

Budget & Finance

311 update & next steps

Customer Service Tools

The public has many options to remedy everyday issues

- Call Center
- Website
- Mobile App

Introducing!



From many numbers to one...



Police, Fire, EMS, Parking

911 and 513-765-1212

**911 and
311**



Water

513-591-7700

311



Sewer

513-352-4900

311



Health

513-357-7320

311



All Other City Services

513-591-6000

311

Customer Service Enhancements

Before 3/11/22

- **Call Center:** Many phone numbers
- **Call Center:** Business hours
- **Website:** 5916000.com
- **Website:** Hard to find services
- **Website:** Missing some services
- **Mobile App:**

Starting 3/11/22 (live testing phase)

- **Call Center:** Just 311 or 911
- **Call Center:** 24hr/7days
- **Website:** 311cincy.com & city page
- **Website:** Start with service search
- **Website:** More services added
- **Mobile App:**



Testing Phase (Summer 2022)

- Slow volume of traffic through channels- gradually increasing
- Continued training/hiring
- Test and revise tools and systems

Next phase (Fall 2022):

- DPS and ECC call center merger
- Full compliment of trained and qualified staff
- Public awareness campaign

Long Term Goals:

- 311 to support public engagement
- Data and public driven enhancement to service delivery

Want a Vaccine? | Schedule an Appointment >

city of
CINCINNATI

Looking to open a
business? Visit [Open a Business](#)
for help!

RESULTS
CINCY
➔

PAY
WATER
BILL
➔

PAY
PARKING
TICKET

QUICK
LINKS
➔

WATCH
CINCY

Fix it Cincy!

New & Improved
Service App

Download



Customer Service Request

File A Customer Service Request

Smart 911

Create Free, Secure Safety Profile

Frequent Requests

Birth & Death Certificates

Building Permits

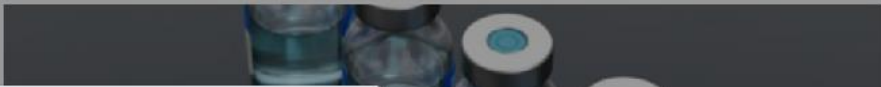
Economic Inclusion & Purchasing

Income Tax

Jobs With The City

 [BUSINESSES](#) | [RESIDENTS](#) | [VISITORS](#) | [SERVICES](#) | [GOVERNMENT](#) | [HELP/311](#) | 

FEATURED NEWS





Four ways to request services

Call 311

FixIt Cincy App

Select a Service

Follow us @311cincy

Begin Request

Hint: Type in keywords like trash, weeds, building, rights, etc

The information you submit may be subject to Ohio Public Records laws.

Search Existing Requests

Frequently Used Service Requests

Select from one of the links below

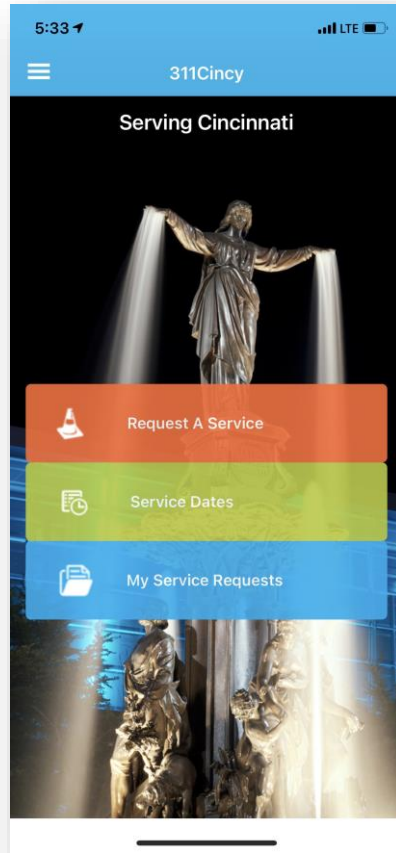
- | | |
|--|--|
| Fix a Pothole > | Pick up Bulky Items > |
| Remove Graffiti > | Report Tall Grass/Weeds > |
| Request Trash - Missed Pickup > | Report Unsanitary Living Conditions > |
| Report Improper Trash Setout > | Repair a Street Light > |

Explore Services by Category

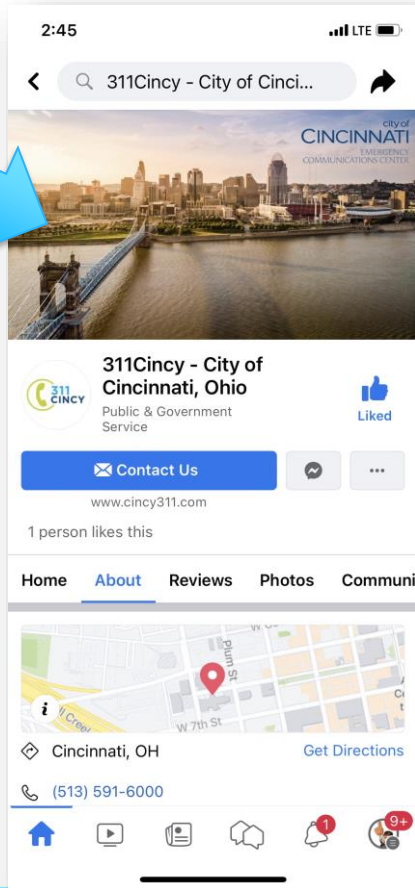
The information you submit may be subject to Ohio Public Records laws.

Hint: Click to expand categories to see available Service Requests. Then click on the Service Request type to initiate.

- ? Accessibility ▼
- 🐛 Bugs, Pests and Animals ▼
- 🏢 Commercial Buildings ▼



Facebook



Twitter



More Enhancements Coming



- **Mobile App:** September 1, FixItCincy = 311Cincy
- **Call Center:** text confirmation/SR numbers
- **Call Center:** no hold or wait times to answer calls
- **Website:** chatbot/virtual assistant with live chat feature
- **Website:** continuous improvement on intake and navigation
- **General:** updated Customer service training and performance measures
- **General:** updated communication regarding status of requests and follow up actions
- **General:** regular review of open items to increase timely resolution

311 Feedback Form

311 Feedback Form

Thank you for your feedback. We are constantly working to improve our service delivery and to provide department staff and customers with the most accurate information. If you have noticed something the 311 call center needs to correct for your department, or if you have some positive feedback to share, please use this form.

Your feedback will be shared with the call center staff to continuously improve services to the various departments served by the call center.

Hi, Chandra. When you submit this form, the owner will see your name and email address.

* Required

1. First Name *

Enter your answer

2. Last Name *

Enter your answer

3. City phone # *

Enter your answer

4. Email Address *

Enter your answer

5. Date of Event *

Please input date (M/d/yyyy)

6. Time of Event *

7. This feedback is related to: *

Select your answer

8. This feedback is related to the following originating from the 311-call center *

Select your answer

9. What Happened? *

Enter your answer

10. How should the matter have been handled? We use this for training purposes so staff can handle this properly moving forward.

Enter your answer

11. Additional Comments

Enter your answer

12. Attachments *

Yes

No

Submit

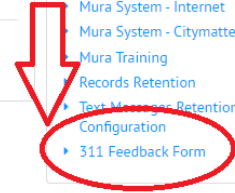
er. Spoiler

to their employee

or

ter.

- ▶ Economic Inclusion
- ▶ Employee Safety
- ▶ Enterprise E-mail
- ▶ ETS Billing Reports
- ▶ ETS Services Catalog
- ▶ Fraud, Waste and Abuse Hotline
- ▶ Healthy Lifestyles Program
- ▶ HR- Talent Development Campus
- ▶ HR Training Calendar
- ▶ Information Security
- ▶ Labor Relations
- ▶ Medical/Flex
- ▶ Mura System - Internet
- ▶ Mura System - Citymatters
- ▶ Mura Training
- ▶ Records Retention
- ▶ Text Messages Retention Configuration
- ▶ 311 Feedback Form



ETHICS, ABUSE

ETHICS, ABUSE

WEATHI

▶ Natic



Next Steps:

- 311Cincy mobile app launch September 1
- Limited 311 promotion online (next few weeks)
- City Communicator briefing (Complete)
- 100% Calls to ECC (likely October)
- CSR Reviews (rotating/ongoing)
- Department 311 user group established (begin approx. October)
- Set performance metrics and goals (30-60 days)
- Evaluation of programs and tools & user testing (ongoing)
- Chatbot implementation (Fall 2022)

CSR Reviews:

- Make the CAGIS interface more user friendly to the public for entering CSRs.
- Increase transparency and communication throughout the CSR process from entry to completion.
- Assist departments with better data collection to improve efficiencies.
- Clean up old open CSRs for accurate data collection & performance metric reporting.

Constituent Affairs Knowledgebase

KNOWLEDGE



Contribute Knowledge

Filter by Category

Filter by Tag

Chandra Yungbluth

Search: housing

Show 10 entries

Topic	Explanation	Files	Links	Category	Tag(s)	Updated
Compliance Assistance Repairs for the Elderly (CARE) Program	The CARE Program serves the people of Cincinnati through the efforts of the Cincinnati-Hamilton County Community Action Agency (CAA) by providing grants to low income, elderly or disabled homeowner-occupants to correct City of Cincinnati code violations issued pursuant to the Neighborhood Enhancement Program's (NEP) "house to house" exterior property condition inspection. Services may include repairs to a leakin			Emergency Assistance		02/02/22
Emergency Shelter Help	<ul style="list-style-type: none"> CAP Line (Families and Single Women) – 513-381-SAFE (7233) - https://www.strategiestoendhomelessness.org/get-help/ <ul style="list-style-type: none"> Kevin Finn – director of Strategies to End Homelessness, kfinn@end-homelessness.org Shelterhouse (Single Men) – 411 Gest Street, 513-721-0643... 		CAP Line United Way resource help line	Housing Information	Homelessness Emergency Shelter Housing	04/29/22
Fair Housing or Discrimination in Housing	Discrimination on race, ethnicity, income, disability status, etc: Housing Opportunities Made Equal (HOME – Fair Housing) – https://homecincy.org/services/ <ul style="list-style-type: none"> LaTonya Springs, Assistant Director, latonya.springs@homecincy.org 		HOME Cincy	Housing Information		04/29/22
Foreclosure Prevention	The Homeowner Preservation Initiative The City of Cincinnati has contracted with Working In Neighborhoods (WIN) to provide help to residents in danger of losing their homes. WIN has agreements with Smart Money, the Home Ownership Center of Cincinnati, and the Better Housing League to also provide these services....			Emergency Assistance		02/02/22
Help paying utilities	<ul style="list-style-type: none"> PIPP Plan (apply at CAA) -- https://www.cincy-caa.org/what-we-do/supportive-services/utility-assistance-programs/pipp-plus.html <ul style="list-style-type: none"> Sharon Watkins – staff person to help troubleshoot application issues – swatkins@cincy-caa.org 		Community Action Agency PIPP	Housing Information	Tenant Assistance Housing	04/29/22
Help with Social Services or Resources	United Way can assist with locating resources or navigating different social services from funitue to clothing and beovond.		United Way	Housing Information		04/29/22

Questions/Feedback?