

# **311 Non-emergency System Feasibility Study**

## ***Background Research***



**Prepared by Information Systems Services**

July 12, 2016





# Quick Dial Numbers Designated by FCC

- 211 – Health and Human Services
- **311 – Government and non-Emergency**
- 411 – Directory Assistance
- 511 – Traffic and Weather
- 611 – Local Exchange Carrier Repair Service
- 711 – Telecommunications Relay Service
- 811 – Call Before You Dig
- 911 – Emergency Services



# 311 Programs are Found in Many Large Cities and Counties







## **311 Vision for Palm Beach County**

- PBC 311 will serve as a central Point of Contact for all citizen inquiries and requests.
- PBC 311 will offer multiple options for communicating with citizens.
- Prompt assignment and tracking of all requests will provide program accountability.
- PBC 311 will improve the overall quality of life for our community.





## Key Questions

- What are the anticipated **benefits** from a 311 program?
- How much would it **cost** to establish a formal 311 program in Palm Beach County?
- How do our Board departments currently handle citizen reports of problems or service requests?
- How do comparable counties handle citizen contacts?
- Should Palm Beach County implement a 311 Non-emergency Contact Center?
- What should our next steps be?





# Rationale for Project Initiation

- Formal 311 programs provide a **central contact point** for the public to report community issues, request services, or request information.
- Common **substandard conditions** that impact health and safety or quality of life include potholes, roaming animals, missing signs, illegal dumping, code violations and burned out street lamps.
- Improved **accountability** for government response is established by:
  - **immediately directing** the specific complaint or request to the appropriate County department/agency whereupon a work order will be created;
  - a “**service dashboard**” showing the status of all work orders department-by-department (**responsiveness will be a key performance measure**); and
  - a downloadable **mobile app** will allow citizens to track the status of their reported issue via an assigned work order number.
- **To better communicate with and serve our citizens**



# Citizen Contact Processes in PBC Departments



Department	Phone	Email	Web Site	FAQ	Mobile App	Facebook	YouTube	Twitter
Administration	X	X						
Airports	X	X	X					X
Board of County Commissioners (3)						X		X
Community Services	X	X	X					X
Cooperative Extension Services	X	X						
Economic Sustainability	X	X						
Engineering & Public Works	X	X	X					
Environmental Resources Management	X	X			X	X	X	
Equal Opportunity	X		X	X				
Financial Management & Budget								
Fire-Rescue	X	X	X			X	X	
Human Resources	X		X					
Information Systems Services	X	X	X					
Library	X		X			X		X
Medical Examiner	X	X		X				
Office of Community Revitalization	X		X					
Office of Small Business Administration	X		X	X				
Palm Tran	X	X			X	X		
Parks & Recreation	X	X			X	X	X	X
Planning, Zoning & Building	X	X						
Public Affairs	X		X					X
Public Safety	X	X	X		X	X	X	X
Purchasing	X	X						
Water Utilities	X		X	X				
Youth Services	X					X		X





# Candidates for Program Centralization

Department	Public/ Quality of Life	Highly Specialized/ Sensitive Nature	Business Partners	Candidate for Centralization
Administration	X			X
Airports	X		X	
Board of County Commissioners (3)	X			X
Community Services	X			
Cooperative Extension Services	X	X	X	
Economic Sustainability			X	
Engineering & Public Works	X			X
Environmental Resources Management	X			X
Equal Opportunity	X	X		
Financial Management & Budget				X
Fire-Rescue	X	X		
Human Resources	X			X
Information Systems Services			X	X
Library	X	X		
Medical Examiner	X	X	X	
Office of Community Revitalization	X		X	
Office of Small Business Administration	X		X	
Palm Tran	X	X	X	
Parks & Recreation	X			X
Planning, Zoning & Building	X		X	X
Public Affairs	X			X
Public Safety	X			X
Purchasing			X	
Water Utilities	X	X	X	
Youth Services	X	X		





# Examples of Citizen Contact Processes in PBC Departments

Following are a few examples of the different formats for presenting telephone numbers and email contact information to the public.

*NOTE:* A complete set of departmental web pages is provided in the companion 93-page presentation titled  
***“Citizen Contact Processes in PBC  
Departments and Agencies”***

[\*\(link\)\*](#)






# Administration

<http://www.pbcgov.com/administration>

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**Administration Directory**

- Deputy/Assistant County Administrators
- Administration Staff
- Mission

**County Administration**



**County Administrator**  
*Verdenia C. Baker*

[E-mail Administration\\*](#) | **561 355 6726**

Palm Beach County is governed by seven elected commissioners and an appointed county administrator. The administrator has executive powers to implement the policies and procedures set forth by the Board of County Commissioners.

The county administrator manages an annual budget of approximately \$4 billion and oversees some 6,100 County employees in more than 30 departments, divisions and offices. Together, they must work in concert to provide quality services, programs and information to Palm Beach County's 1.32 million residents.

Supervising the day-to-day workings of one of the fastest growing and geographically largest counties in the nation is extremely challenging. The duty has been entrusted to Verdenia C. Baker, who was appointed by the Board of County Commissioners in May 2015.

[Back to top of page](#)

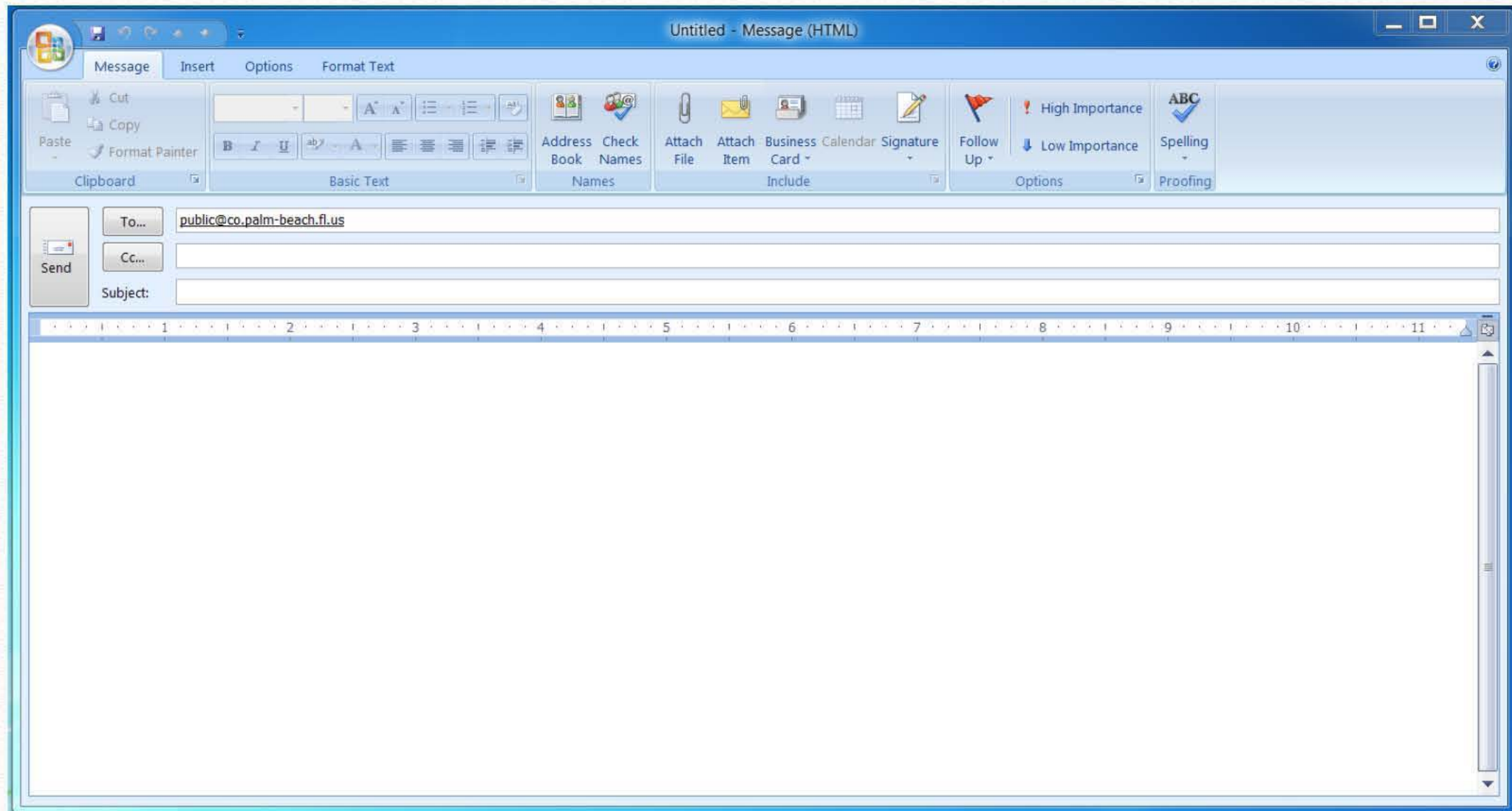
\*Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

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# Administration

[public@co.palm-beach.fl.us](mailto:public@co.palm-beach.fl.us)





# Mosquito Control

Web Link: <http://www.pbcgov.com/erm/mosquito>



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[ERM Home](#)

## Mosquito Directory

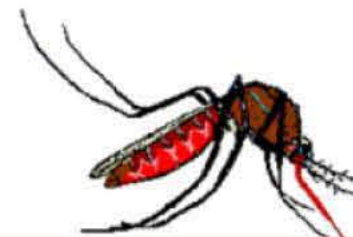
- [Zika Virus](#)
- [Health](#)
- [Control Tips](#)
- [Other Agencies](#)

## ERM Directory

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## Mosquito Control

9011 W. Lantana Rd., Lake Worth, Florida 33467. Tel: 561-967-6480



**Air Spray HOTLINE: 561-642-8775**  
[Report Mosquito Activity](#)

The goal of Mosquito Control is to enhance the health and quality of life of County residents and visitors through the reduction of mosquito populations.

### Objectives:

- Provide an effective mosquito control program utilizing chemical treatment, hormonal and bacterial larvaciding and other biological controls.
- Educate residents on how to eliminate mosquito breeding in their yards.
- Provide effective response coordination and public information management during mosquito transmitted disease outbreaks.
- [Tips for reducing mosquito populations](#)
- [Mosquito-borne diseases](#)
- [Brochure](#)
- [Additional Links](#)
- SLE and West Nile Virus Information: [Florida Department of Health](#). [External Link]





# Report Mosquito Activity

Web Link: <http://www.pbcgov.com/erm/mosquito/servicerequest.htm>

► Lakes, Estuaries  
and Lagoons

► Mosquito  
Control

► Natural  
Areas

► Permitting  
Regulation

## Report Mosquito Activity

Please fill out all areas below. Be sure to include the following information in the message box:

- Name of Development. If gated, provide gate number.
- Names of two major roads at nearest intersection (Example: Lake Worth Road and Military Trail)
- Nature of mosquito nuisance (swarming, biting, larvae?).
- Location of mosquitoes on the property (front yard, back yard, inside house?).
- Time of day the mosquitoes are biting (daytime, nighttime, both?).
- Will the resident be home and/or the exterior property accessible during business hours (7:00am-3:30pm)?

NOTE: Please be aware that ditches and ponds DO NOT produce mosquitoes if they are free of exotic and nuisance aquatic vegetation.

Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.

First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Address:	<input type="text"/>
City:	<input type="text"/>
State:	<input type="text"/> OR Province: <input type="text"/>
Zip/Postal Code:	<input type="text"/>
Country:	<input type="text"/>
Phone Number:	<input type="text"/> Ext: <input type="text"/>
Cell Number:	<input type="text"/>
Email:	<input type="text"/>
Organization:	<input type="text"/>
Subject:	Report Mosquito Activity <input type="text"/>
Message:	<input type="text"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/>	



# Equal Opportunity

<http://www.pbcgov.com/equalopportunity/>



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## OEO Calendar

- [Fun Book Answers](#)
- [Fun Book](#)

## Office of Equal Opportunity

### 2016 Fair Housing Contest

[Contest Flyer](#)   
[Rules and Regulations](#) 



Did you know that it is illegal to discriminate in the sale or rental of housing because of race, color, religion, age, familial status, disability, national origin, gender, sexual orientation, gender identity or expression or marital status?

The Palm Beach County Office of Equal Opportunity's mission is to promote opportunity through equality for Palm Beach County residents by enforcing local, state and federal civil rights laws. Help the Realtors® Association of the Palm Beaches (RAPB), the Palm Beach County Office of Equal Opportunity and the Legal Aid Society of Palm Beach County, Inc., to educate the community on fair housing issues. Support fair housing by creating a poster, essay or video.

## Contact Us

Government Center  
301 North Olive Avenue  
10th Floor  
West Palm Beach FL, 33401  
Tel (561) 355-4884  
Fax (561) 355-4932(Fax)  
[Mapquest](#)

[Submit Feedback](#)



# Equal Opportunity - Submit Feedback

<http://www.pbcgov.com/equalopportunity/contact.htm>



<a href="#">Home</a>	<a href="#">Equal Employment</a>	<a href="#">Fair Housing Information</a>	<a href="#">Disability Accessibility</a>	<a href="#">Human Relations Camp</a>	<a href="#">Public Accommodation</a>	<a href="#">Brochures</a>	<a href="#">FAQs</a>	<a href="#">Forms</a>	<a href="#">Links</a>	<a href="#">Wage Dispute Program</a>
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- [Wage Dispute Program](#)

## OEO Calendar

- [Fun Book Answers](#)
- [Fun Book](#)

## Learn Now or Pay Later

## Contact Us

### Your Contact Information

First Name:  Last Name:   
Address:   
City:  State:  Zip:   
Home Phone:    Work Phone:    Ext:

**Under Florida law, e-mail addresses are public records. If you do not want your e-mail address released in response to a public records request, do not send electronic mail to this entity. Instead, contact this office by phone or in writing.**

Email:  Fax:

### Feedback

Explain your feedback or request for assistance (Please be brief, but specific).

Subject:

Please carefully review the information you have entered before hitting the submit button. Please do not submit the same message more than once, doing so may delay processing.

### Notification Disclaimer:

Information provided to the Office of Equal Opportunity is considered a public record. Please do not include Social Security Numbers or bank/credit card account numbers. Communications made through this electronic message system shall in no way be deemed to constitute legal notice to the Palm Beach County Office of Equal Opportunity, employees or representatives with respect to any existing or potential claim or cause of action.

## Contact Us

Government Center  
301 North Olive Avenue  
10th Floor  
West Palm Beach FL, 33401  
Tel (561) 355-4884  
Fax (561) 355-4932(Fax)  
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[Submit Feedback](#)



# Medical Examiner's Office

<http://www.pbcgov.com/medicaledaminer/>



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**Medical Examiner**

The **Medical Examiner's Office** conducts investigations of violent, sudden, unexpected, and suspicious deaths occurring within the County, or any death where there is no doctor in attendance, in accordance with the parameters established by Florida State Statutes. The office functions as a repository for records, documents and photographs generated during investigation of a death.

**Hours:** 8:00am - 5:00pm, Monday-Friday, [closed holidays and weekends](#)

**Phone:** 561-688-4575

**Fax:** 561-688-4588

**Address:** 3126 Gun Club Road, West Palm Beach, FL 33406

**Notice to Funeral Homes**  
Please fax all [Decedent Release](#) forms to 561-688-4588

**Office and Location**  
**Medical Examiner Office**  
  
[NAME Accredited Info](#)  
3126 Gun Club Road  
West Palm Beach,  
Florida 33406  
Phone: 561-688-4575  
Fax: 561-688-4588  
Map: [Click here](#)

**Official U.S. Time**  
03:24:14 p.m.  
Eastern  
12-hr 24-hr  
NIST network delay: 0.3 s

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# Medical Examiner's Office – Email Form

<http://www.pbcgov.com/medicalexaminer/contact/emailformNBell.htm>



<a href="#">Home</a>	<a href="#">ME Database Search</a>	<a href="#">Forms &amp; Statistics</a>	<a href="#">FAQs</a>	<a href="#">Useful Links</a>	<a href="#">Contact</a>
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You are here: [Palm Beach County](#) » [Medicalexaminer](#) » [Contact](#) » **Email Form To: Michael Bell**

### Email Form

Company Name:

Contact Name:

Contact Phone Number:

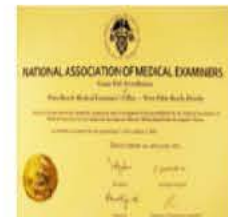
Contact E-Mail:

Use internet-style format (e.g. aoo@abc.com)

Message

### Office and Location

#### Medical Examiner Office



[NAME Accredited Info](#)

3126 Gun Club Road  
West Palm Beach,  
Florida 33406  
Phone: 561-688-4575  
Fax: 561-688-4588  
Map: [Click here](#)

#### Official U.S. Time

03:35:57 p.m.

Eastern

12-hr 24-hr

NIST network delay: 0.1 s



# Overview of Peer Florida Counties



## 311 System Summary Table

County	Program Title	311 Line	Central Phone #	Online Web Site	Email	Twitter	Mobile App	Web Chat
Broward	Call Center 311 Broward	X		X				
Jacksonville-Duval	630-CITY		X	X	X		X	
Hillsborough	Customer Service Center		X	X	X			
Miami-Dade	3-1-1 Answer Center	X		X	X	X	X	
Orange	Customer Service 311	X		X			X	X
Pinellas	Your County Connection			X			X	X
Sarasota	Contact Center		X	X	X		X	X





# Survey Information from Peer Florida Counties

County	Organization Placement	Program Title	FTE Positions	Annual Workload Statistics
<b>Broward</b>	Office of Public Communications	Call Center 311 Broward	15 plus 2 PT	286,855 calls (FY 2015) 364 emails
<b>Jacksonville-Duval</b>	Neighborhoods Department	630-CITY	22	315,884 calls 17,619 emails 1,146 mobile app referrals
<b>Hillsborough</b>	Customer Service and Support Department	Customer Service Center	8 plus 5 PT	95,000 citizen service requests
<b>Miami-Dade</b>	Communications Department	3-1-1 Answer Center	108 plus 17 PT	1,781,642 calls
<b>Orange</b>	Information Systems Services	Customer Service OC 311	26	279,609 – calls (FY 2014) 6,965 – online/other
<b>Pinellas</b>	Business Technology Services	Your County Connection	N/A	N/A
<b>Sarasota</b>	Communications	Contact Center	14	182,600 calls 1,920 emails 550 mobile app referrals



# Broward County Call Center

Web Link: <http://www.broward.org/CallCenter/Pages>





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[County Commission](#)  
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[Phone Numbers](#)

## Broward County Call Center





**311 or 954-831-4000**  
**954-831-3940 (TTY for hearing impaired)**

Broward County Call Center provides a single point of contact for the services and programs offered by the more than 50 agencies comprising Broward County government.

Callers are provided a fast, simple and convenient way to reach trained, professional information specialists (no voice mail, no transferring from agency to agency).

The Call Center handles calls in any language and has English, Spanish and Creole speaking specialists on staff. The Call Center is open Monday-Friday, 8:30 a.m.-5:00 p.m. Under emergency conditions the Call Center is open 24 hours a day, 7 days a week.

### We Can Answer All Your Questions!

- How can I get information about my property taxes?
- How can I record or locate a County record or document?
- How can I schedule a building code inspection?
- How can I file a consumer complaint?
- Is my contractor licensed?
- How do I report a traffic signal or timing problem?
- How can I report animal cruelty?
- How can I get a passport?
- Who is my Commissioner?
- How can I obtain information on how to have my dog or cat neutered or spayed?
- How can I obtain a business tax license?
- How do I prepare for a hurricane?
- How do I find out about job openings?

Resources



Required Plug-ins:  Adobe® Reader®

20



# Jacksonville-Duval County

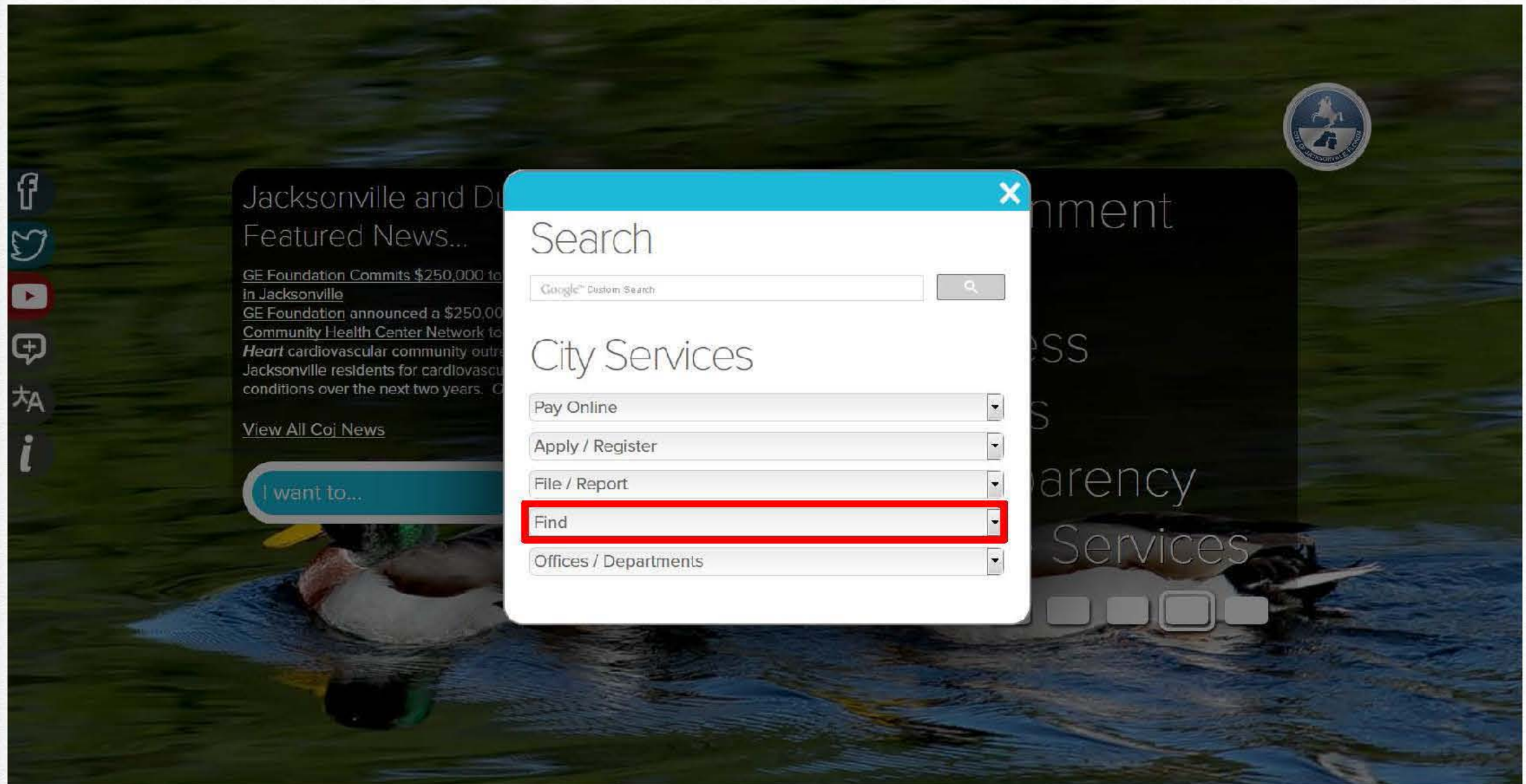
Web Link: <http://www.coj.net/>





# Jacksonville-Duval "I Want To" Landing Page

Web Link: <http://www.coj.net/#search>





# Jacksonville-Duval 630-CITY

Web Link: <http://630city.coj.net/>



CREATE LOOKUP RECORDS

## What do you want to do?

We are here to help with all your City of Jacksonville requests or issues.

Create Issue Look up Issue

Public Records How does the process work?

Have a smartphone? Try our new mobile app!

**DESIGNATED**  
**Citizen-Engaged**  
**Community**  
2014-2016

### Contact 630-CITY

Monday through Friday 8:00 AM to 5:00 PM - Closed weekends and holidays  
Phone (904) 630-CITY (2489) Fax (904) 255-4968

Email [630CITY@coj.net](mailto:630CITY@coj.net)

### Other Records

<b>Marriage License</b> <a href="#">Record Search</a> (904) 255-2000	<b>Divorce Records</b> <a href="#">Records Search</a> (904) 255-2000	<b>Birth &amp; Death Certificates</b> <a href="#">Office of Vital Statistics</a> (904) 253-1620	<b>JSO Public Records</b> <a href="#">Public Records Request</a> (904) 630-2209	<b>Fire Run Report</b> <a href="#">Report Request</a> (904) 630-0434
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### Other Agencies


<b>e-Government</b> Web: <a href="#">Doing business online</a>	<b>Sheriff's Office (JSO)</b> Web: <a href="http://www.jaxsheriff.org">www.jaxsheriff.org</a> Emergency: 911 Non-Emergency: (904) 630-0500	<b>Electric, Water/Sewer Utilities (JEA)</b> Web: <a href="http://jea.com">jea.com</a> (904) 665-6000 <b>Construction Information (JEA)</b> Web: <a href="http://construction.jea.com">construction.jea.com</a> (904) 665-6000	<b>Transportation Authority (JTA)</b> Web: <a href="http://www.jtafla.com">www.jtafla.com</a> (904) 630-3100
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# Jacksonville-Duval County Request a Service or File a Complaint

Web Link: <http://630city.coj.net/Issue/AddIssue.aspx>


**630-CITY**  
WHERE TO GO WHEN YOU NEED TO KNOW

CREATELOOKUPRECORDS

### Request a Service or File a Complaint

Type your request or complaint here or pick from list on the right

Type a key word to Search for a list of Issue descriptions related to your request or complaint



Issues entered with incorrect issue description may result in delayed response

No Existing Issues Match Your Criteria.

**Select from the list:**

- [Animal Issue](#)
- [Recycle Issue](#)
- [Yard Waste Issue](#)
- [Garbage Issue](#)
- [Sign In Need Of Maintenance](#)
- [Tires, Schedule Collection](#)
- [Traffic Signal Malfunctions](#)
- [Nuisance Property](#)
- [Ditch- Clean / Regrade](#)
- [Request Stormwater LOW INCOME Application](#)
- [Illegal Dumping, on C-R-O-W](#)
- [Pothole- Patch](#)
- [Permits, None BID](#)
- [Public Parking Issue](#)

Please email [630CITY@coj.net](mailto:630CITY@coj.net) or call 904-630-2489 for additional assistance. When emailing please describe your request, including your contact information and the address or location of the concern.


v14.0.3.0 Copyright 2005 City of Jacksonville, Florida




# Jacksonville-Duval MyJax

Web Link: <http://www.coj.net/mobile-apps/mobile-apps-list/fight-blight.aspx>

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[Online Services](#)
[Feedback](#)
[City of Jacksonville, FL USA](#)







## City of Jacksonville


[COJ.net](#) > [Mobile Apps](#) > [Mobile Apps List](#) > [MyJax](#)

### MyJax

March 05, 2015


MyJax mobile app allows the citizen to report concerns such as blight, potholes, missed garbage collections, and a host of other issues. This benefits the citizen by helping to keep Jacksonville clean and functional, improving the overall quality of life.







MyJax, your mobile connection to City of Jacksonville, FL services, allows you to:

- Report concerns such as blight, potholes, missed garbage collections, animals and a host of other issues
- Pinpoint the issue location using GPS, attach photos, and receive automatic status updates from your smart device
- View local points of interest
- Review City news
- Link directly to the City's social pages
- One touch dialing
- Access to other City mobile apps
- Look up garbage and recycle schedules, add those dates to their smart device calendar


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# Hillsborough County

Web Link: <http://www.hillsboroughcounty.org>



← → ↻ www.hillsboroughcounty.org ☆ ☰

+myConnections: Engage your community - connect to news, events and information you care about. [View more information...](#) Sign In

Hillsborough County GOVERNMENT Florida

HOME CONTACT PRINT SHARE

Services Departments Residents Business Government How Do I...? 🔍

**24 SEVEN** at your service  
HillsboroughCounty.org/AtYourService  
[Connect Today](#)

- 24 AT YOUR SERVICE
- \$ PAY ONLINE
- ✉ NOTIFY ME
- 📅 ONLINE MEETINGS

Monday, May 2, 2016 1:86PM

## National Small Business Week

May 1-7, 2016

### News & Announcements

[VIEW ALL NEWS](#)

**Hillsborough Commissioners Seek Applications for Citizen Boards and Councils**  
Applications due May 26, 2016  
[Read on...](#)

**New Traffic Signals Coming to Brandon Area Neighborhoods to Improve Safety**  
[Read on...](#)

**BOCC to Hold Public Hearings Regarding Mobility Fees and Community Transportation Plan**  
[Read on...](#)

### County Meetings and Events

[VIEW ALL](#)

May 2016						
SUN	MON	TUE	WED	THU	FRI	SAT
01	02	03	04	05	06	07
08	09	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	01	02	03	04

**Tue, May 3**  
Agriculture Economic Development Council

**Wed, May 4**  
Board of County Commissioners Meeting

**Wed, May 4**  
Community Action Board Membership & Bylaws Committee Meeting

### Popular Items

Hillsborough's Fallen Heroes

HCFL Alert  
Hillsborough County



# Hillsborough County Customer Service Center

Web Link: <https://service.hillsboroughcounty.org/311/>



The logo for Hillsborough County Government, Florida, featuring the text "Hillsborough County GOVERNMENT Florida" and a stylized building icon.

HOME

Sign In

Service Center

Home / Customer Service Center - At Your Service

## Customer Service Center - At Your Service

Please Note: Do not use this system to report emergencies. Please call 9-1-1 to report emergencies.

The logo for "24 SEVEN at your service" with the text "HillsboroughCounty.org/AtYourService" and a background image of a woman using a smartphone.

Welcome to the Customer Service Center. Here you can make Hillsborough County online service requests 24 hours-a-day, 7 days-a-week. Your request will be routed directly to the team responsible for providing that service. Requests are monitored during regular business hours.

Want to make your customer experience even easier – [register for an online account](#).

[Watch a quick video](#) on how to use this system. | [en Espanol](#)

Track Your Service Request

Q

Service Requests Map

View a map of all county service requests

View Map

My Requests

Animal Request

Building & Construction

Code Violation Request

Consumer Related Concern Request

County Personnel Request

Flooding Request

Median Maintenance & Litter Request

Mosquito Request

Other Request

Park Request

Public Records Request

Road & Sidewalk Request

Social Service Request

Trash & Recycling Request

Water & Sewer Request



# Hillsborough County Contact the County

Web Link: <http://www.hillsboroughcounty.org/homecontact>



The logo for Hillsborough County Government, Florida, is located in the top left corner of the website. It features the text "Hillsborough County" in a bold, sans-serif font, with "GOVERNMENT" in a smaller font below it, and "Florida" in a script font at the bottom. To the right of the text is a stylized illustration of the county's capitol building and palm trees.

HOME CONTACT PRINT SHARE

Services Departments Residents Business Government How Do I...? Search

AT YOUR SERVICE PAY ONLINE NOTIFY ME ONLINE MEETINGS

Home > Feature Links > Contact the County

News and Announcements

Live Meeting & Videos

County Calendar

Agendas & Minutes

Contact the County

County Jobs

At Your Service

Build Your Parks & Rec. Online Profile

Website Comments & Feedback

Sinkholes

## Contact the County

A banner for "24 SEVEN at your service" with the URL "HillsboroughCounty.org/AtYourService". The banner features a large "24 SEVEN" logo on the left and a photograph of a woman smiling and talking on a smartphone on the right.

**Physical Address:**  
County Center  
601 E. Kennedy Blvd.  
Tampa, FL 33602  
[View Map](#)

**Mailing Address:**  
Hillsborough County Government  
Post Office Box 1110  
Tampa, FL 33601

[Email County Departments »](#)  
[Email Your County Commissioner »](#)  
[Email the County Administrator »](#)  
[List of Departments](#)

### Helpful Phone Numbers

- Hillsborough Information Line** - Telephone: (813) 272-5900 - TTY: (813) 301-7173  
A direct line that answers questions and gives assistance to residents on county services and provides comprehensive information and referral on government and Library and Community services. The information line is also the place to report problems in neighborhood areas.  
Monday - Friday 8:00 PM - 5:30 PM
- Community Relations 24-Hour Hotline** - Telephone: (813) 272-5275  
For 24-hour assistance concerning county construction projects and programs. A citizen's advocate responds to county-related problems and emergencies and provides help with citizen concerns which may not clearly fall within a particular department but require coordination among departments or agencies for resolution.
- Office of Neighborhood Relations** - Telephone: (813) 307-3564
- BOCC Records Department** - Telephone: (813) 276-8100, Ext. 4567  
County government dating back to 1846 can be researched through the official minutes of the meetings of the Board of County Commissioners. Ordinances, resolutions, agreements and the official minutes of the Board of County Commissioners are available.





# Martin County Contact

Web Link: [https://rfs.martin.fl.us/app/f?p=1010:550:550::NO:RP,550,555,560,565,570,111:REQUEST\\_TYPE\\_ID\\_APPITM:782](https://rfs.martin.fl.us/app/f?p=1010:550:550::NO:RP,550,555,560,565,570,111:REQUEST_TYPE_ID_APPITM:782)

Request for Service

HelpLog in

Request Detail

Contacts

Review & Submit

Cancel

Next >

Website Inquiries

Describe your request.

Description: \*

Upload any pictures or documents related to your request.

Choose a File...

Saved Attachments

There are currently no attachments.

Next >





# Martin County I Want to Report

Web Link: <https://www.martin.fl.us/martin-county-services/dead-animal-pickup>



## DEAD ANIMAL PICKUP

Services > Dead Animal Pickup

### Dead Animal Pickup



To report a dead animal on a county road or drainage area, please select the Request for Service button.

Request for Service: Dead Animal Pickup



#### Engineering Department

**WORK:**

2401 SE Monterey Road  
Stuart, FL 34996

**SERVICE CATEGORY:**

Public Safety >

**PHONE:**

(772) 288-5927

SHOW MAP >



# Miami-Dade 3-1-1 Answer Center

Web Link: <http://www.miamidade.gov/information/311.asp>



The screenshot shows the Miami-Dade 3-1-1 Answer Center website. At the top is a navigation bar with links to miamidade.gov, Departments, Government, Employees, Visitors, Calendar, and Transparency. A search bar is on the right. Below the navigation bar is a large banner image showing a person wearing a headset working at a computer. The banner includes a "3-1-1 CONNECTING FOR A DECADE" logo and the text "miamidade.gov". Below the banner are links for "Online Services", "Mobile Apps", "News & Events", and "Contact Us".

**Communications**

- 3-1-1
- Service Centers
- Marketing & Advertising
- Web Portal Solutions
- Miami-Dade TV
- About Communications

**3-1-1 Answer Center**

The 3-1-1 Answer Center provides a fast, simple and convenient way for residents to get information on local government services. Call Specialists can initiate service requests for different types of services provided by the County or the City of Miami. By dialing 3-1-1 residents get one-on-one personal customer service in English, Spanish or Creole by dialing one easy-to-remember number.

Is a traffic sign near your work missing? Need to know which bus to take to get to your appointment on time? Do you need to request a bulky trash pickup? Is there a stray dog near your home? Is there an abandoned vehicle in your neighborhood?

From outside of Miami-Dade County, or if you can't reach us by dialing 3-1-1, call 305-468-5900 or 1-888-311-DADE (3233). For TDD service, call 305-468-5402 or the Florida Relay Service at 711.

U-verse customers can dial the 7-digit number 305-468-5900 to reach Miami-Dade 3-1-1 local non-emergency assistance. At this time, ATT is working to add 3-1-1 to the dialing features.

**What kind of information does 3-1-1 provide?**  
Anything you want to know about local government services:

- Who is my Commissioner?
- Where is the closest bus stop near my house?
- What events are happening this weekend at County parks?
- Where can I get a Transit Easy Card?
- Where is the nearest Trash and Recycling Center and when is it open?
- When is the next election?
- How do I get Homestead Exemption?

**What type of services can the public get through 3-1-1?**  
Examples of Service Requests include:

- Ordering replacement recycling bins
- Asking for a pot hole to be repaired
- Trip planning services for Miami-Dade Transit
- Reporting a neighborhood code violation like overgrown lots or junk and trash piles
- Requesting a stop sign or traffic signal be installed at a busy intersection

[Back to Top](#)

Page Last Edited: Fri Oct 30, 2015 10:02:52 AM

**Ways to Connect**

**3-1-1** CONNECTING FOR A DECADE

English, Spanish & Haitian Creole  
TTD/TTY number – 305-468-5402  
or  
Florida Relay Service 711  
Toll-free:  
1-888-311-DADE (3233)  
(If calling from outside of  
Miami-Dade County).  
Monday - Friday 7 a.m. - 7 p.m.  
Saturdays 8 a.m. - 5 p.m.  
Closed Sundays & Holidays  
Try these other options for reporting  
neighborhood issues:

- [Mobile device](#)
- [Online](#)
- [Twitter](#)
- [Email](#)



# Orange County

(Web Link: <http://www.orangecountyfl.net>)



ORANGE COUNTY GOVERNMENT FLORIDA

Follow us on [Facebook](#) [Twitter](#) [YouTube](#) [LinkedIn](#) [Instagram](#)

Residents | Visitors | Businesses | Employees | About Us

Search our site  [Browse Our Services](#)  
"Orlando. You don't know the half of it."

Orlando, FL  
67° / 73° F  
Thunderstorms  
Wind: SW at 14 mph  
Humidity: 82%  
by AccuWeather

Thurs 67/72  
Fri 73/71  
Sat 80/65  
Sun 77/59  
Mon 82/61

Dr. Phillips Center

Welcome from Mayor Teresa Jacobs

OCEFL ATLAS

Orange County War Memorial Ceremony

Stay Connected

[Archive](#) [311](#) [Help](#) [Feedback](#)

Boards and Special Districts  
Board of County Commissioners  
County Directory & Contacts  
Open Government  
Get Involved  
Meetings, Minutes & More  
Mobile Apps & Newsletters

Orange County Now

Newsroom [Media Center](#)

Orlando Welcomes 60 Million Visitors in 2015  
Mayor Jacobs Delivers 20th State of the County Address  
Nation's Largest Public-Private Natural Gas Pipeline Security Study in Orange County  
Orange County Joins World's Largest Criminal Justice Summit and Policy Institute to Build Mass Incarceration Awareness Addressing Challenges

County Calendar Events

Commission on Aging's Community Partnerships Committee  
Bike Hills NTH Advisory Council  
Orange County Health Task Force Implementation Advisory Committee  
Agriculture Advisory Board  
Baylin Perry Jr. Central Receiving Center Governing Board Meeting

County Calendar

Follow Us [Facebook](#) [Twitter](#) [YouTube](#) [LinkedIn](#) [Instagram](#)

County Commission BOG  
Open Government  
Animals & Pets

Economic Development  
Emergency & Safety  
Employment & Workforce

Gift & License Services  
Medical Dual Care  
Neighborhoods & Housing

Planning & Development  
Public & Transportation  
Vendor Services

10-YEAR COUNTRIES SURVEY

WEB 2012



# Orange County 311 non-emergency help & info

Web Link: <http://www.orangecountyfl.net/Home/311HelpInfo>



ORANGE COUNTY  
GOVERNMENT  
FLORIDA

Site Map | A To Z Index | Español | Payment Center | OC Anywhere | Follow Us On    

Search our site

Browse Services

ResidentsVisitorsBusinessesEmployeesAbout Us

You are here: [Home](#) | [311 Help & Info](#)



Orange County 311 non-emergency help & info

Phone Calls • Web Chats • Online Requests • Smart App

FIND ANSWERS IN OUR FAQ

HOURS OF OPERATION

Mon - Fri 7 AM - 9 PM  
Sat - Sun 9 AM - 5 PM  
Closed on County holidays

QUICK PHONE DIALUPS

911 EMERGENCY  
211 Crisis & Elder Hotline  
411 Telephone Information  
511 Traffic Information  
611 Telephone Repair  
711 Hearing Impaired  
811 Call Before You Dig

RELATED LINK

[Interactive Mapping](#)  
[311 Mobile App Demo](#)

NOTIFICATIONS & ALERTS

[OCFL Alert](#)  
[OC Alert](#)

Let us help you connect with local government services. We can help you with animal concerns, neighborhood inquiries, traffic matters, road conditions and much, much more!

- Talk to a live Specialist.
- Access your local government during extended hours.
- Receive information or immediate service.
- Connect with the right department or agency.
- Dial 311 or 407-836-3111.  
Contamos con traductores y operadores en español.
- Dial 911 for emergency service.

Web Chats



Attendant is now available

Chat is available Mon-Fri 9am-5pm. To begin your chat session, click the graphic at the left. Please refresh your web page if attendant appears to not be available on schedule.

Chat service is a quick way to get a question answered or to be referred to a government resource in the Central Florida area. Complex questions and situations may be better served by calling us at (407) 836-3111.

Online Requests



Online Requests are available 24x7. Online requests are a great way to track your requests, receive email updates, and stay informed. Requests received after-hours and weekends will be processed the next business day.

Smart App

OCFL 311 is a mobile app for Apple & Android users. It allows Orange County Florida residents the ability to report local non-emergency community incidents efficiently and conveniently; many of which can be submitted anonymously. Residents who provide their contact information can view the status of their reports to ensure proper resolution.



AppleAndroid

Schedule a Speaker

Contact 311 to schedule a 311 speaker for your HOA or upcoming event.

Follow Us:    

County Commission (BCC)  
Open Government  
Animals & Pets  
Convention Center  
Culture & Parks

Economic Development  
Emergency & Safety  
Employment & Volunteerism  
Environment  
Families, Health & Social Svcs

Jail & Inmate Services  
Medical Examiner  
Neighborhoods & Housing  
Permits & Licenses

Planning & Development  
Traffic & Transportation  
Vendor Services  
Water, Garbage & Recycling

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Privacy Policy & Terms of Use | Accessibility | Browse Contacts | 311 Help & Info



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# Orange County 311 Online Requests

Web Link: <https://311onlinerequests.ocfl.net/portal>



[Site Map](#) | [A To Z Index](#) | [Payment Center](#) | Follow Us On    

 [Browse Services](#)

[Home](#) | [Residents](#) | [Visitors](#) | [Businesses](#) | [Employees](#) | [About Us](#)

## 311 Online Requests

**Please log in as a Guest or Registered Member**

Email Address

Password

[Guest Log In](#) [Registered Member Log In](#)

[Register](#) [Forgot Password](#)

**Registered members enjoy:**

- **Web-based** request tracking
- **Email** updates
- **Secure access** to your request history
- **Connected** and informed 24/7

Follow Us:     

<a href="#">County Commission (BCC)</a>	<a href="#">Economic Development</a>	<a href="#">Jail &amp; Inmate Services</a>	<a href="#">Planning &amp; Development</a>
<a href="#">Open Government</a>	<a href="#">Emergency &amp; Safety</a>	<a href="#">Medical Examiner</a>	<a href="#">Traffic &amp; Transportation</a>
<a href="#">Animals &amp; Pets</a>	<a href="#">Employment &amp; Volunteerism</a>	<a href="#">Neighborhoods &amp; Housing</a>	<a href="#">Vendor Services</a>
<a href="#">Convention Center</a>	<a href="#">Environment</a>	<a href="#">Permits &amp; Licenses</a>	<a href="#">Water, Garbage &amp; Recycling</a>
<a href="#">Culture &amp; Parks</a>	<a href="#">Families, Health &amp; Social Svcs</a>		

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# Pinellas County

(Web Link: <http://www.pinellascounty.org/>)



PC HOME | PUBLIC RECORDS | ONLINE SERVICES | BUSINESS | GOVERNMENT | RESIDENTS | VISIT |

Print | Subscribe | A Text

## Pinellas County FLORIDA

Contact Us | Calendar | **How Do I?** | News | Media | Mobile | November 30, 2015

### Online Services

pay taxes, park shelter reservations

### Business

building permits, vendor application, airport

### Government

elected officials, courts

### Residents

local issues, adopt a pet, taxes, jobs, fun

### Visit

beach finder, parks, local events, tourist info

### Departments

list of all departments, agencies

### Pinellas Connects

Connect with online communities

[Twitter](#) [Facebook](#) [YouTube](#) [flickr](#) [Instagram](#) [Google+](#)

**Report / Sign-up / Subscribe**

- Report An Issue
- Sign up - Community Notification Serv.
- Get the FREE mobile app

**Twitter:**  
Latest Tweet  
Latest Tweet by @PinellasCoNews

### County News

- Radio show airs consumer tips
- Experience Holiday Lights in the Gardens
- Pinellas Trail marks 25 years
- Brief Pinellas Trail closures in St. Pete
- Palm Harbor recycling site closes

### Top Searches

9-1-1 Active Calls  
BCC Meetings  
Jobs  
Municipalities / Cities  
Parks & Recreation  
Permits  
Pet Adoptions  
Property Appraiser  
Public Records  
Utilities

### Special Interest

Lealman CRA  
Executive Position / Director of Utilities  
Flooding Information  
Locator Maps / Aerials / Property  
Charter Review Commission Meeting  
Strategic Plan  
County Budget / Survey Results  
Donate to Pinellas County Care Fund  
Mosquito Control  
RESTORE Act Plan  
Roadwork / Traffic  
Report An Issue / Mobile App  
Surface Water Assessment

### Watch County TV

Next televised BCC Regular Meeting:  
December 15, 2:00 p.m. / 6 p.m.

**Public Meetings**  
**Boards / Special Districts**  
**Emergency Information**  
**Events / Festivals**  
**Maps / Aerials / Property**  
**Volunteer Opportunities**

**COUNTY INFORMATION DESK**  
**LiveChat: OPEN**  
Hours: 8 a.m. - 5 p.m.  
Monday - Friday

Get the FREE mobile app

**HOLIDAY LIGHTS**

Pinellas County Connection -- TV County YouTube Videos  
Bright House Channel 637---Verizon Channel 44---WOW! Channel 18

Prepare to Survive - Storm Surge Protector Web Tool

Disability Advocacy Program

Inside Our Shelter: View adoptable dogs/cats on YouTube

Watch PCC-TV Live! on your computer or TV - BCC meetings and more





# Pinellas County Contact Us

Web Link: [http://www.pinellascounty.org/contactus\\_locate.htm](http://www.pinellascounty.org/contactus_locate.htm)

[PC HOME](#) | [PUBLIC RECORDS](#) | [ONLINE SERVICES](#) | [BUSINESS](#) | [GOVERNMENT](#) | [RESIDENTS](#) | [VISIT](#)

[Print](#) | [Subscribe](#) | [A Text](#)

[Contact Us](#) | [Calendar](#) | [How Do I?](#)

[News](#) | [Media](#) | [SHARE](#) | November 30, 2015

### Contact Us - Location Maps

Departments and agencies listed below, including addresses, phone numbers, contacts and location maps.

- Join Pinellas County Social Network
- Subscribe for Email Updates
- Clearwater Campus Location Map
- Pinellas County Government Holidays

COUNTY INFORMATION DESK

LiveChat: OPEN

Hours: 8 a.m. - 5 p.m. Monday - Friday

Facility/Department/Address	Phone	Map/Contact
<b>FOR EMERGENCIES CALL</b>	<b>9-1-1</b>	
<b>County Government Information Desk</b> 315 Court St., Clearwater 33756	(727) 464-3000 (727) 464-4062 TDD	- Map - Map/Parking - Contact
<b>Airport</b> 14700 Terminal Blvd., Clearwater 33762	(727) 453-7800	- Map - Contact
<b>Air Quality</b> 509 East Avenue South, Ste. 138, Clearwater 33756	(727) 464-4422	- Map - Map/Parking
<b>Animal Services</b> 12450 Ulmerton Road, Largo 33774	(727) 582-2600	- Map - Contact
<b>Auto Tag Office</b>	(727) 464-7777	
<b>Board of County Commissioners</b> 315 Court St., Clearwater 33756	(727) 464-3377	- Map - Map/Parking - Contact
<b>Brooker Creek Preserve Educational Center</b> 3940 Keystone Road, Tarpon Springs 34688	(727) 453-6800	- Map - E-mail
<b>Budget Office</b> 14 S. Ft. Harrison Ave., 5th Floor, Clearwater 33756	(727) 464-3596	- Map - Map/Parking
<b>Building Services</b> 440 Court St., Clearwater 33756	(727) 464-3888	- Map - Map/Parking
Inspections scheduling: IVR system questions: Inspection Desk (option 1, 3x): Web permitting: Pay a re-inspection fee: Permitting: Reinstatements & Permit Extensions: NOC & Records:	(877) 610-1418 (727) 464-3888 (727) 464-3888 (727) 464-3169 (727) 453-3633 (727) 464-3401 (727) 464-3757 (727) 464-3621	- Contact
<b>Business Technology Services</b> 400 S. Ft. Harrison Ave., Clearwater 33756 - Administration	(727) 464-3395 (727) 453-4357	- Map - Map/Parking
Technical Support Help desk:		- Contact
<b>Child Support Information Line</b> (automated)	(877) 769-0251	
<b>Clerk of the Circuit Court and Comptroller</b> 315 Court St., Clearwater 33756	(727) 464-7000	- Map - Map/Parking
Child Support:	(727) 464-7000	



# Pinellas County Report an Issue

Web Link: <http://www.pinellascounty.org/reportanissue/>



PC HOME | PUBLIC RECORDS | ONLINE SERVICES | BUSINESS | GOVERNMENT | RESIDENTS | VISIT  Search

Print | Subscribe | A Text

**Pinellas County**  
FLORIDA  
*Your County Connection*

Contact Us | Calendar | How Do I? News | Media | **SHARE** | November 30, 2015

---

## Report An Issue

Doing Things for You!

Get the FREE mobile app!

- Download for iPhone
- Download for Android devices

**See a problem in your community?**  
Report it to Pinellas County government from this web page or via our mobile app. Residents can report problems with pot holes, sidewalks, illegal dumping, mistimed traffic signals, graffiti, etc. with their smart phones or other mobile communications devices.

- Give it a try. It's an easy way to report issues, from Pinellas County government--your county connection.
- Snap a photo of the problem (or just tell us about with text) and we'll address the issue.
- Some problems may fall outside the boundaries of Pinellas County's direct jurisdiction (for example, they may be within the jurisdiction of a municipality or state agency). In that case, we will forward your concern to the correct government organization.
- In either case, you'll get an update via email on what is being done to resolve your reported issue.

**REPORT** | ISSUES

Search for issues nearby

Street Address \*

City / County \*

Largo

State / Province \*

Florida

Step 1 of 2

Drag red marker to refine the location.

Google

Updating map and form automatically.

SeeClickFix powered by



# Pinellas County Information Desk

Web Link: <http://www.livehelpnow.net/lhn/lcv.aspx?d=0&ms=&zzwindow=0&lhnid=6018&custom1=custom2=&custom3=&time=11/30/2015%204:26:12%20PM>



Live Chat - Windows Internet Explorer

<http://www.livehelpnow.net/lhn/lcv.aspx?d=0&ms=&zzwindow=0&lhnid=6018&custom1=custom2=&custom3=&time=11/30/2015%204:26:12%20PM>

Welcome to Pinellas County Parks LiveChat End chat

All government correspondence & e-mails are subject to public records law. If you do not want this information to be released pursuant to a public records request, Do Not send electronic mail to this entity.

Thank you for contacting us, we appreciate your interest.

Name\*

Email\*

Select Help Topic\*  
County Parks

Start Chat

Powered by LiveHelpNow®

125%



# Sarasota County Contact Center

Web Link: <https://www.scgov.net/callcenter>

The screenshot shows the Sarasota County Contact Center website. At the top, there's a navigation bar with links: HOME, RESIDENTS, BUSINESS, VISITORS, GOVERNMENT, HOW DO I, and SERVICES A-Z. Below this is a green banner with "Contact Center" and a large "861-5000" graphic. The main content area has a sidebar on the left with "Contact Center Communications" and a "REQUEST SERVICE" button. The main area has a "CALL THE CONTACT CENTER" section with the number 941-861-5000, an "EMAIL THE CONTACT CENTER" section with the email ContactCenter@scgov.net, and a "REQUEST SERVICE" section with a "Click and fill-out form to request service" button. To the right, there's a "Contact us if you have any:" section with a list of options: Question, Request, Comment, Compliment, and Concern. Below this is a "Be an active participant in your community. Report problems with:" section with a list of options: Potholes, Sidewalk and curb edging, Street lights, Traffic lights, Storm drains (flooding issues), Trash on the rights of way, and Street signs. At the bottom, there's a "REPORT ISSUES" form with fields for "Street Address", "City/County" (Sarasota), and "State/Province" (Florida). To the right of the form is a map of Sarasota County with a red marker and a "Report an Issue" button. The map also shows a warning about browser compatibility and a "SeeClickFix powered by" logo.

Request  
Service



# Sarasota County Contact Center

Web Link: <https://www.scgov.net/callcenter>



A screenshot of the Sarasota County Contact Center website. The header includes the Sarasota County logo, a search bar, and navigation links: HOME, RESIDENTS, BUSINESS, VISITORS, GOVERNMENT, HOW DO I, and SERVICES A-Z. The main banner reads "Contact Center" with the phone number "861-5000". Below this, there are three main sections: "CALL THE CONTACT CENTER" with the number "941-861-5000" and TTY "7-1-1 or 1-800-955-8771"; "EMAIL THE CONTACT CENTER" with the address "ContactCenter@scgov.net"; and "REQUEST SERVICE" with a link to "Click and fill-out form to request service". To the right, a box titled "Contact us if you have any:" lists "Question", "Request", "Comment", "Compliment", and "Concern". Below this, another box titled "Be an active participant in your community. Report problems with:" lists "Potholes", "Sidewalk and curb edging", "Street lights", "Traffic lights", "Storm drains (flooding issues)", "Trash on the rights of way", and "Street signs". At the bottom, there is a "REPORT ISSUES" section with a list of recent reports: "Sidewalk/Curb Repair (1)", "Pothole (1)", "Environmental Impact (2)", "Pothole (3)", and "Pothole (2)". To the right of the list is a map of Sarasota County with a red outline, showing the locations of the reported issues. A banner at the bottom of the page reads "FYI - 2015 Grand Prix Festival Boat Parade Sarasota County".

Issues  
Reported





# ISS Field Trip to Orange County – September 2015

- ISS visited Orange County to tour the OC 311 Center and meet with officials
- Orange County maintains one of the most sophisticated 311 programs in the country
- OC 311 receives close to 300,000 calls annually ( $\approx$  1,000 per day)
- Orange County and Palm Beach County have many operational similarities
- Orange County offered to share their program documentation, including scripts, with PBC



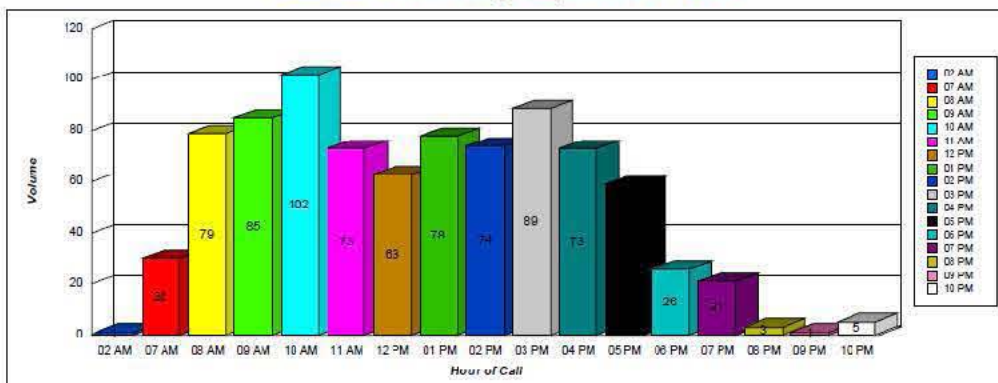




# OC311 Report: Activity Volume by Category by Hour

## OCFL 311 Report

Activity Volume by Category per Hour  
Created on Thursday, September 10, 2015



### Hourly Volume Summary

<b>02 AM</b> Calls per hour: 1	
Public Records Request	1
<b>07 AM</b> Calls per hour: 30	
Sheriff's Office	1
Other Jurisdiction Information Related	1
Florida Fish and Wildlife Information Related	1
Disconnected Call	4
Dead-Domestic	1
Animal Related Information	3
Investigate - Stray School	1
Lost and Found	1
Stray-Roam	1
Wild-Injured	1
Wild-Sick	1
Public Records Request	1
Code Enforcement Information Related	1
Zoning Information Related	1
Roads and Drainage	1
Roads & Drainage Information Related	1
Traffic Engineering Information Related	1
Traffic - Signal Malfunctions	3
Solid Waste Information Related	2
<b>08 AM</b> Calls per hour: 79	
Florida Fish and Wildlife	2
Disconnected Call	5
Dead-Domestic	1

### Hourly Volume Summary



Dead-Wild	1
Animal Related Information	15
Investigate - Stray School	1
Lost and Found	1
Owned-Aggressive	1
Trap Occupied	1
Stray-Confined	1
Stray-Injured	1
Stray-Roam	3
Stray-Sick	2
Wild-Sick	1
Public Records Request	2
Code Enforcement Information Related	13
Junk Vehicles	1
Lot Clean Up	1
Zoning Violation	1
Zoning Information Related	3
Roads and Drainage	1
Asphalt Paving & Repair	1
Roads & Drainage Information Related	1
Mowing	1
Potholes	1
Sidewalk Repair	2
Tree trimming	1
Traffic Engineering Information Related	2
Traffic Signal Adjustment or Review	3
Traffic Study	1
Traffic Safety Concerns	1
Utilities	3
Solid Waste Information Related	4
<b>09 AM</b> Calls per hour: 85	
Property Appraiser	1
Florida Fish and Wildlife Information Related	4
Disconnected Call	5
Dead-Wild	5
Investigate-Nuisance	1
Animal Related Information	14
Owned-Aggressive	1
Trap Occupied	1
Stray-Confined	1
Stray-Roam	1
Wild-Injured	1
Public Records Request	9
Building	6
Code Enforcement Information Related	12
Lot Clean Up	1
Unpermitted Construction	1
Zoning Violation	1
Zoning Information Related	5
Roads and Drainage	1





# Orange County 311 Mobile App Video

[http://www.orangetv1.net/orange-county-government/311-mobile-app-video\\_b21f6d5d8.html](http://www.orangetv1.net/orange-county-government/311-mobile-app-video_b21f6d5d8.html)




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### 311 Mobile App

Orange County Government

Rating: 4.7 out of 7 votes  
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**Description**

See a problem? Report it now! With the new 311 mobile app you can instantly report any problems to Orange County immediately from your smartphone. Available for download for Apple and Android mobile devices.

**Comments**

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Title: 311 Mobile App  
Category: Public Service Announcements  
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# Orange County's Lessons Learned

1. Strong and experienced **Project Managers** must lead with the full support of government executives.
2. Managers must **set clear goals** for what the local government will accomplish with the new 311 system (e.g., customer service focal point vs. cost-savings strategy).
3. Because 311 centers are designed to be a one-stop resource for all citizen questions, local governments must focus on building a **strong base of content** for operators to use and on **training** those operators appropriately.
4. Cross-agency cooperation to build that **knowledge base** is essential, especially in keeping content up to date of regulatory changes.





# **Recommended Next Steps for Initiating a PBC 311 Program**

1. Establish a cross-departmental project team: ISS, Public Affairs, and 1 or 2 Operating Departments
2. Survey County agencies to determine their existing practices, workload volume and staffing levels for tracking citizen requests for services
3. Analyze program scope of services and staffing requirements
4. Develop program documentation and training program
5. Identify specific staff positions, organization reporting lines, and space logistics
6. Implement technical components (web page, work order system, mobile app, reports)
7. Determine projected program start date and promote public awareness



# Survey of County Departments and Agencies



- How are citizen requests for services recorded and tracked?
- Is a separate work order created for each request?
- Which positions (including % of overall workload) are responsible for request intake and tracking?
- Where in the organization and to whom do the above referenced positions report?
- What is the annual volume of requests received?
- Are there any types of management reports showing the status of requests?
- Have written policies or procedures been established for the citizen contact program?





## **311 Non-emergency System Feasibility Study – Background Research**