



# About 311

- 311 is a *One Stop, One Call* 3 digit number for all citizens and employee requests for services, answers, and direction.
- Memphis 311 Launched January 16, 2013.



- Citizens can contact 311 by:
  - Phone – 311 or 901-636-6500
  - See Click Fix (SCF) mobile and website app
  - In person – 125 N. Main Street, Suite 438
- The 311 number is active for use in Memphis and Shelby County.
- 311 can currently be used by citizens calling from any AT&T and Time Warner landline and by cellphone users who subscribe to AT&T, Sprint, Verizon, T-Mobile and Cricket Wireless.



# Our Mission

*The mission of Memphis 311 is to provide optimum customer service and a positive experience to both our internal and external customers. In order to create a more efficient local government, we provide accessible information about City services and also help agencies provide an effective response to service requests in a timely and accurate manner. We will engage citizens and customers with respect, honesty, courtesy, and knowledgeable assistance on every call.*



# Before 311

- The City operated the Mayor's Citizen Service Center (MCSC), which was the City's call center for City Services.
- But with the combination of the MCSC and other operating departments taking calls, the city has over 400 phone numbers where citizens could access information on a daily basis.



# Why 311?

- While the MCSC was the catalyst for solving our customer service needs, there were still gaps needing to be addressed to effectively respond to citizen concerns.
  - A citizen could possibly call multiple phone numbers, multiple times to accomplish one task.
  - Every department did not use Oracle CRM as the tool that is available to track and assess the requests and needs of citizens.



# 311 Benefits to Citizens

- Provides the public with quick easy access to government services and information.
- Reduces the point of contact for non-emergency information and services.
- Provides citizens with multiple communication outlets (phone, online and/or in person).

Caller



9-1-1

Caller



Non-Emergency Police  
901-545-2677(COPS)

Caller



**311**



# Citizen Service Request Workflow

Caller Calls the 311 Call Center

311

636-6500

Call Agent Enter Service Request Details

Caller information is entered into a tracking system

Complaint details are entered into a tracking system

A Service Request is Created and Routed to the proper Department

Caller receives Service Request Number

Department staff immediately receives all new service requests and reviews them in the order they are received

Work Crews respond as needed

Every Service request is assessed differently

Every Service Request has a different time of resolution

Departments monitor service request progress and additional resolution activities can be assigned

Requests are closed out once Resolution is complete

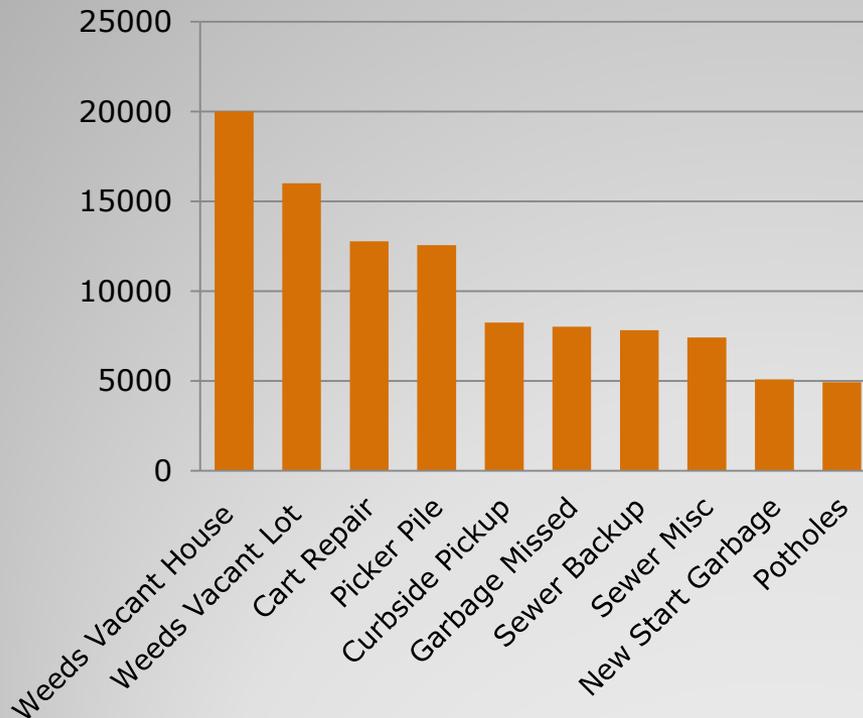


# Data from July 1, 2014 - June 30, 2015

- Average Call Time: 2 minutes 30 seconds
- Number of Answered Calls: 139,544
- Total Number of Service Requests entered: 186,129
  - Phone- 156,725 (84% of total requests)
  - Online- 17,177 (16% of total requests)



# Data from July 1, 2014 – June 30, 2015



## Top 10 Service Requests

1. Weeds Vacant Houses
2. Weeds Vacant Lot
3. Cart Repair
4. Picker Pile
5. Curbside Pickup
6. Garbage Missed
7. Sewer Backup
8. Sewer Misc.
9. New Start garbage
10. Potholes

# 311 FAQ's

## **1. How do I obtain an additional garbage cart?**

You can obtain an additional green cart by calling 311. An application will then be forwarded to you for a lease cart. The cart will be delivered with a lease sticker on the 2<sup>nd</sup> cart. An additional \$5 will reoccur monthly on your MLGW bill for the lease cart.

## **2. Are there certain materials that are not allowed for curbside pickup?**

Yes, debris such as sheet rock, bricks, tiles, and paint are not allowed for curbside pickup.

## **3. Are there any landfills available for Solid Waste customers?**

Yes, Memphis has two (2) landfills accessible for Solid Waste customers.

North Landfill	(901) 872-7258
South Landfill	(901) 794-8070

## **4. I am a new resident; why am I having a difficult time obtaining a garbage cart?**

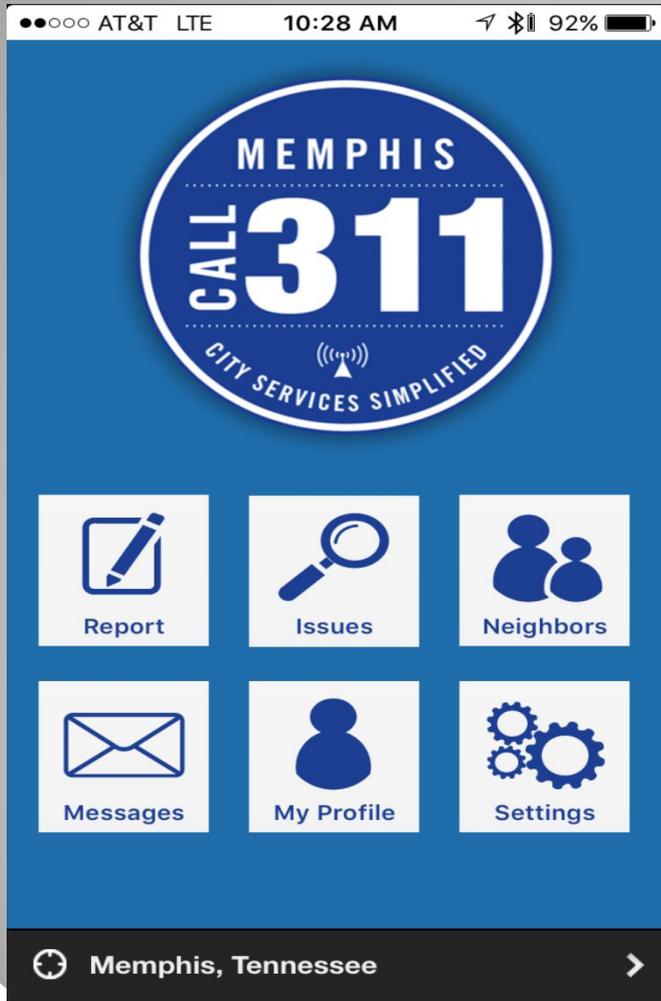
New residents will receive a garbage cart only if they have already moved into the residence, their utilities are turned on and there is no cart already at the place of residence.

## **5. Am I allowed to park vehicles on the grass of my property?**

No, in residential neighborhoods vehicles are not allowed on the grass. Vehicles can only be parked on concrete or gravel. Commercial vehicles are NOT ALLOWED to be parked in residential neighborhoods at all.



# See Click Fix(SCF)-Memphis 311



- Downloaded from (App Store and Android )
- Allows user to report problems and take photos of the problem
- User will receive a service request number
- Citizens are able to ask Questions



Follow this Place

 Report an Issue

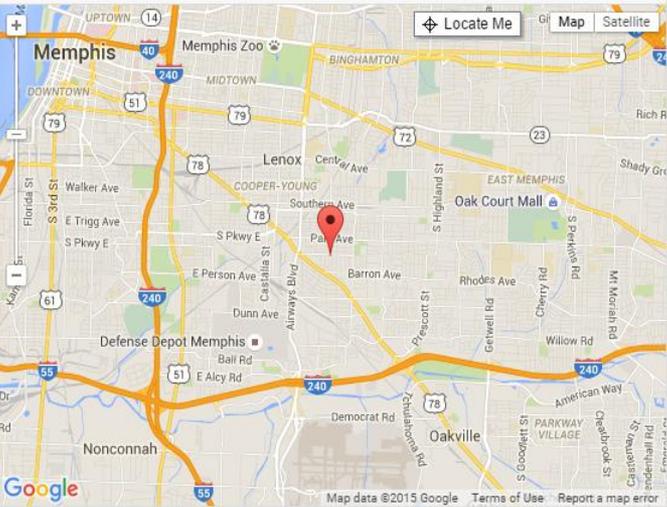
- [Home](#)
- [ISSUES](#)
- [ANSWERS](#)
- [NEIGHBORS](#)
- [WATCH AREAS](#)



## REPORT AN ISSUE

[Help](#)

Updating map and form automatically.



Map data ©2015 Google

**Find your Location**

Drag the marker to the location of your issue or simply type in its address.

Where will this report go?



**Street Address \***

**City/County \***

**State/Province \***

Step 1 of 2

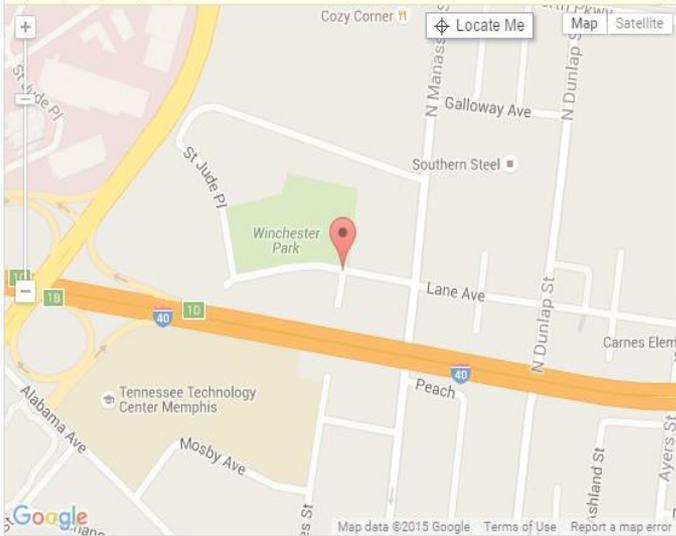
[Next »](#)





# REPORT AN ISSUE Help

625 Jones, Memphis, Tennessee [Change]



### Category\*

- Select Category --
- Select Category --
- City of Memphis**
- Car Repair
- Curbside Trash
- Drain Flooding
- Garbage Missed
- New Start Garbage Request
- Maintain Signs/Markings
- Junky Yard
- Picker Pile ( Bulky Trash)
- Potholes
- Recycle Bin Request
- Sewer Backup
- Substandard, Derelict Struc
- Vehicle Violations
- Weeds Occupied Property
- Weeds Vacant Houses
- Weeds Vacant Lots
- Other

### Sensitive issue?

Keep it anonymous

Don't show my name on this issue, or show it on my profile page. But email me when someone comments on it, and give me civic points for it. (I can claim it later, if I want to.) [Learn more.](#)

Step 2 of 2 Go Back Report your Issue





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**Tailor your search by one or more conditions**

Note: Press and hold Ctrl key or Shift key to select multiple values for areas

Search by Area or Search Radius from Address or Search Associated to Single Address Search by Alternative Date Range (Optional)

- Census Tracts
  - City Council Districts**
  - Super Council Districts
  - Code Enforcement Districts
  - Target Blocks
  - ZIP Codes
- District 1
  - District 2
  - District 3
  - District 4
  - District 5
  - District 6
  - District 7

Searching for incidents reported within the past month (default),



### Tailor your search by one or more conditions

Note: Press and hold Ctrl key or Shift key to select multiple values for areas

Search by Area or **Search Radius from Address** or Search Associated to Single Address Search by Alternative Date Range (Optional)

75 e frank  Within  miles

Address: 75 E BROOKS, 38109 (87.35%)

Address: 75 E PARKWAY NORTH, 38104 (78.32%)

Address: 75 E Pky N, TN, 38104 (78.32%)

Address: 75 E Pky S, TN, 38104 (78.32%)

Address: 76 E Pky S, TN, 38112 (57.32%)

Searching for incidents reported within the **past month** (default), within 1 miles from 75 E BROOKS, 38109



http://mapview2.memphistn.gov/iTracker/index.html#/incidents?mode=addressOnly&fromDate=2015-12-30&toDate=2016-01-29&address=&addressOnly=75%20E%20FRANK%2C%2038109&buffer=

City of Memphis: 311 iTrac...

File Edit View Favorites Tools Help

Ask Your Moving Compa... Ask Your Moving Compa... Premium Air Bed with Pu... Google Maps (3) Google Maps (2) Dregol Search (3) MPD - Ward Finder V2 (3) Login (4) Dregol Search

Back to 311 Pending Litigation

Showing 21 of 21 records.

Prepare CSV

Incident #	Reported Date	Address	Request Type	Department	Division
2489250	09/03/2015	75 E Frank	CE-Junk Yard	Code Enforcement	Public Works
2368034	06/24/2015	75 E Frank	CW-Weeds Vacant Houses	Grounds Maintenance	Public Works
2344760	06/10/2015	75 E Frank	CW-Weeds Vacant Houses	Grounds Maintenance	Public Works
2323176	05/27/2015	75 E Frank	CW-Weeds Vacant Houses	Grounds Maintenance	Public Works
2280040	04/29/2015	75 E Frank	SC-Mayors Action Center (MIS)	Shelby County	Shelby County
2280860	04/29/2015	75 E Frank	CW-Weeds Vacant Houses	Grounds Maintenance	Public Works
2156474	12/01/2014	75 E Frank	CE-Vehicle Violations	Code Enforcement	Public Works

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http://mapview2.memphistn.gov/iTracker/index.html#/search

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**CALL 311** MEMPHIS **iTracker™**

Home Map Search MapKey Help Download All Data About Code Enforcement Process

**Tailor your search by one or more conditions**

Note: Press and hold Ctrl key or Shift key to select multiple values for areas

Search by Area or **Search Radius from Address** or Search Associated to Single Address Search by Alternative Date Range (Optional)

75 E FRANK, 38109  Within  miles

Address: 75 E FRANK, 38109 (100%)

Address: 75 E Frank Ave, TN, 38109 (87.35%)

Address: 76 E Frank Ave, TN, 38109 (66.35%)

Address: 65 E Frank Ave, TN, 38109 (55.84%)

Address: 141 E Frank Ave, TN, 38109 (55.79%)

Searching for incidents reported within the past month (default) within 1 miles from 75 E FRANK 38109

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http://mapview2.memphistn.gov/iTracker/index.html#/incidents?mode=area&fromDate=2015-12-30&toDate=2016-01-29&address=75%20E%20FRANK%2C%2038109&addressOnly=75%20E%20FRANK%2C%2038109

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Showing **112** of **112** records.

Prepare CSV

Incident #	Reported Date	Address	Request Type	Department	Division
2626224	01/29/2016	1644 RAYBURN ST	SWM-Cart Repair	Solid Waste Management	Public Works
2624922	01/28/2016	175 VAAL AVE	SWM-Cart Repair	Solid Waste Management	Public Works
2625028	01/28/2016	245 KIRK AVE	CE-Code Miscellaneous	Code Enforcement	Public Works
2624994	01/28/2016	260 W DISON AVE	SWM-Cart Repair	Solid Waste Management	Public Works
2624956	01/28/2016	1844 RIVERSIDE DR	SWM-Missing Cart	Solid Waste Management	Public Works
2624942	01/28/2016	511 E FRANK RD	SWM-Service Quality	Solid Waste Management	Public Works
2625188	01/28/2016	140 MAJUBA AVE	CE-Junky Yard	Code Enforcement	Public Works

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City of Memphis: 311 iTrac... X

http://mapview2.memphistn.gov/iTracker/index.html#/incidents/map?mode=areaSearch&fromDate=2015-12-30&toDate=2016-01-29&areas=3002&itemtype=cd\_name

File Edit View Favorites Tools Help

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**Filter by Ticket Status**

All In Progress Closed

Open Transferred Incidents

Back to 311 Pending Litigation

**Legend**

- In Progress
- Closed
- Open
- Transferred
- Back to 311
- Pending Litigation

**Filter by Type**

- CE-Code Miscellaneous 47
- CE-Junky Yard 26
- CE-Recreational Vehicle Illeg 1

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# 311 Call Center Contacts

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# QUESTIONS

