

# Status of 3-1-1 Systems

**3-1-1 Business Plan Committee**  
**September 27, 2011**





# Presentation Goals

- n **3-1-1 Systems**
- n **Call Volumes**
- n **Alternatives**
- n **Local Agency Updates**



# 3-1-1 Systems

- **County, City or both but one call center**
- **Mix of services available**
- **Multiple platforms integrated**



# Call Volumes

- n **Still increasing in many systems**
- n **Information vs. Service Requests**
- n **Impact of new technologies**



# Alternatives

- **Non-3-1-1 Call Centers**
- **Web/Mobile Apps**
- **Other Services**



# Summary

- **Telephone still a preferred contact method for some interactions**
- **Alternate communication types emerging factor**



# Local Agency Updates

- n **Tempe**
- n **Maricopa County**



# Questions?

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