

*For Immediate Release
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North Hempstead's 311 Call Center Responding to Record Amounts of Service Requests *Upwards of 150,000 SR's Estimated in 2010*

North Hempstead, NY—Supervisor Jon Kaiman announced that since its inception five years ago, North Hempstead's 311 Call Center has established itself as North Hempstead's information hub, expanding constituents' accessibility to Town Hall while accelerating the response time to service requests.

The "One-Call-To-Town Hall" concept has put an end to what often was a long, frustrating process of calls being snagged in bureaucratic bottle neck where they were transferred back and forth in order to get information or assistance," Supervisor Kaiman said.

The 311 Call Center delivers on two fronts: helping employees to better manage their workloads while improving responsiveness to constituents' inquiries and concerns.

Last year, 311 logged a total of 117,406 requests for service, an increase of more than 3,000 calls more than the 114,256 recorded in 2008. With the addition of the Receiver of Taxes office and soon the office of the Town Clerk, estimates of upwards of 150,000 service requests could be logged, tracked to resolution and documented per year.

Calls into the 311 Call Center run the gamut from general information to scheduled events in the parks, and the status of building department applications, to calls from constituents thanking a Town employee or department for a job well done.

In fact, "Thank You" calls from constituents jumped significantly between 2008 and last year, from six to 140—more than a twentyfold increase.

Zina Fayache of Mineola was among the scores who called 311 to say "Thank You" to the Town.

"I didn't expect it to get done so quickly because of the usual bureaucratic red tape typical of getting things done with any government," Fayache said, referring to the pothole the Highway Department filled at the intersection of Northern Boulevard and Onderdonk Avenue within little more than a day after the service request was generated. "I was very pleased," she said.

One important benefit of the 311 Call Center is its function as a first point of contact where constituents' questions can be answered immediately, thereby reducing the call volume reaching departments town-wide. The diversion of calls away from Town

departments sharply reduces interruptions in the workday and allows staff to focus on their assigned functions as well as tackle more pressing initiatives.

Last year, for example, the 311 Call Center created more than 7,000 Service Requests for the Highway Department. Of those, 846 were purely queries for information that did not need to be provided by a Highway Department employee. At an average of three minutes per call, over 42 administrative hours were saved.

Beyond its role as North Hempstead's information hub, the 311 Call Center also has another key function: the ability to measure how well services are delivered.

"This is a critical barometer," Supervisor Kaiman said, adding that "not only does it help us gage the quality and timeliness of the services we deliver but also help us squeeze more out of our taxpayer dollars."

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Photo 1: North Hempstead's 311 Call Center is professionally staffed Mon-Fri 7:30am-7:30pm and Sat. 10:00am – 6:00pm.

Photo 2: TONH 311 Service Representative JoAnn Porrello logs in, documents and tracks a service request to resolution.