



311 CUSTOMER SERVICE CENTER



MISSION

311 provides community members, businesses and visitors with a centralized Customer Service Center to resolve inquiries and concerns. We empower the community to easily connect with City government to obtain accurate quality information and services.

VISION

We strive to build a culture of “first call resolution” to resolve customer inquiries at the first point of contact through the use of advanced technology and robust municipal knowledge. We serve the community politely, accurately and comprehensively by collaborating with City departments and outside agencies to provide excellent city services.

VALUES

1. We are customer Service professionals; we conduct ourselves with integrity, and a true commitment to provide satisfaction to our community members.
2. We take responsibility for being attentive and creating a respectful interaction with our customers, and accept the other person’s ideas as true to them.
3. We do not ignore problems or mistakes; we work together to identify and solve them.
4. We help develop and support citywide policies, operational processes, and technology systems to promote value-added city services.
5. We get the job done!