

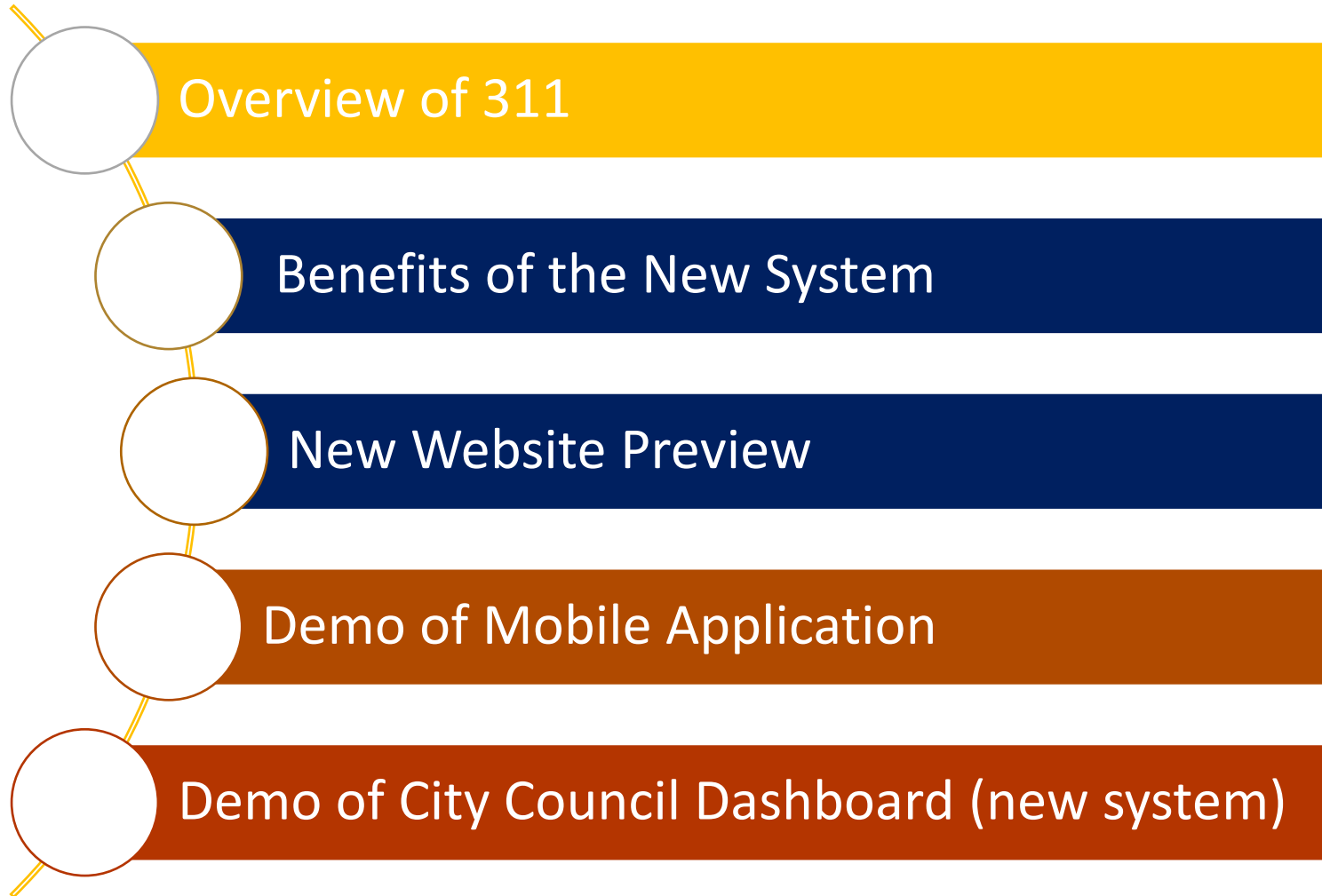


S A V A N N A H

Presented:

October 22, 2020 City Council Work Session

TOPICS





3-1-1 OVERVIEW

WHAT IS 3-1-1?

- **Special phone number used to access non-emergency municipal services**
 - Request information regarding events and/or services
 - Make complaints
 - Report issues
- **Created primarily to divert routine requests and non-urgent calls from 9-1-1**
 - Allows 911 personnel to focus on urgent calls
- **Widely used in the U.S. and Canada**
- **Regulated in Georgia by the Public Services Commission**



WHAT IS 3-1-1?

- **Examples of Cities that use 3-1-1**
 - Atlanta, GA
 - Augusta, GA
 - Columbus, GA (**1st in GA**; 2004)
 - Baltimore, MD (**1st in U.S.**; 1996)
 - Baltimore County, MD
 - El Paso, TX
 - Honolulu, HI
 - Mesa, AR
 - New York State (**largest in U.S.**; 2003)
 - Savannah, GA (**2nd in GA**; 2006)
 - Approved by GA Public Service Commission



WHAT TYPES OF SERVICES CAN BE REPORTED TO 3-1-1?

- Abandoned Vehicles
- Potholes
- Street Light Issues
- Garbage Issues
- Traffic Sign or Lighting Issues
- Commercial Dumpster Issues
- Short-Term Vacation Rental Complaint
- Zoning Issues
- Property Code Violations
- Park/Playground Facility Issues
- Recycling or Litter Issues
- Sewer Issues
- Stormwater Issues
- Street Cleaning Issues



Code Violations



Sanitation Issues



Potholes



Traffic Signal/
Sign Problems

**“THE
MESSAGE CARRIERS”**

WHO IS ON THE 311 TEAM?



Stacy Ferguson, Manager



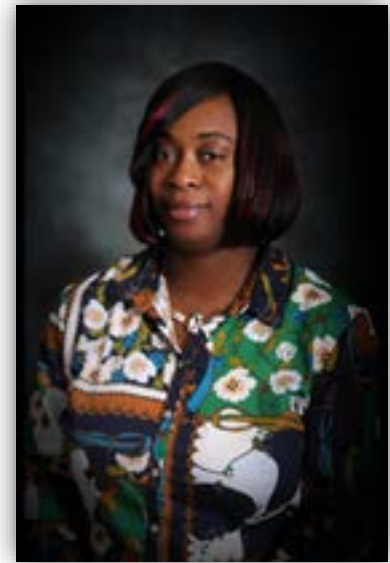
LaTrelle Favors, CSR



Sarah Torres, CSR



Chanita Smith, CSR



Amanda Green, CSR

89

Years of Combined
Customer Service Experience

311 Statistics

Number of Work Orders

85,824

2019

70,729

2019 Partial
(January 1 - October 15)

67,885

2020 Partial
(January 1 - October 15)

Frequently Reported Requests



Special Yard Waste
Collection



Garbage Container
Repair/Replacement



Sewer Maintenance
Investigation



Traffic Sign
Replacement/Maintenance



Water Meter
Leaks



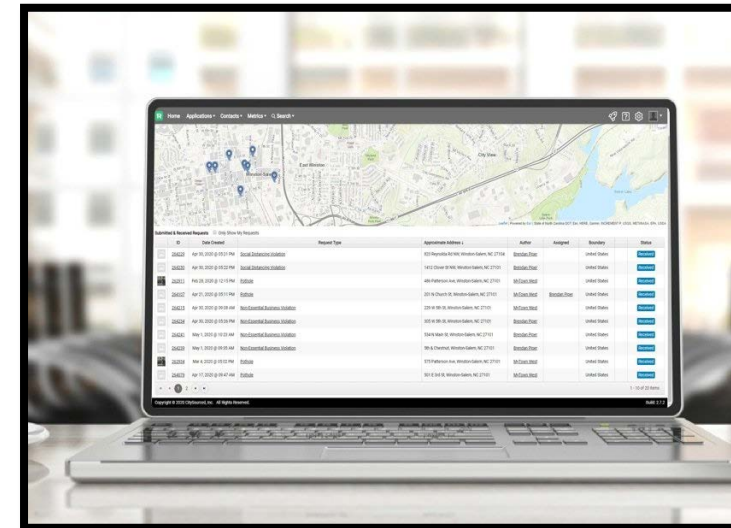
NEW 3-1-1 SYSTEM

PREVIOUS SYSTEM

- **Previous system was developed in-house by City staff**
- **Deployed in 2004 (prior to public launch of City of Savannah 3-1-1)**
- **Used by staff for over 16 years**
- **Service requests submitted online and via call center**
- **Issues**
 - Limited reporting capabilities
 - Required significant time for customization of reports
 - No integration with the City's phone system
 - No system upgrades since deployment
 - Original developers -no longer with the City
 - No mobile application

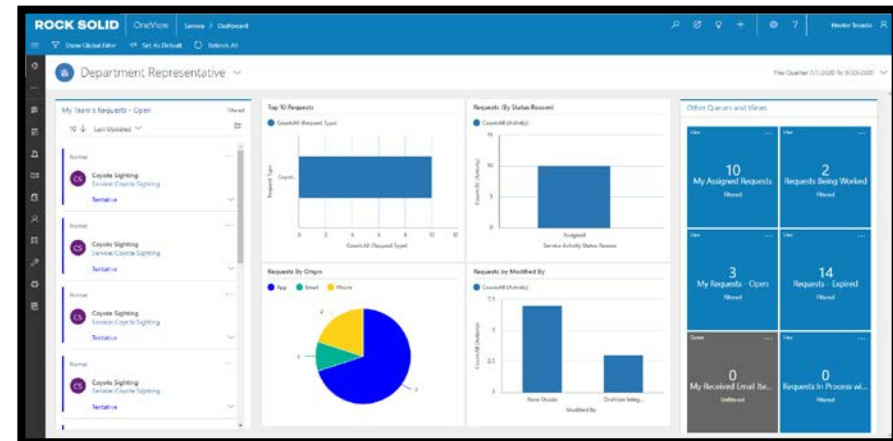


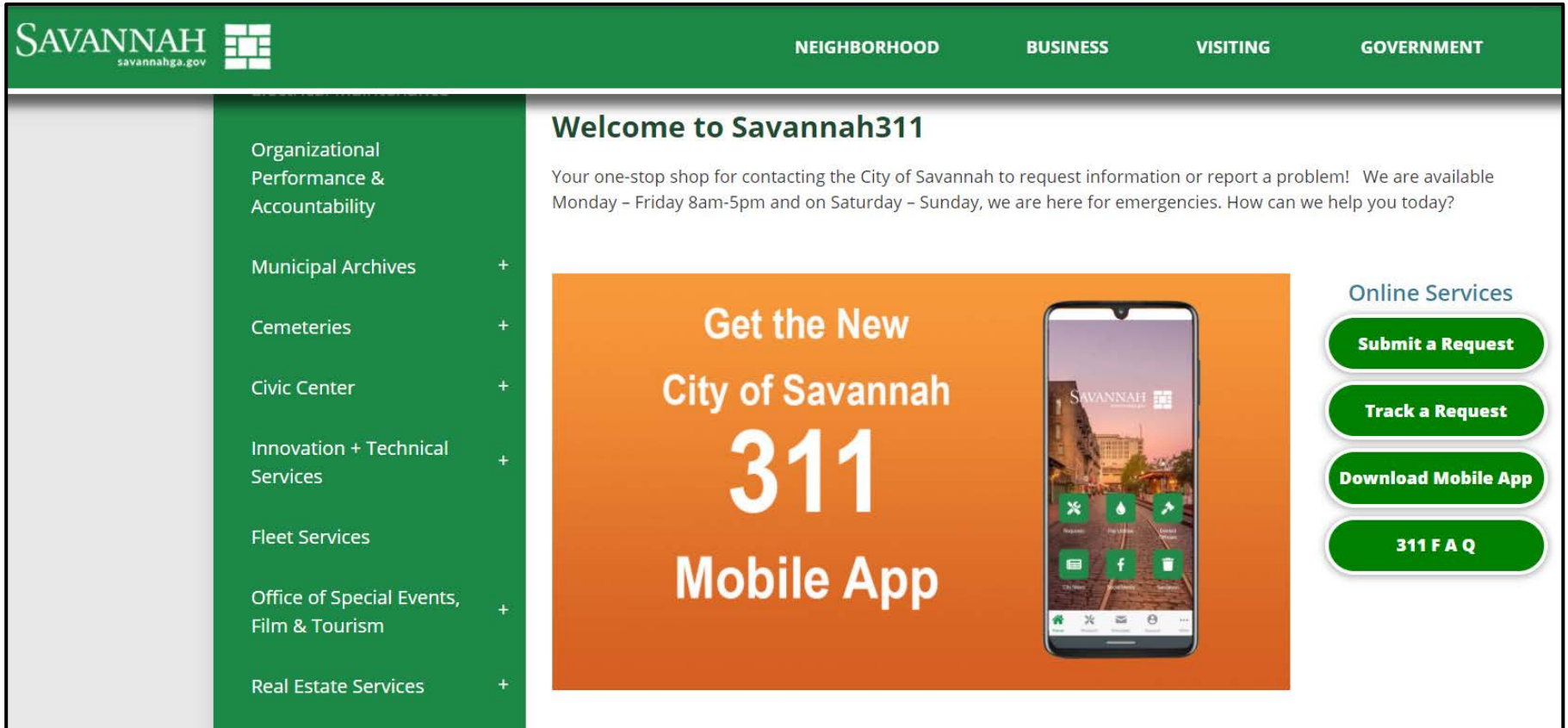
- **OneView, purchased in December 2019**
- **Developed by RockSolid Technologies**
- **Deployed internally on October 16, 2020**
- **Service requests can now be submitted via:**
 - Call center
 - New website
 - New mobile application



BENEFITS OF NEW SYSTEM

- ✓ Enhanced communication with citizens
- ✓ Improved responsiveness to citizen needs
- ✓ Increased workflow automation
- ✓ Greater efficiency for departments
- ✓ Improved analytical data and reporting
- ✓ Integrates with City's phone system and other applications
- ✓ Includes GIS mapping feature
- ✓ Offers citizen surveys
- ✓ Easy staff access to knowledgebase articles
- ✓ New mobile application





The screenshot shows the Savannah311 website interface. At the top, there is a green navigation bar with the Savannah logo on the left and four menu items: NEIGHBORHOOD, BUSINESS, VISITING, and GOVERNMENT. Below the navigation bar is a main content area. On the left side of this area is a vertical green sidebar with a list of services, each followed by a plus sign: Organizational Performance & Accountability, Municipal Archives, Cemeteries, Civic Center, Innovation + Technical Services, Fleet Services, Office of Special Events, Film & Tourism, and Real Estate Services. The main content area features a large orange banner with the text "Get the New City of Savannah 311 Mobile App" and an image of a smartphone displaying the app's interface. To the right of the banner, under the heading "Online Services", there are four green buttons: "Submit a Request", "Track a Request", "Download Mobile App", and "311 FAQ".

www.savannahga.gov/311



PROJECT TEAM

Alan Waters Amanda Cook **Amanda Green** Andrew Collins Ann Cannon Anthony Heyward Anthony Hood Anthony Key Anthony Renew Anthony Venable Anthony Williams Arthur Jackson Barrie Wilkins Benga Bakar Bertha Kemp Bounthone Surinphong Brenda Evans Brent Boyd Brian Bossart Brian Haynesworth Brigess Jones Calvin Thompson Carliss Bates **Chanita Smith** Charles Brown Chip Colley Chris Foran Chris Parrish Christopher Carroll Clay Rogers Columbus Rawls Courtney Simpson Cynthia Knight Cynthia Moore **Dani Beckman** Daniel Gibson **Daphanie Williams** Darrell Walker Darren Lewis Darryl Kershaw Darryl Norman Darvina Miller David Evans David Hemphill David Knox Dean Wedincamp Deborah Robinson Derrick Webster Donald Lawson Donald Sample Donald Williams Donna Davis Drunell Howard Earline Matthews Eddie Kline Eddy Hackle Edward Wilson Elzie Kitchen Emma Washington **Eric Horn** Felix Mobley Fonda Mason Frank Banks Frank Pinter Freidland Bazelais Gary Bronstein **Gelcys Williams** Gene Prevatt Gordon Denney Gregory Pinckney **Harry Campbell** Harry Jenkins Helen Waldburg Herman Dempsey Ieshia Boston Ivan Brown Jacelyn Crumley James Flowers James Gardner James Giddens James Grant James Laplander James Ryan James Shirley Jamie Washington Javonte Clark Jay Bryant Jeffery Johnson Jerry Ring Jimmy Davis Joanne Klubek John Brannen John Denion John Garvin John McClain Johnathan Spry Johnnie Booker Jonathan Trego Joshua Downs Judy Stewart Julie Charles Kelbert Adams Kelly Ledbetter Kendall Morgan Kenneth Kelly Kenya Mike Kevin Milton Kimberly Corbin Kirby Jones Kwiayana Mozee Lakeyneshia Cobbs Larry Bryant Latoya Thomas **Latrell Favors Laura Gold** Laurie McCain Lester Hayman Linda Lingard Lorie Odom Malcolm Watson Manuela Abney Margaret Bennett Marian Holloway Mario Lang Martha Davidson Martin Wilde Mary Cannon **Matt Kennedy** Maureen Mobley **Melissa Bouchea** Michael Beauchane Michael Bryant Michael Chaney Michael DeVane Michele Strickland Michelle Vera Nicole Brantley Ophelia Cooper-Jones **Pam Culberson** Pamela Laws Pamela Rivas Pataniel Byron Patricia Burns Paul Washington Peter Maierhofer Phyllis Brown Pierrot Baptiste Quhannah Andrews **RockSolid Technologies** Rhonda Taylor Richard Gerbasi Richard Riedesel Richard Spivey Robert Dickensheets Robert Polite Robin Poleynard Roland Avie Ronald Bolden Ross Philbrick Roxanne Sterling Ruby Dailey Samuel Beetler Sarah Hayes **Sarah Torres** Sarah Voudrie Scott DeArmeay Sebrina Caldwell **Stacy Ferguson** Stephen Henry Stephen Michael Steve Austin Takelia Golden Tapake Scott Tarin Swendra Theresa Cole Thomas Dejesus Thomas Lord Thomas Simpson **Tim Moody** Timothy Mosley Todd Desautels Travis Green Tuan Vu Tyrone Frazier Valencia Green Van Johnson Vincent Stroman William Goolsby Windel Hemphill Zack Hoffman Xavier Miller

THANK YOU TO OVER 200 CITY OF SAVANNAH STAFF FOR ALL OF YOUR HARD WORK!



DEMO OF MOBILE APPLICATION



DEMO OF CITY COUNCIL DASHBOARD (in new system)



QUESTIONS?