

City of Philadelphia



Council of the City of Philadelphia
Office of the Chief Clerk
Room 402, City Hall
Philadelphia

(Resolution No. 060745)

RESOLUTION

Authorizing City Council's joint Committees on Public Safety and Legislative Oversight to hold hearings on whether the City should establish a 311 Constituent Contact Center to unburden the current 911 emergency call center and make Philadelphia more responsive to its citizens' concerns.

WHEREAS, Many cities throughout the United States, including New York, Chicago and Baltimore, have instituted enormously successful 311 contact centers and have realized more efficient city services to both emergency and non-emergency complaints; and

WHEREAS, Other cities have successfully used the 311 call centers as a way of addressing the collective needs of the entire city and have also seen greater cooperation among various city departments where it had never existed in the past; and

WHEREAS, 311 call centers provide the public with quick, easy access to all government services and information and provide insight into ways to improve City government through accurate, consistent measurement and analysis of service delivery citywide; and

WHEREAS, As in other cities, 311 call center features may include calls answered by a live operator, 24 hours a day, seven days a week and immediate access to language translation services; and

WHEREAS, In 2005, there were 3.28 million calls received by 911 operators, many of which were non-emergency and could have been handled by a 311 Constituent Contact Center, thus taking pressure off the 911 emergency call center; and

WHEREAS, Our citizens may be better served by a 311 Constituent Contact Center and realize better City services in both emergency and non-emergency situations and should have both options available to them within the near future; now therefore

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RESOLVED, BY THE COUNCIL OF THE CITY OF PHILADELPHIA, That authority be given to the joint Committees on Public Safety and Legislative Oversight to hold hearings on whether the City should establish a 311 Constituent Contact Center to unburden the current 911 emergency call center and make Philadelphia more responsive to it citizens' concerns.

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CERTIFICATION: This is a true and correct copy of the original Resolution, Adopted by the Council of the City of Philadelphia on the fifth of October, 2006.

Anna C. Verna
PRESIDENT OF THE COUNCIL

Patricia Rafferty
CHIEF CLERK OF THE COUNCIL

Introduced by: Councilmember Kenney

Sponsored by: Councilmembers Kenney, Tasco, Rizzo, Goode, Miller, Blackwell, Krajewski, Reynolds Brown, Ramos, Clarke and DiCicco