

RESOLUTION NO. 2005-922

Adopted by the Sacramento City Council

September 27, 2005

APPROVING GUIDING PRINCIPLES FOR THE 311 PROGRAM

BACKGROUND

- A. The Mayor and City Council's adopted Strategic Plan (January 2005) requested that staff pursue development of a citywide call center. This call center would be implemented with 311 access.
- B. Benefits of a 311 program include greater accessibility to City services, a simplified service delivery process, a reduction in the number of non-emergency calls that are currently received by 911 personnel, and an improved capability to manage service through increased accountability.

BASED ON THE FACTS SET FORTH IN THE BACKGROUND, THE CITY COUNCIL RESOLVES AS FOLLOWS:

- Section 1. The following Guiding Policy Principles are adopted to address policy issues associated with implementation of a 311 program:
- The 311 center will not be designed as a formal back-up for 911 due to the significant additional costs and training that would be required
 - The current 911 Communication Center located at 111 Bercut Drive is recommended to be refurbished as the 311 facility, maintaining it as an essential services building
 - The goal is for the 311 program to be activated in late 2006
 - Full implementation of 311 will be on a phased basis
 - 311 will be answered by a live person whenever possible (i.e., no initial phone tree)
 - 311 will be available 24 hours a day, 7 days a week, 365 days a year
 - Community input will be an integral part of the development and implementation of 311 for the City of Sacramento

- The development of 311 for the City of Sacramento will be coordinated with Sacramento County and other jurisdictions/ agencies in the region to the greatest extent possible
- The addition of a citywide Customer Relationship Management System will require the City to address the interaction and modification of existing work processes over time

Adopted by the City of Sacramento City Council on September 27, 2005 by the following vote:

Ayes: Councilmembers Cohn, Hammond, McCarty, Sheedy, Tretheway, Waters, and Mayor Fargo

Noes: None

Absent: Councilmembers Fong and Pannell



Mayor Heather Fargo



Shirley Concolino, City Clerk