

FACT SHEET



311 Non-Emergency Call Center Citizen Benefits

- 311 is a non-emergency phone number that residents can use to obtain information about city services, issues and/or concerns.
- Get the right department for the issue, question at hand.
- 311 Non-Emergency Call Center will more closely connect government to our citizens and their needs.
- Residents may report potholes, find about the next trash or recycle day, or thank a city employee for a job well done by calling the Portsmouth 311 Non-Emergency Call Center.
- Portsmouth 311 Non-Emergency Call Center operates Monday through Friday from 8 a.m. to 5 p.m.
- Citizens will also have the ability to access forms for 311 topics and submit cases through the city of Portsmouth website.

Call Center Facts

- Portsmouth's 311 Non-Emergency Call Center launched July 1, 2019.
- 311 call centers have become the proven standard for municipal communications in numerous cities throughout the world.
- 311 Call Centers reduce the number of non-emergency calls being routed to a 911 call center.
- The Portsmouth 311 Non-Emergency Call Center will improve visibility and management of services because leaders will now able to obtain a holistic understanding of the most common requests, where they occur and how quickly they are resolved.
- The Portsmouth 311 Non-Emergency Call Center will allow City management to be able to gain more relevant insight into the end-to-end citizen experience, which will give them knowledge when allocating resources and/or justifying new staff and technology to meet citizen demands for service.

311 Non-Emergency Call Center: A Brief History

Police departments across the country are bombarded with 911 calls for non-emergency queries. Baltimore, Maryland was the first city in the nation to implement a 311 non-emergency call center back in 1996.

Many government bodies believed that the public sector could and should be more closely connected with citizens and their needs.

311 call centers have the ability of collecting reams of data about government operations. Additionally, by implementing the use of Customer Relationship Management (CRM) software, the call centers can capture details about every phone call, query, complaint and request which generates insight into how employees deliver city services. It can also collect data on the problems that annoy citizens the most, from too much noise, to streets in need of repair to illegal parking and trash in abandoned lots.