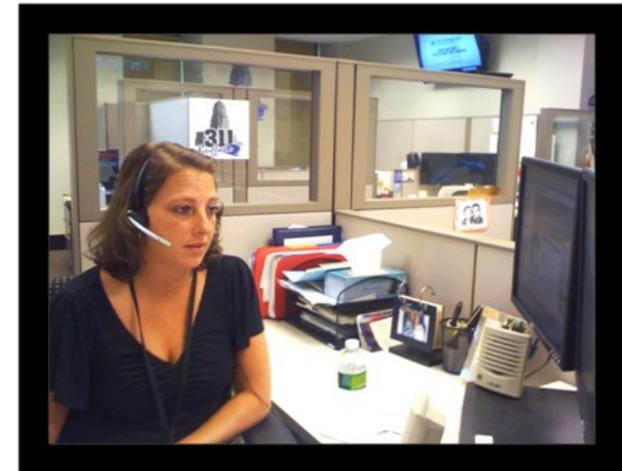
Dial 3-1-1 or 716-851-4890

Office Hours:

Monday - Friday 8:30 am - 4:30 pm



**Mayor Byron W. Brown**



**“Following your needs from inception to completion”**

# 2008-2010 in Retrospect

## Recognition



### Citizen-Engaged Community 2010-2012

The Public Technology Institute designated the City of Buffalo a Citizen-Engaged Community for providing the public with multi-channel (web, civic media, Interactive Voice Response, 311/call agents) access to government services & information.

### Purdue University & Benchmark Portal

Buffalo's 311 Call and Resolution Center has become recognized as a model for success. In a 2009 report entitled, "In Depth Reality Check™ Benchmark Report" conducted by Benchmark Portal and the Center for Customer-Driven Quality at Purdue University, Buffalo 311 was ranked as a leader for efficiency and effectiveness based on 28 Key

## Customer Service

### Operation Call Back:

Aims to assess the satisfaction of past callers. Call agents will contact callers at random and all calls will be evenly selected from all city departments to measure customer satisfaction.

### Customer Satisfaction Surveys:

Measures the overall satisfaction of taken calls. There are two surveys that are used throughout the life of the complaint. The first is immediately emailed after a call is taken and logged into the system, measuring the professionalism and timeliness of the call. Along with the solution email is an additional survey rating the service of the resolved complaint and its handling.

## Efficiencies

- Consolidated City Services into 311 Contact Center
- User Fee
  - City Hall Information
  - Mayor Complaint Line
  - Mayor Brown Impact Team

## Technology



### Social Media Channels

In effort to reach a more diverse network we have launched a more robust use of our social media channels:

- Facebook
- YouTube
- Twitter

### Call Center Technology Upgrades

- Service Request Tracking
- Third Party Translator: Language Line Services (LLS)
- LAGAN Customer Relationship Management System (CRM)
- Interactive Voice Response (IVR)
- Voice Over Internet Protocol (VOIP)
- Wallboarding: Displays real-time key call center statistics
- Automatic Call Distribution System (ACD)