

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

Regional Council
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Presentation Goals



- Define 3-1-1 and the available options
- Outline the potential benefits of a 3-1-1 System
- Define 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

- **Citizen experience**
- **Efficiencies**
- **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



3-1-1 Evaluation Process

3-1-1 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



Questions?

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