

Potential Evaluation of a 3-1-1 System for the MAG Region

Management Committee
July 13, 2011





Presentation Goals

- Define 3-1-1 and the available options
- Outline the potential benefits of a 3-1-1 System
- Identify a process for evaluating system options





3-1-1

Reserved for non-emergency and municipal services



Manned call center tries to resolve issues or answer questions with minimal transfers



Callers are transferred to a secondary routing system or central operator who can complete the connection to the correct location



Callers receive a recorded message referring them to a web site or external phone number



Benefits

- n **Citizen experience**
- n **Efficiencies**
- n **Potential reductions in 9-1-1 call volume**

Reductions in First Year Call Volume* (Your results may vary)

Baltimore	42%
Chicago	15%
Austin	33%
Houston	35%
Buffalo	42%

*Source: Motorola, City websites



Potential Process

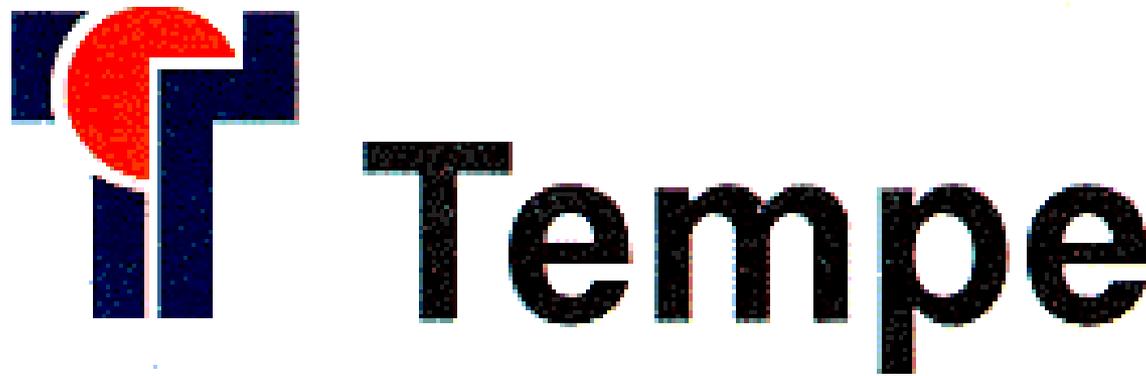
Business Plan Committee

- **Type of System**
- **Review Funding Options**
- **Participation by 911 Oversight Team Representative**

Technology Advisory Group

- **Use existing MAG Committee**
- **Recommends appropriate technologies to Business Plan Committee**
- **Participation by Public Safety Answering Point Managers Group**

Agency Update



System Overview

Home screen provides multi-functionality: enter service request, search knowledge base for information, and quick reporting

activeNETWORK CITIZEN REQUEST LIVE V4.0 Welcome: [Shaun Yunt](#) [About ACR](#) | [Logout](#)

Search & Submit | Case Operations | Maintenance | Reports | Help

Current Caller: (none)
Caller Phone:

Search for Callers (Advanced) [Switch to Simple Search]

Last Name: First Name:
Organization:
Address: Street Name: House No: Unit:
City: -All-
Phone: () Extension:
Email:

Go To Case

Case ID: External Case ID: System:

Search for Cases (Simple) [Switch to Advanced Search]

Search For:

Case Information Case Location

Case Created: Today
 Yesterday
 Within last 7 days
 Within last 30 days
 Specify Date Range

Knowledge Base

Records 1 to 10 of 16

- [Barricade Permit/Traffic Control Plan](#)
Feb 14, 2011 [Preview](#)
- [Street Light or Traffic Signal Problem](#)
Feb 8, 2011 [Preview](#)
- [Traffic Calming - Streetscape and Transportation Enhancement Program \(STEP\)](#)
Jan 27, 2011 [Preview](#)
- [Traffic Engineering General Information](#)
Feb 4, 2011 [Preview](#)
- [Tempe Traffic Counts](#)
Jan 27, 2011 [Preview](#)
- [Street Sign or Traffic Sign Problem](#)
Feb 8, 2011 [Preview](#)
- [Oversized/Overweight Vehicle Permit](#)
Feb 14, 2011 [Preview](#)
- [Neighborhood Block Party Permit](#)
Feb 14, 2011 [Preview](#)
- [Adopt-A-Street](#)
Feb 14, 2011 [Preview](#)
- [Residential Permit Parking Program](#)
Feb 8, 2011 [Preview](#)

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Each topic can provide a range of information including related links and documents

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Question :

How do I Adopt-A-Street?

Answer:

The adopt-a-street program is open to private and non-profit organizations and individual groups ages twelve and older. Adoptable streets include most major roadways in Tempe. The length of street frontage should be a minimum of one mile and should not exceed two miles. The commitment is to pick up litter at least four times per year for a minimum of two years.

To adopt-a-street read the [policies](#) and complete the [volunteer agreement](#) form. Mail a completed and signed form to: Adopt-A-Street, Attn: Steve Horstman at PO Box 5002, Tempe, AZ 85280 or fax to 480-858-2097. You will be contacted after the forms have been received to go over the agreement and schedule the Adopt-A-Street sign installation to recognize your organization for helping to keep Tempe streets clean. The city will install two Adopt-A-Street signs facing both traffic directions with the Adopter's name on the signs.

Once approved to Adopt-A-Street, call 480-350-8428 at least two weeks in advance to schedule a cleanup event and reserve safety vests and litter bags. These can be picked up at Traffic Operations located at 945 West Rio Salado Parkway. Review the Adopt-A-Street safety requirements with all volunteers prior to the event and afterwards complete the activity report form.

Documents:

 [Adopt-A-Street Policy](#) (18KB)

 [Adopt-A-Street Volunteer Agreement](#) (22KB)

Related Links:

[Adopt-A-Street Website](#)

[Adopt-A-Street Policies](#)

[Safety Requirements](#)

[Adopt-A-Street Volunteer Agreement](#)

[Safety Vest & Trash Bag Pickup Information](#)

[Post Cleanup Activity Reporting Form](#)

[Adopted Streets](#)

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Did this answer your question?

[Yes](#) / [No](#)

ACR Operations

[Open Case from KB Article](#)

Article Information

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Alphabetical: A, S

Transportation, Streets &

Sidewalks: Streets & Sidewalks

Reporting

Fully customizable reporting and real time management dashboards provide easy service delivery evaluation





Requested Action

Form a MAG 3-1-1 Business Plan Committee, which would include a representative from the MAG 9-1-1 Oversight Team, and for a representative of the MAG 9-1-1 Public Safety Answering Point Managers Group to serve on the MAG Technology Advisory Group for 3-1-1 purposes.



Questions?

Audrey Skidmore

Information Technology Manager

Maricopa Association of Governments

askidmore@azmag.gov