3-1-1 Citizen Service Center

One Call to City Hall

City of Springfield, Massachusetts
Mayor Domenic J. Sarno
June 2009 Fact Sheet

www.springfield-ma.gov/311
Outside Springfield (413)736-3111

About Springfield 3-1-1

- Springfield is the 2nd and largest City in Massachusetts to use the 3-1-1 phone number.
- The 3-1-1 Citizen Service Center (CSC) has been taking resident calls since September of 2008, and the 3-1-1 phone number was publicly announced in March of 2008.
- In Springfield, 3-1-1 can be dialed from Verizon, Comcast, and Vonage landlines; as well as from Verizon, AT&T, and Sprint cell phones.
- The CSC is responding to more than 15,000 phone calls from the public per month. In addition, more than 500 forms or documents are mailed or faxed to residents each month.
- Customer service representatives can answer questions (what is my trash day?), provide information (how much do I owe in taxes?), and request services from City departments (request tree trimming).
- Residents also have the option to look up answers to their questions or request services through the citizen portal on the City's website at: www.springfield-ma.gov/311.

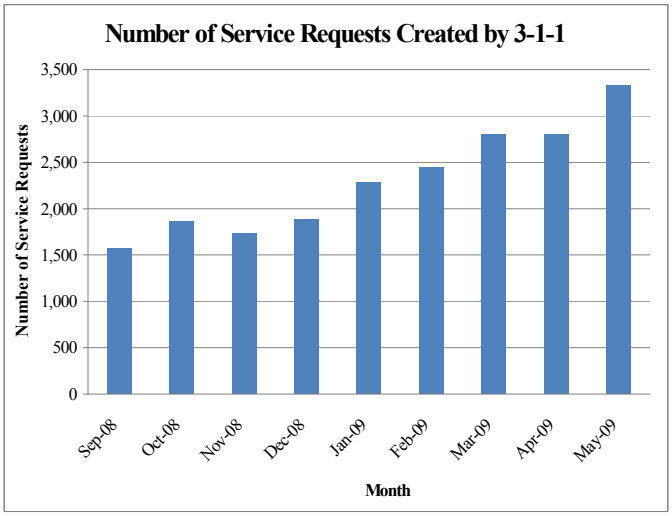
Performance Goals for 3-1-1	
Percent of calls answered in 45 seconds or less	75%
Average time on hold	45 seconds or less
Percent of callers hanging up	Less than 10%
Percent of callers whose needs are met without being transferred	80% or more

How to reach 3-1-1:

Dial 3-1-1
(from home phones or cellular phones)

From **outside Springfield** dial **413.736.3111**

On the web: **www.springfield-ma.gov/311**



Please Note: Service Requests make up about 28.6% of calls received. Information calls and transfers account for the remainder.

Efficiency of 3-1-1

- The 3-1-1 Citizen Service Center is staffed by 10 customer service representatives, most of whom transferred from other City departments.
- The City spent less than $250,000 creating the 3-1-1 Citizen Service Center.
- By creating a centralized call center, employees in other City departments spend less time answering phones, and more time on other necessary duties.

For additional information, please contact 3-1-1 Director Donna Carney at 413-886-5134, or dcarney@springfieldcityhall.com.