311 System Update

Presentation to:
Climate, City Services & Infrastructure Committee
March 3rd, 2026

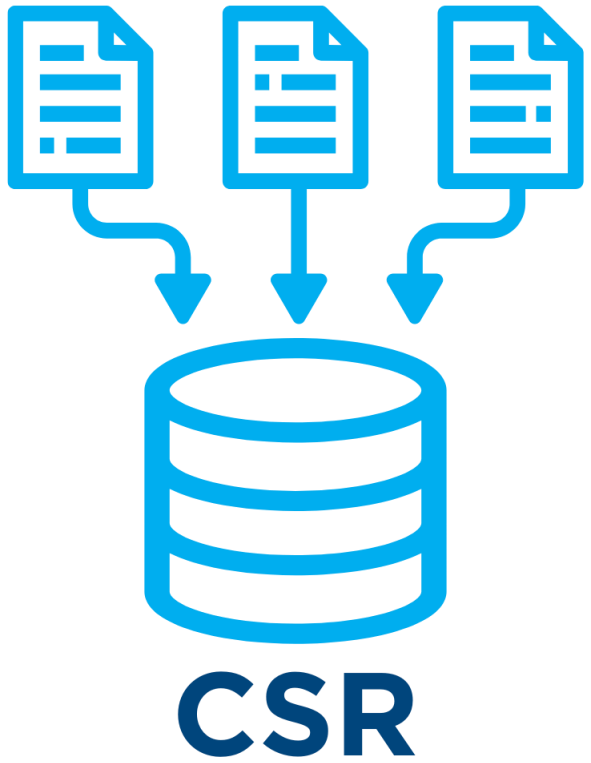
Cincinnati ECC's Role

- The **Cincinnati Emergency Communications Center** operates the **311 Call Center**, which is one way the City accepts service requests into the **Customer Service Response (CSR)** system.
- Telephone service is offered 24/7 at: **311** and **513-765-1212**.
  - ECC received over 305,000 calls to our non-emergency lines in 2025.

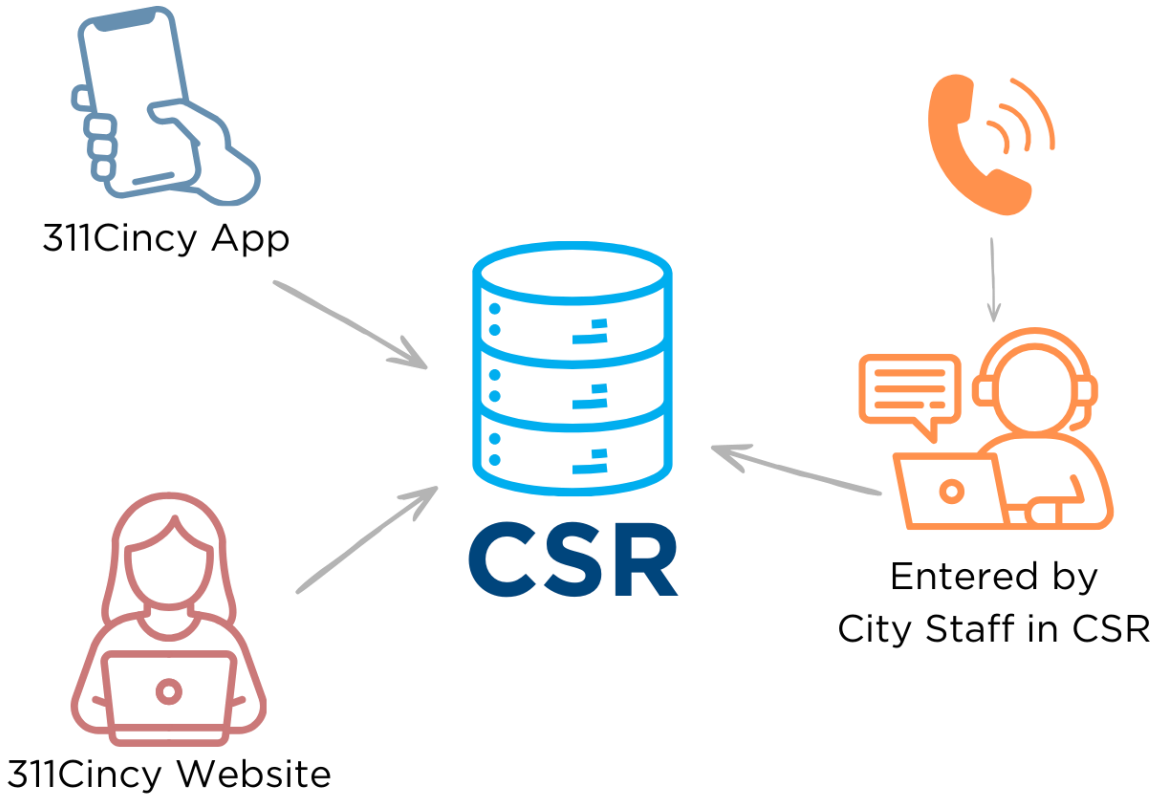
The CSR System

- The **Customer Service Response (CSR)** system is a platform that is built, hosted, and maintained by **CAGIS**.

- There are several ways to create a **Service Request (SR)** in the CSR system.

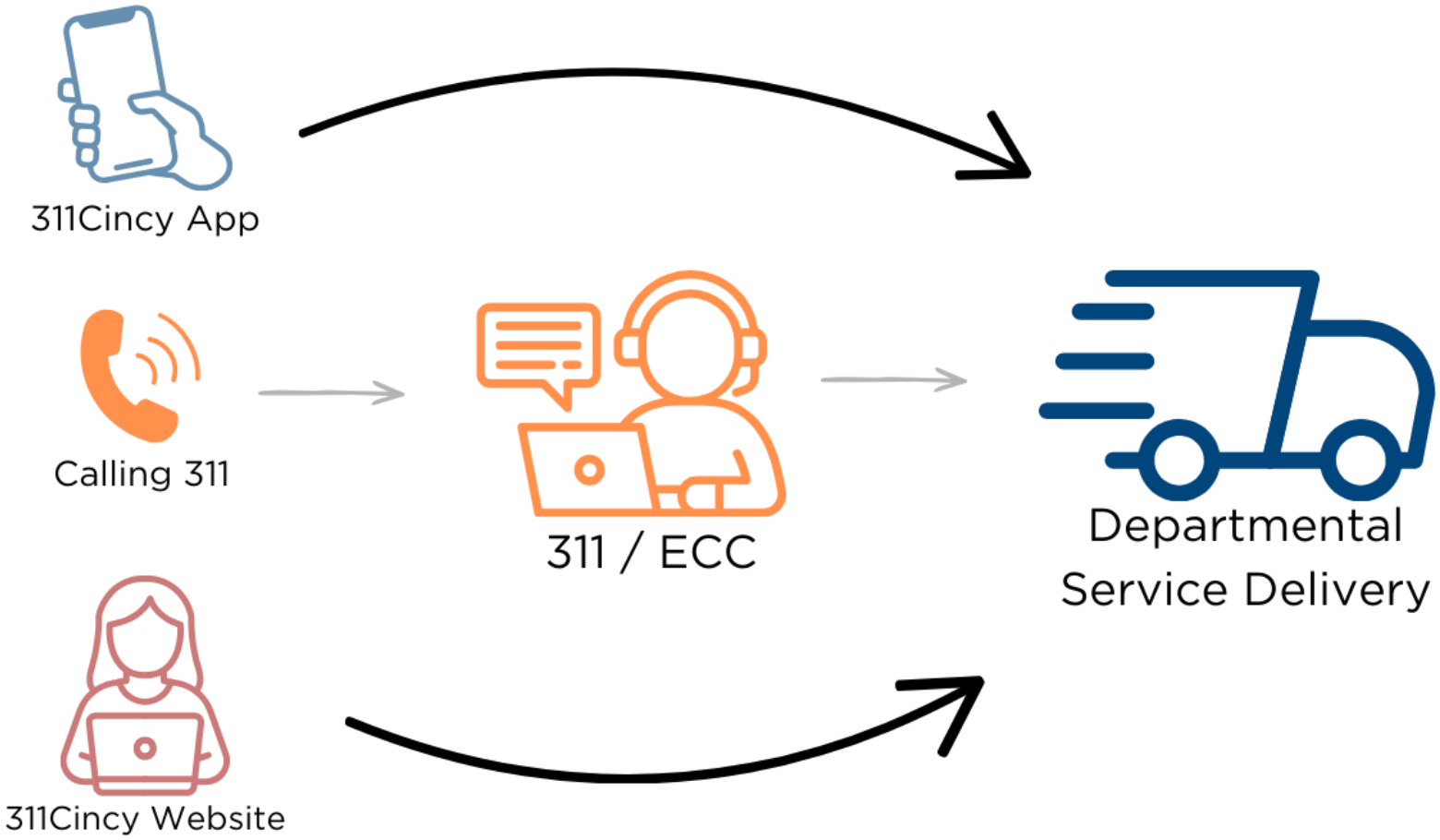


CSR Intake Methods



- Customers use **self-service** platforms to create a service request in CSR.
- City Staff use internal **CSR software** to create service requests on a customer's behalf.

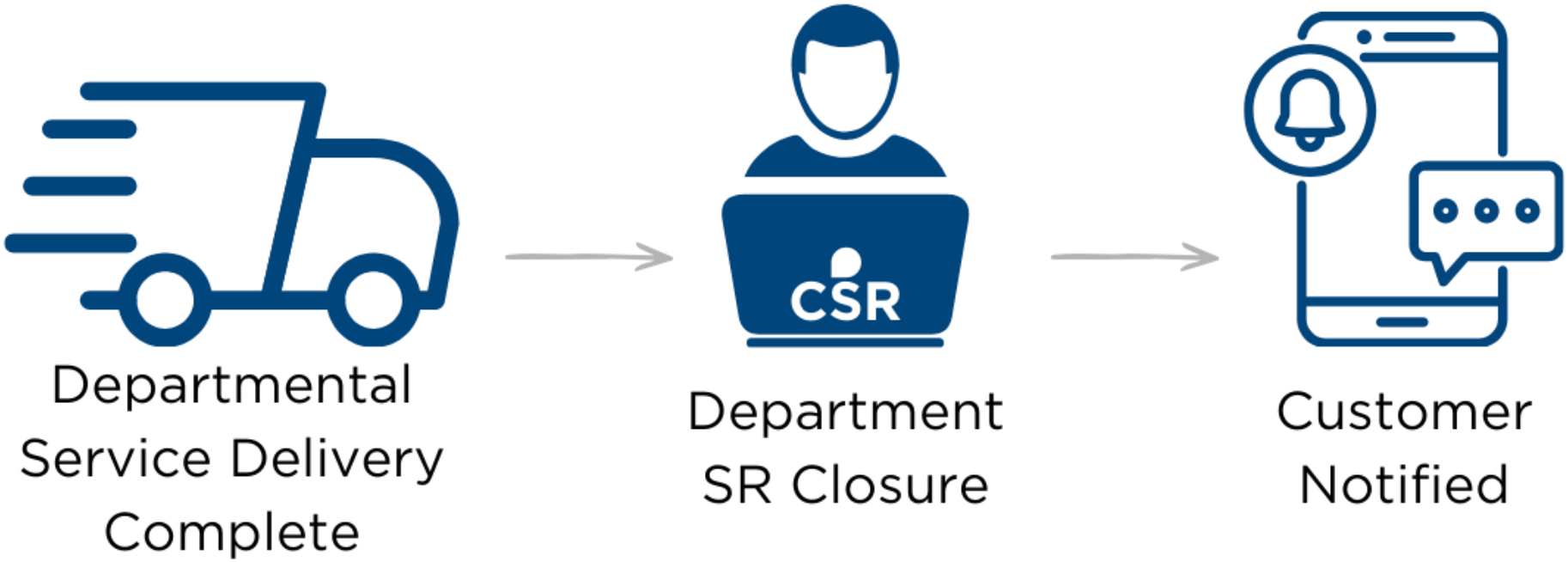
Service Requests – Direct to Departments



- Service Requests route directly to the responsible department.
- When entered by self-service platforms, these bypass ECC's 311 team.

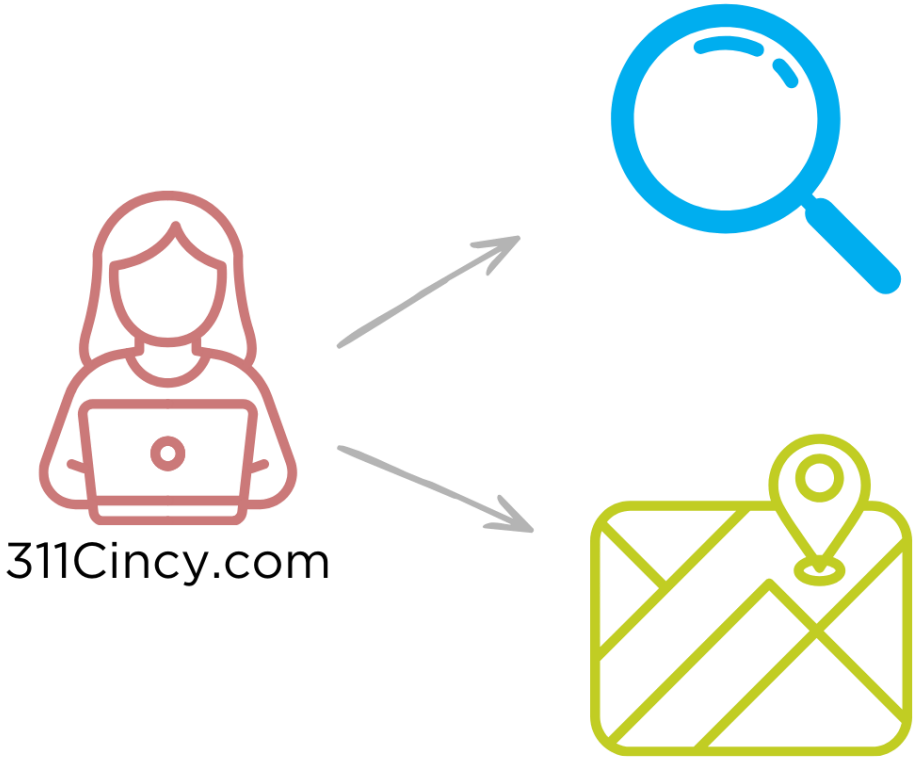
SRs Updated/Closed by Departments

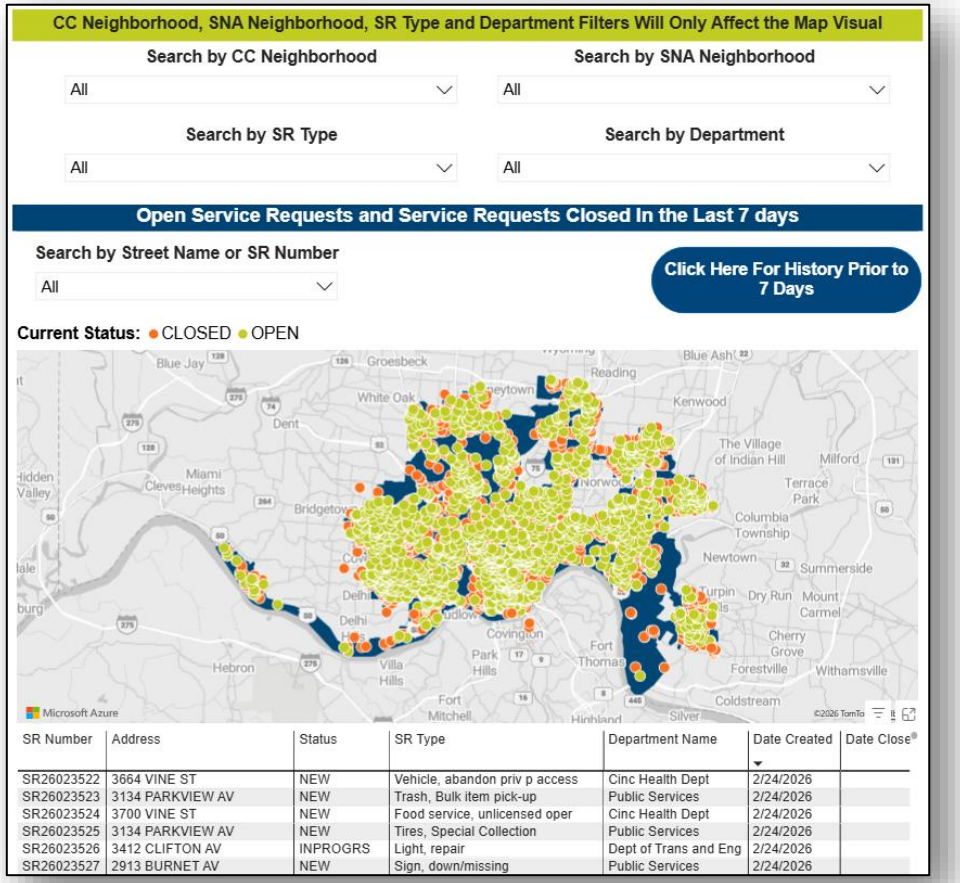
Service Request records are updated and closed by the department handling the request.



What's the status?

In addition to calling us, customers can search and browse requests online.



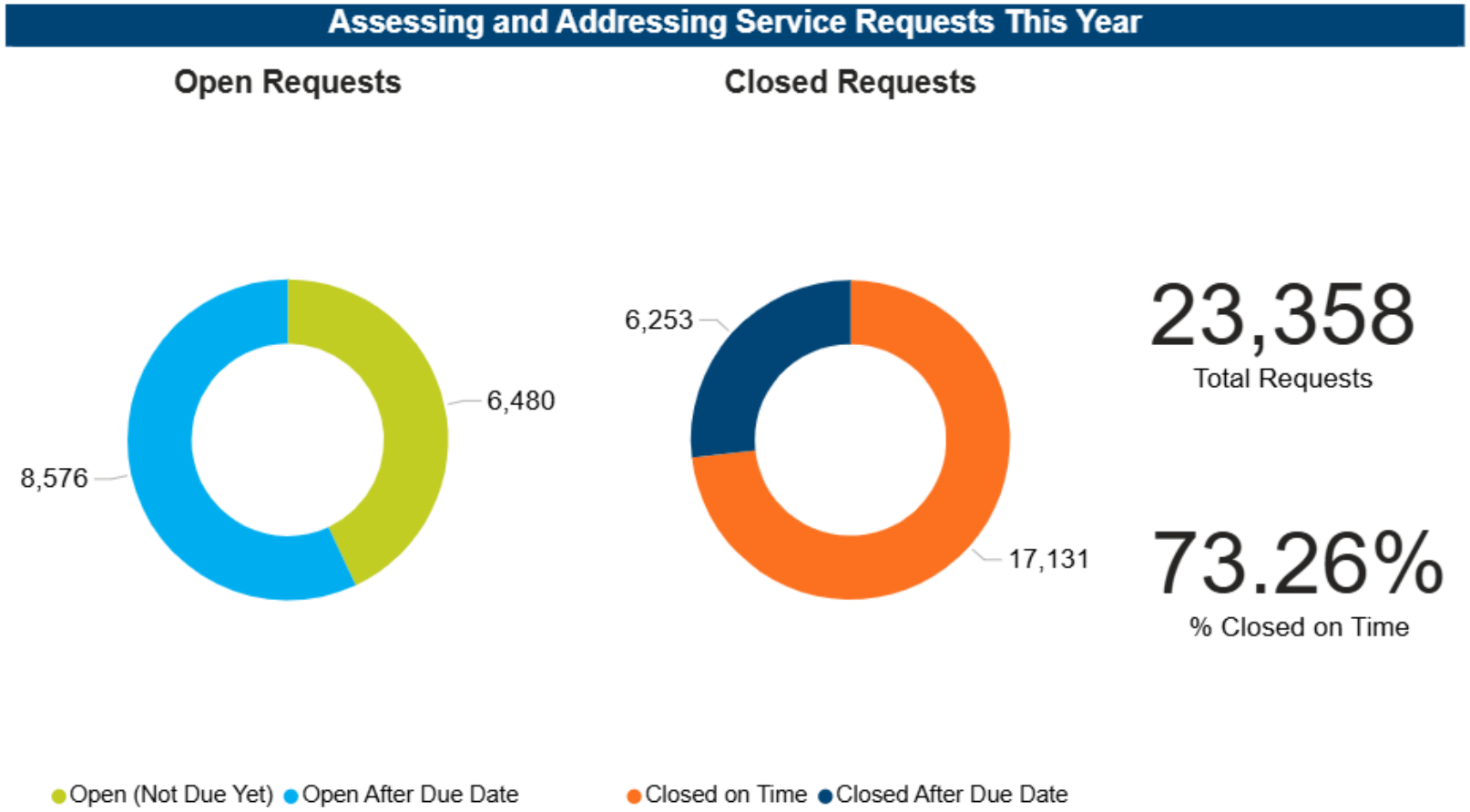


Setting Expectations

- For each type of request, departments internally define some default expectations:
  - Time to respond
  - Time to complete
- The “time to complete” duration sets the **Planned Completion Date** on each service request.
- Departments can **adjust this date for a particular request** if there is a known delay to completing the work.

Service Delivery Performance in 2026

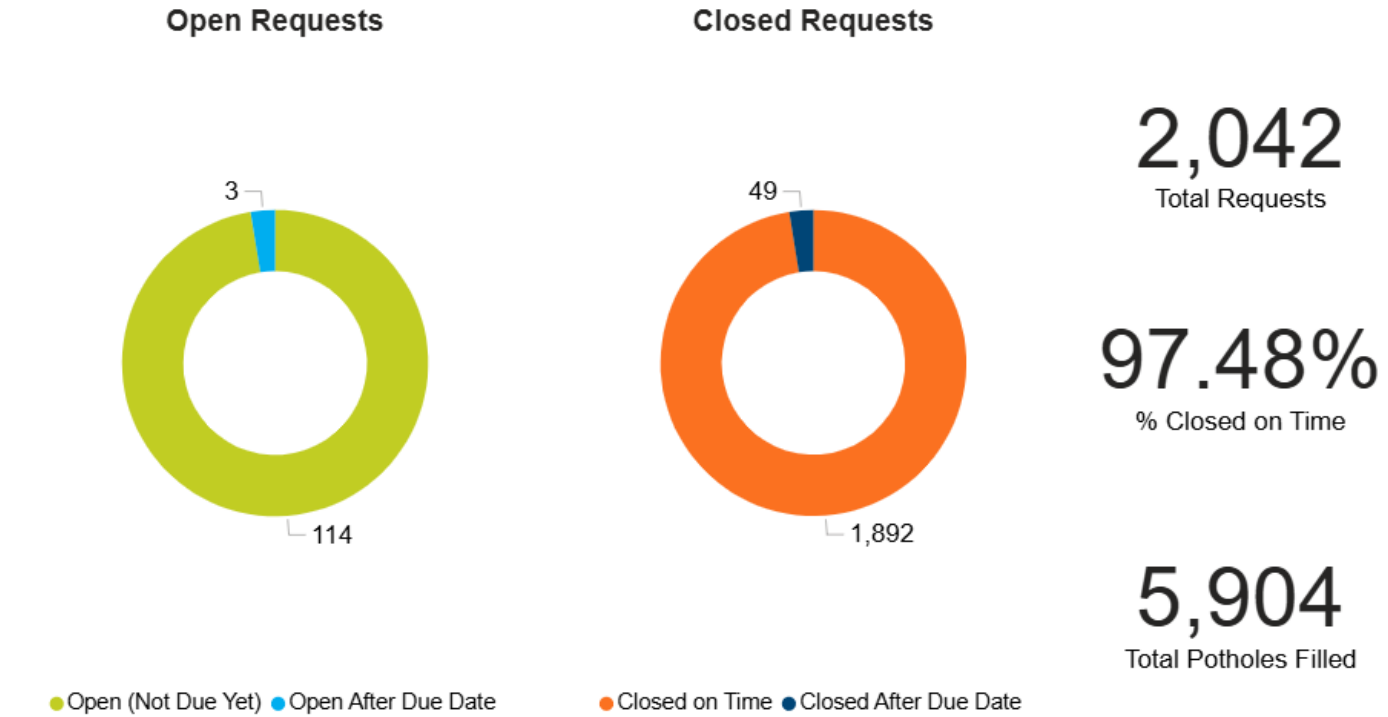
Across all departments and service request types:



Service Delivery Performance in 2026

Pothole Repairs on City Streets (DPS)

Assessing and Addressing Pothole Requests This Year

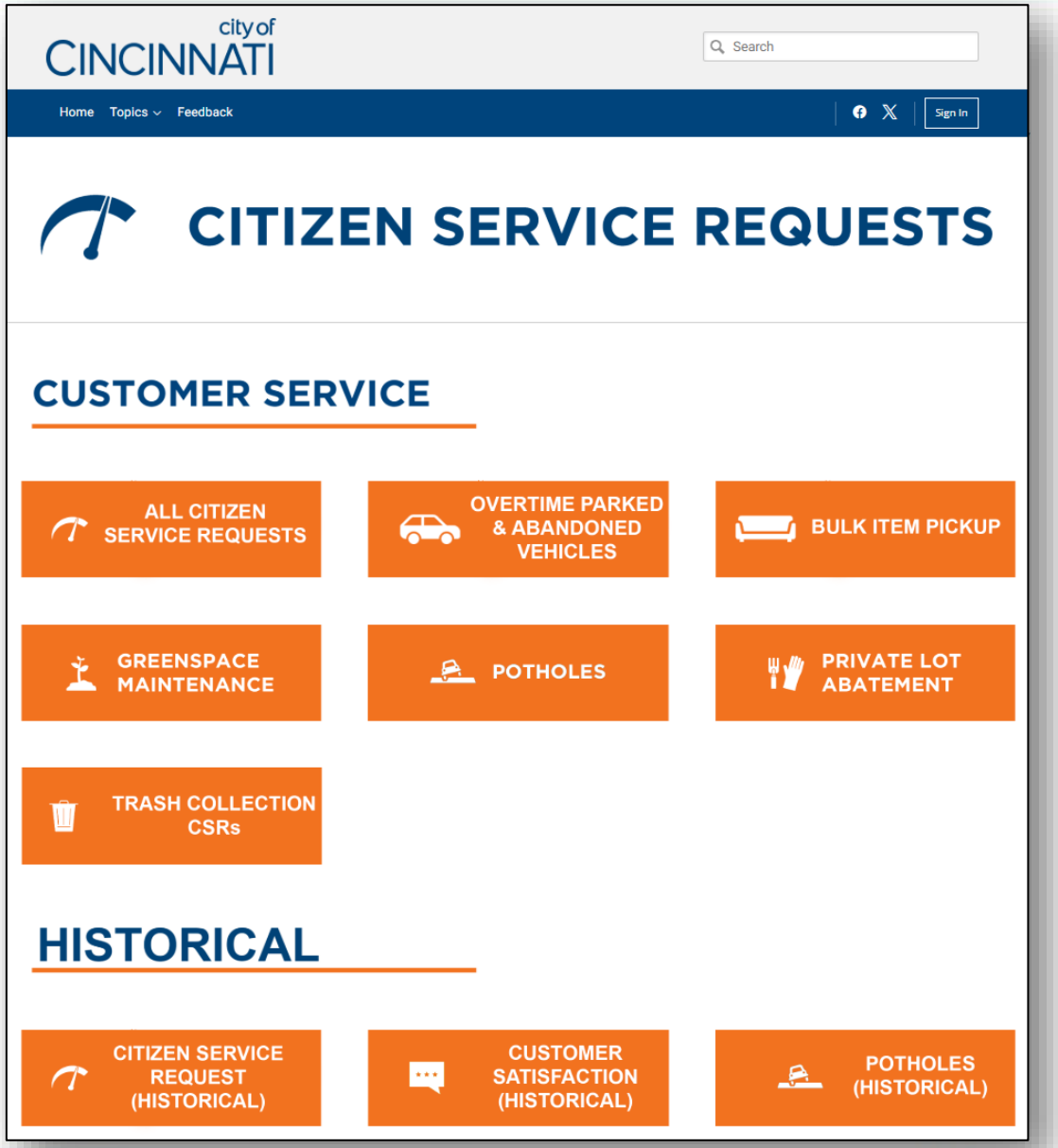


Service Request Type	Business Days to Complete Service Request
Pothole, repair	12

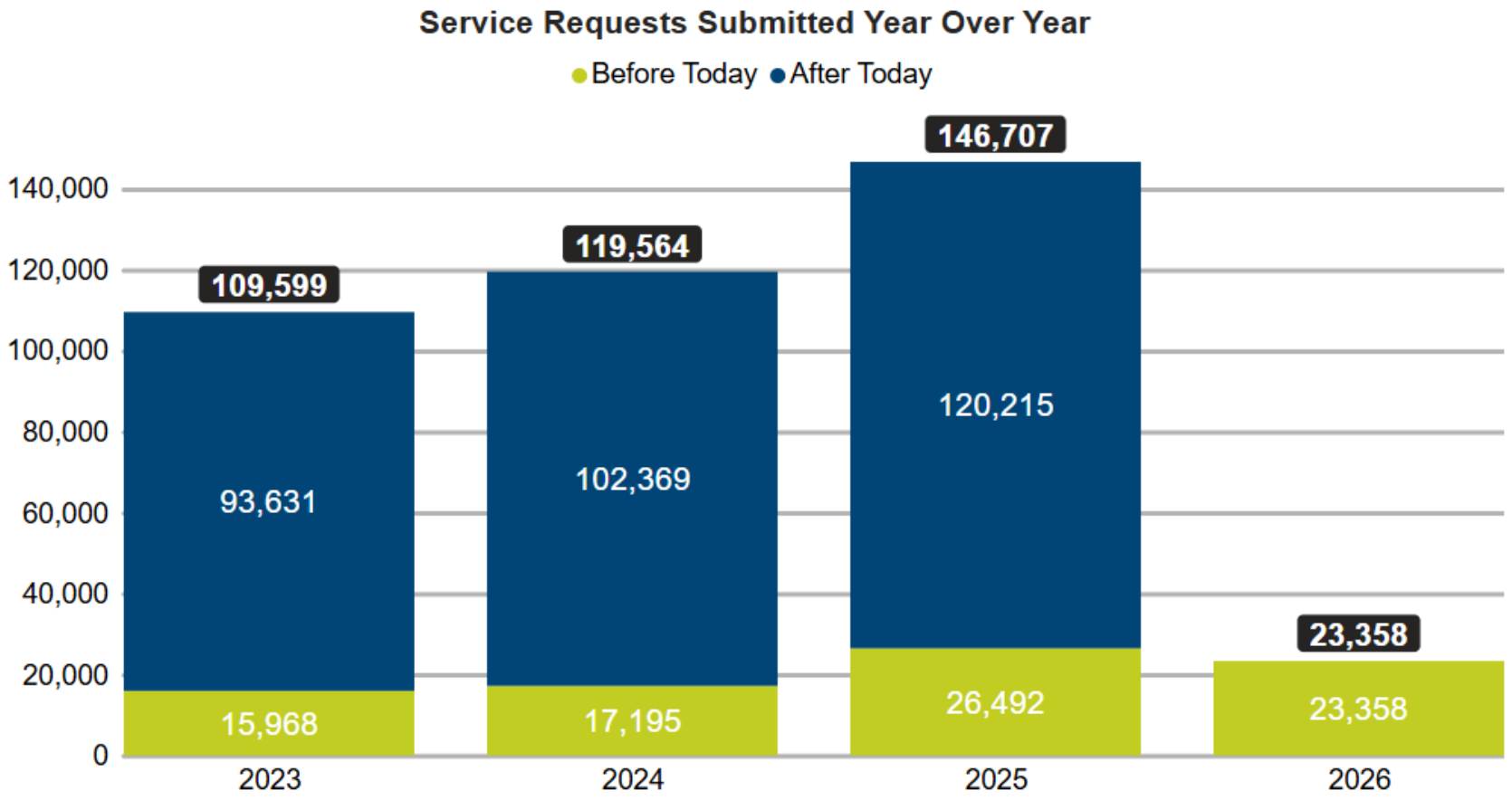
Performance & Data

- Customers can find service request data visualized on the **CincyInsights** portal managed by the Office of Performance & Data Analytics.

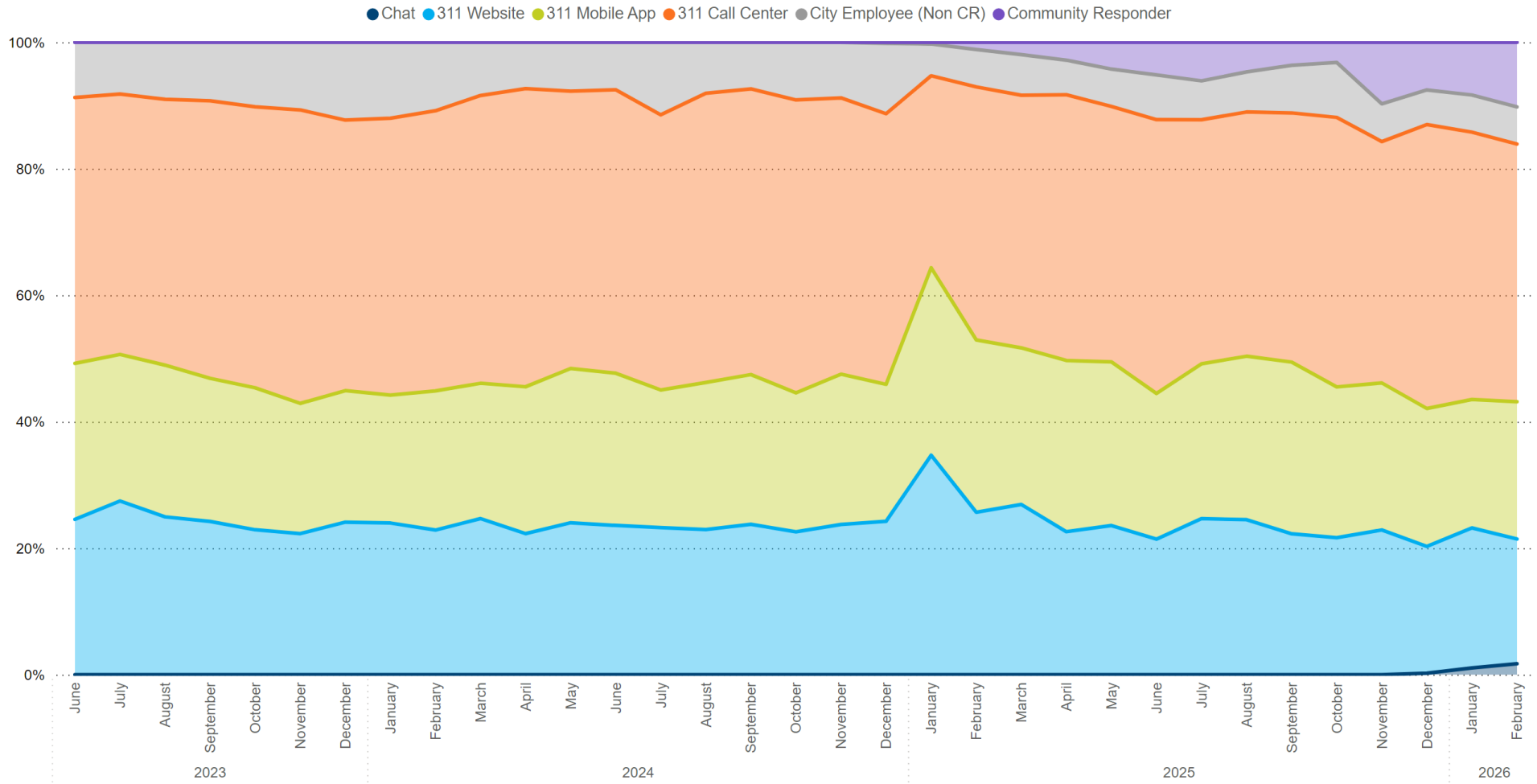
- This is now prominently featured on the 311Cincy.com homepage.



Service Request Trend Data



SR Intake Method Trend

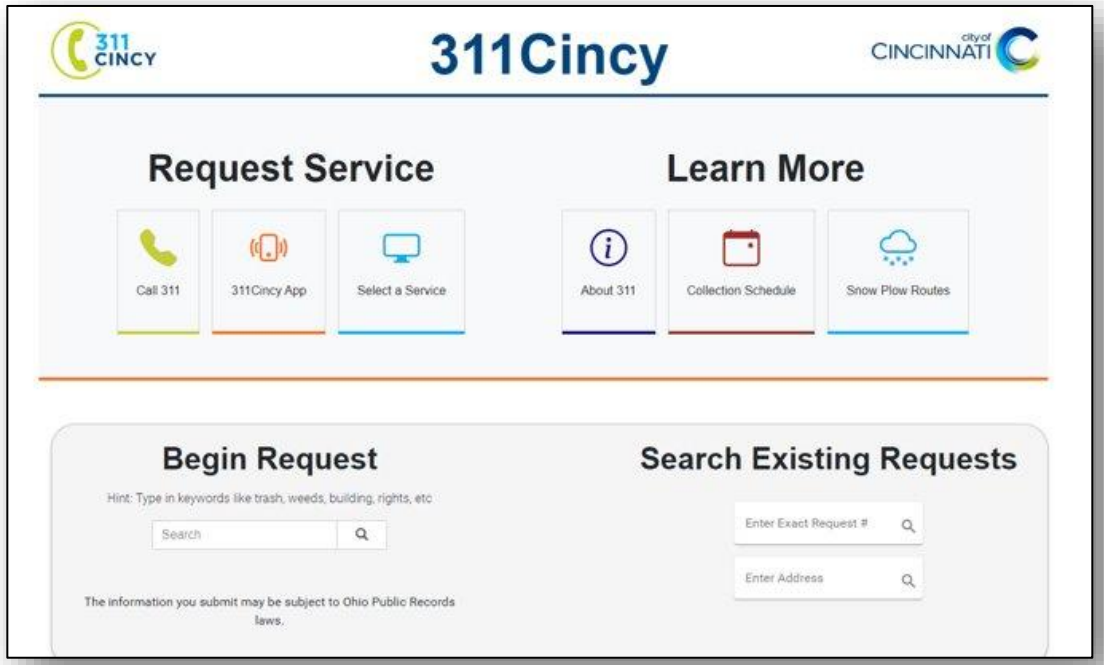


Improvements in 2025

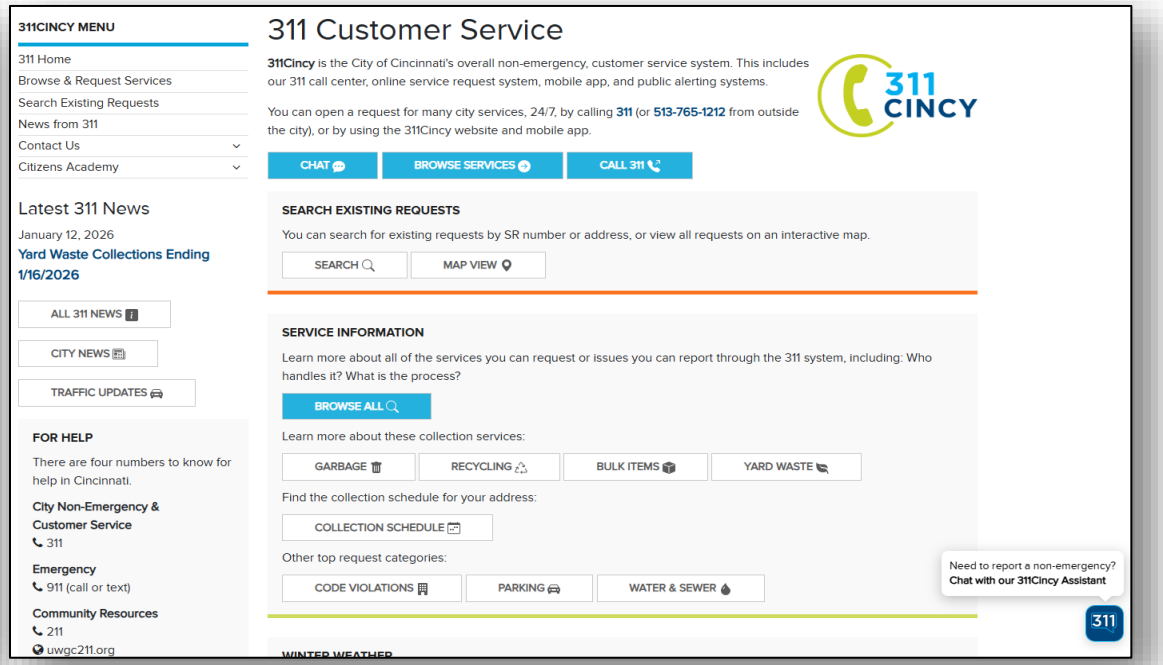
Improvements focused on customer service, efficient request fulfillment, making information more accessible, and increasing inter-department collaboration.

December 2025 Website Changes

Previous 311Cincy.com "Homepage"



Current 311Cincy.com

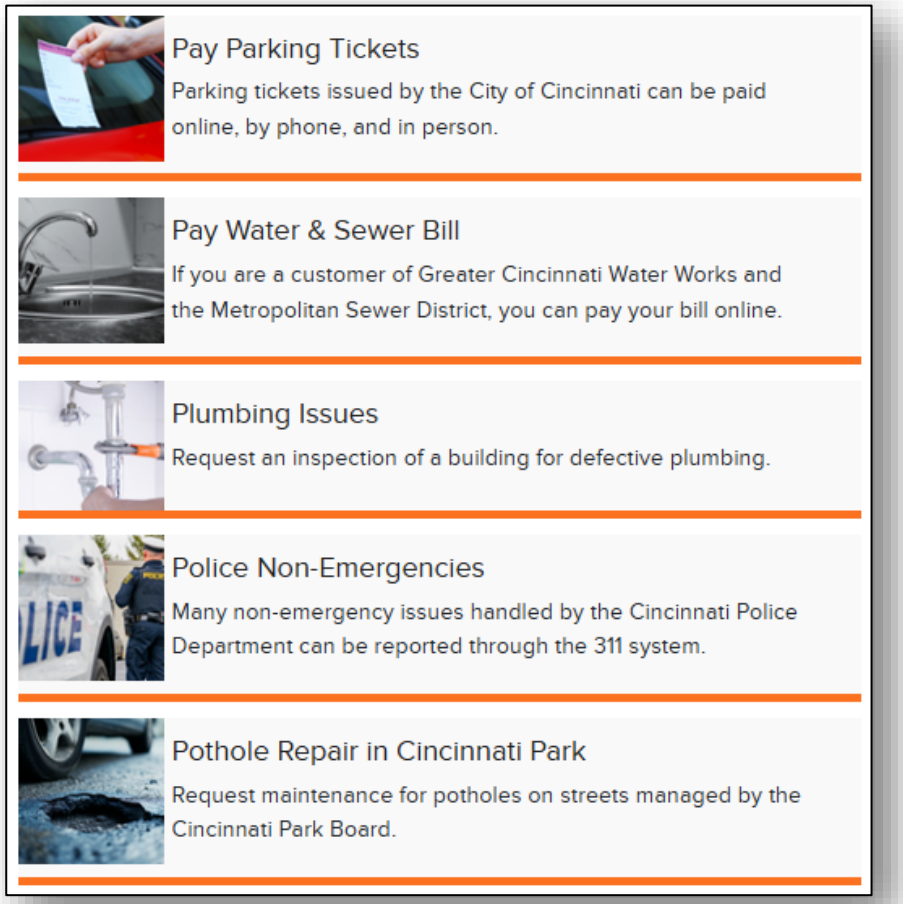


December 2025 Website Changes

Previously

- Citizens needed to begin their service request by knowing and choosing the correct service request type.
  - This could cause confusion and an **increased transfer rate, delaying completion**.
- Limited information was available about a service request type online.

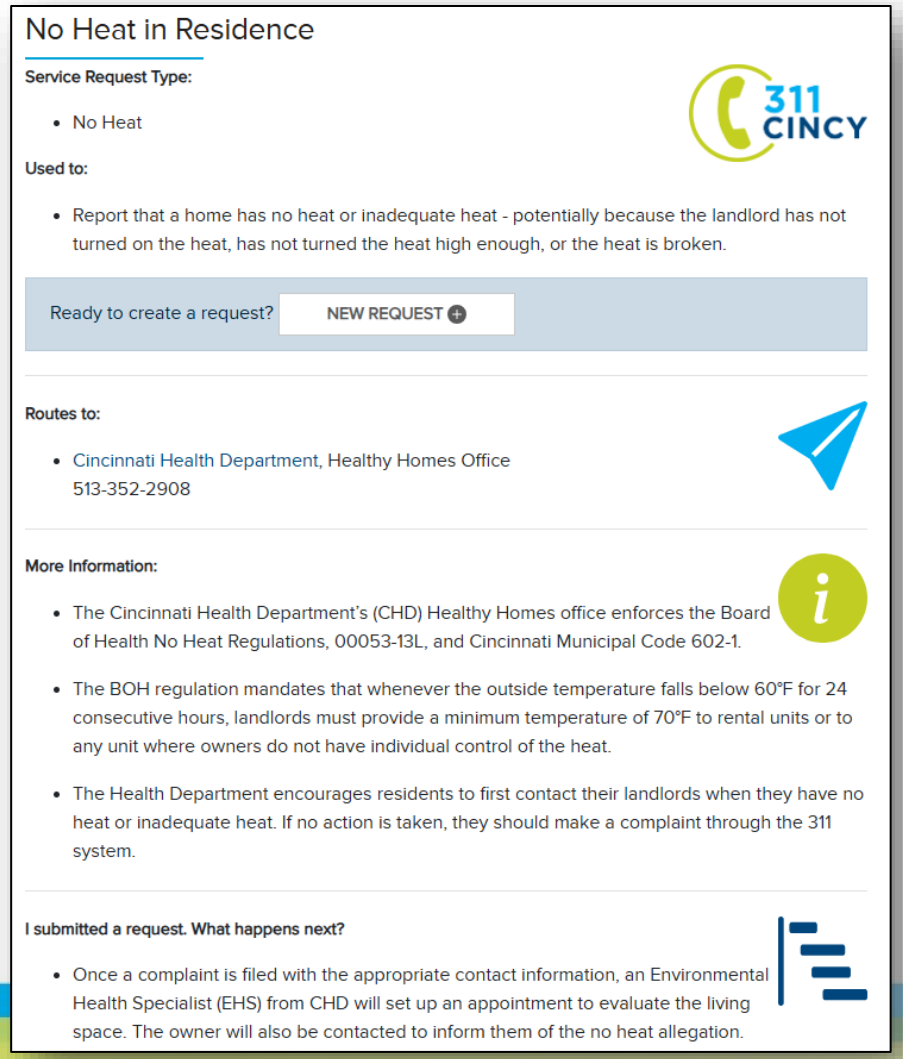
December 2025 Website Changes



Now

- Citizens can browse and read about different service request types to **match the request to their situation**.
- Departments can customize the information and provide pictures and graphics to be more informative.
- Citizens can view requests by category to view similar request types if they are unsure which to choose.

December 2025 Website Changes



No Heat in Residence

Service Request Type:

- No Heat

Used to:

- Report that a home has no heat or inadequate heat - potentially because the landlord has not turned on the heat, has not turned the heat high enough, or the heat is broken.

Ready to create a request? NEW REQUEST

Routes to:

- Cincinnati Health Department, Healthy Homes Office
  513-352-2908

More Information:

- The Cincinnati Health Department's (CHD) Healthy Homes office enforces the Board of Health No Heat Regulations, 00053-13L, and Cincinnati Municipal Code 602-1.
- The BOH regulation mandates that whenever the outside temperature falls below 60°F for 24 consecutive hours, landlords must provide a minimum temperature of 70°F to rental units or to any unit where owners do not have individual control of the heat.
- The Health Department encourages residents to first contact their landlords when they have no heat or inadequate heat. If no action is taken, they should make a complaint through the 311 system.

I submitted a request. What happens next?

- Once a complaint is filed with the appropriate contact information, an Environmental Health Specialist (EHS) from CHD will set up an appointment to evaluate the living space. The owner will also be contacted to inform them of the no heat allegation.

Now

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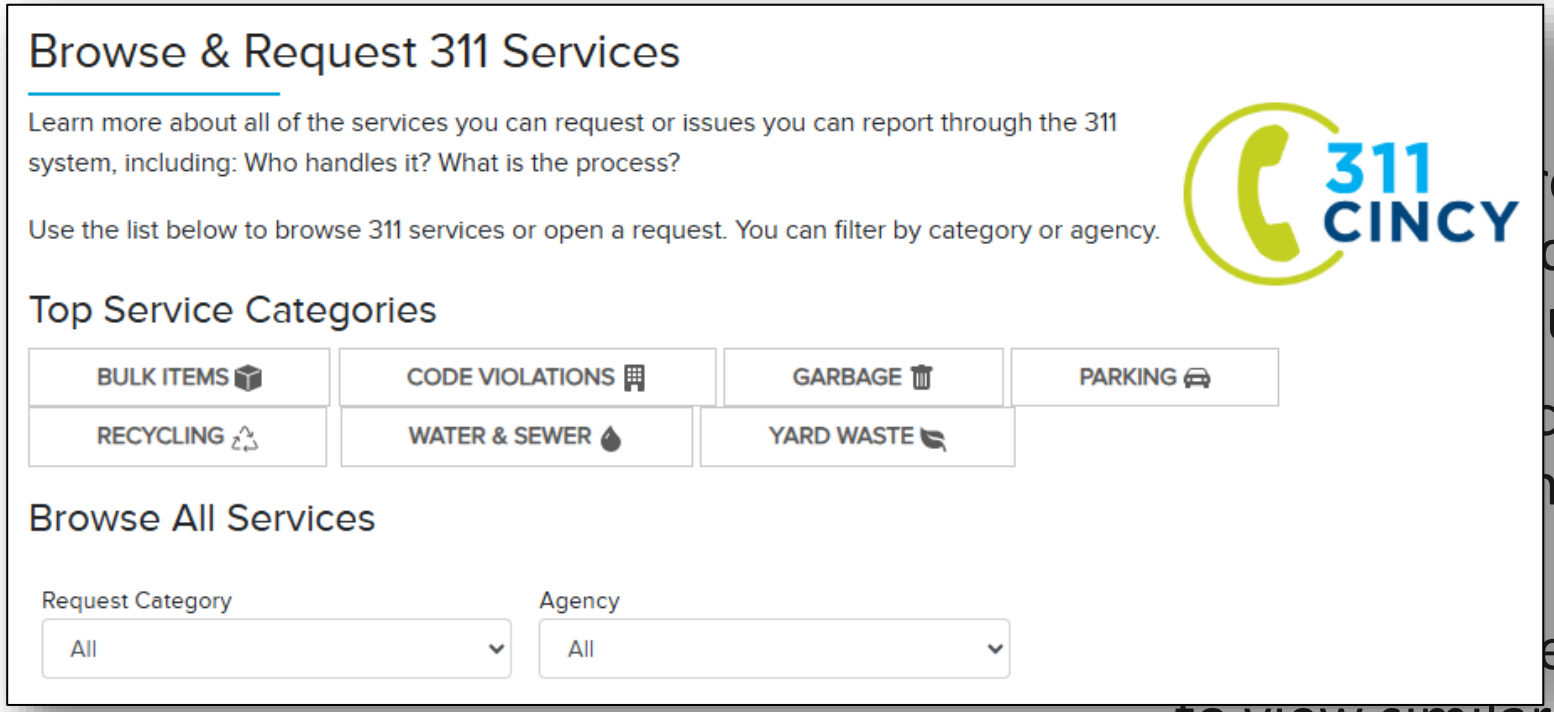

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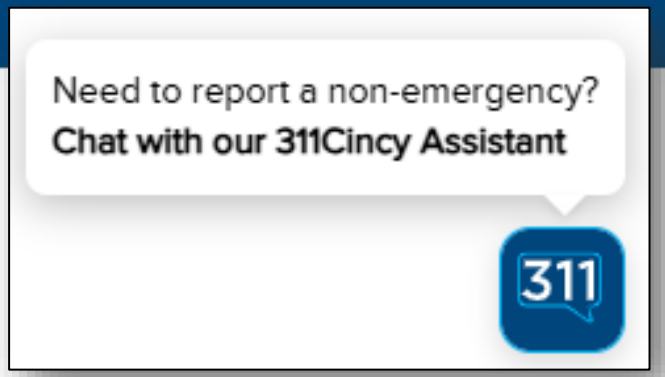
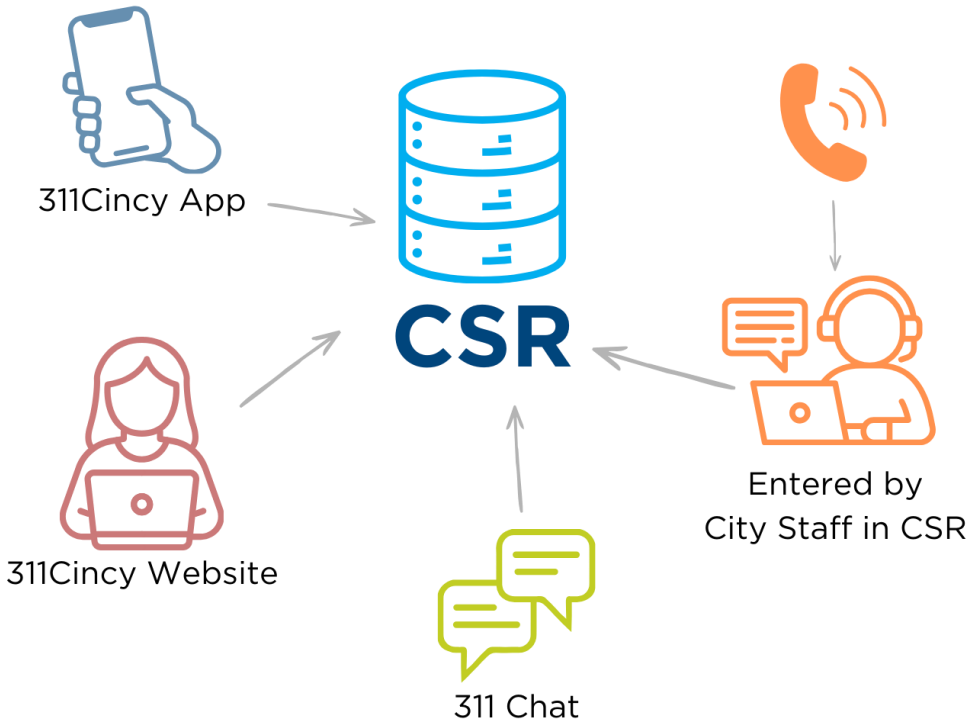
311 Chat: New Self-Service Option

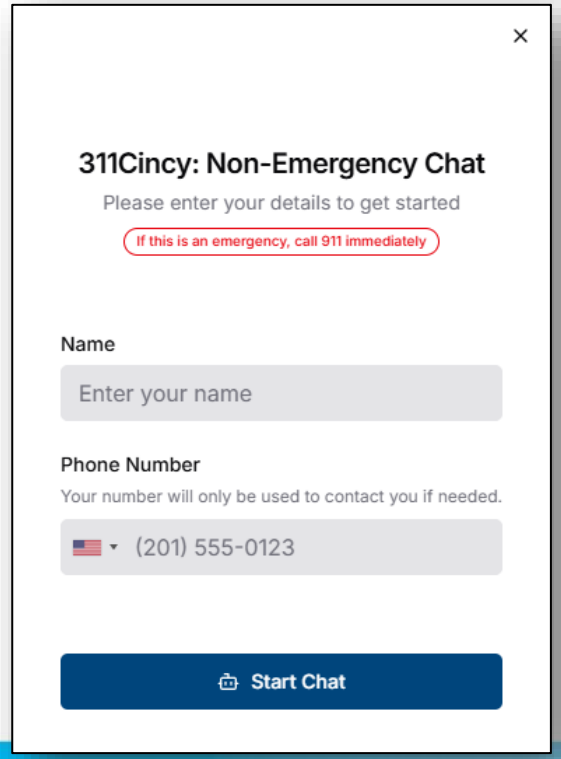


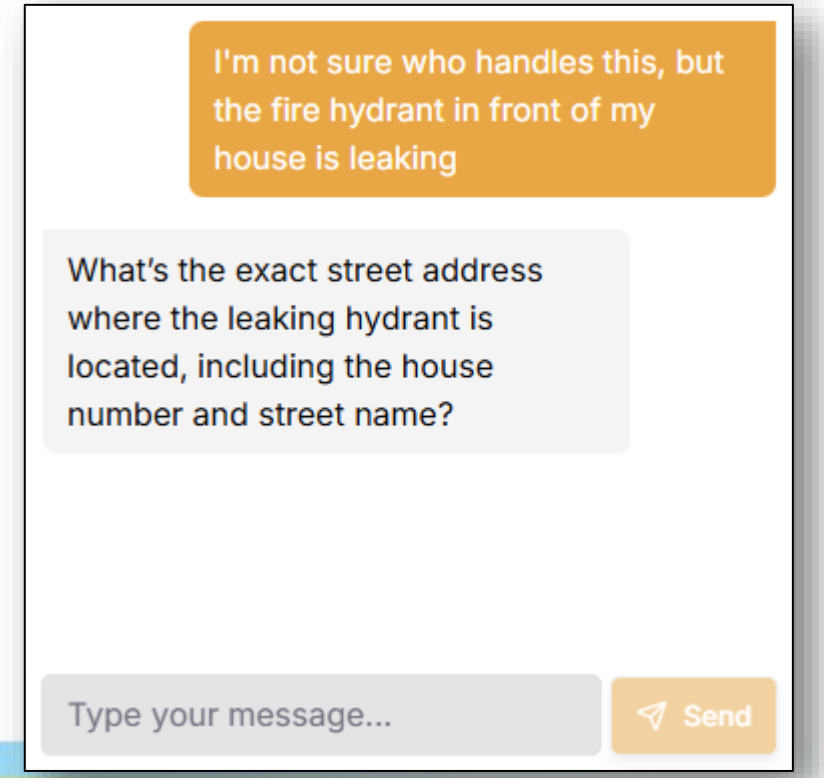
- The ECC began testing a new self-service chat feature on 311Cincy.com in late 2025.
- This is now an additional **24/7** service available to customers.
- The chat is an automated assistant, trained on Cincinnati-specific processes and service fulfillment.



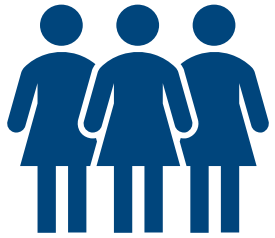
311 Chat: New Self-Service Option

- Customers can use natural language, and don’t need to pick a request type or be an expert in how the city works internally.





Staffing and Customer Satisfaction



7 additional 311 call takers were hired in 2025, and 2 call takers were promoted to senior roles increasing capacity and reducing wait times.

With a full complement of 19 staff members, we are getting closer to our internal goal of 90% of 311 calls being answered within 45 seconds.

93%

93% of survey respondents reported being satisfied or very satisfied with the call-taker service they received.

5,173 survey responses were collected between July - Dec. 2025

311 CINCY

Questions?

www.cincinnati-oh.gov/311

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city of CINCINNATI