



City of Madison

City of Madison
Madison, WI 53703
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Master

File Number: 09246

File ID: 09246	File Type: Resolution	Status: Items Referred
Version: 1	Reference:	Controlling Body: BOARD OF ESTIMATES
Lead Referral:		File Created Date : 02/18/2008
File Name: Report outlining alternatives/details in creating a centralized constituent services sytem like Dial 311		Final Action:
<p>Title: Issuing a report outlining the alternatives and details involved in the creation of a centralized constituent services system like a Dial 311 or other hotline for municipal services and information.</p>		
Notes:		
		CC Agenda Date: 02/26/2008
		Agenda Number: 15.
Sponsors: David J. Cieslewicz		Enactment Date:
Attachments: 09246 amended language.pdf		Enactment Number:
Author: Andrew Statz		Hearing Date:
Entered by: pwilliamson@cityofmadison.com		Published Date:

History of Legislative File

Ver- sion:	Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
1	Mayor's Office	02/20/2008	Referred for Introduction				
	Action Text:		This Resolution was Referred for Introduction				
	Notes:		Baord of Estimates				
1	COMMON COUNCIL	02/26/2008	Refer	BOARD OF ESTIMATES			
	Action Text:		This Resolution was Refer to the BOARD OF ESTIMATES				
	Notes:						
1	BOARD OF ESTIMATES	02/26/2008	Refer	COMMON COUNCIL ORGANIZATIONA L COMMITTEE		03/04/2008	
	Action Text:		This Resolution was Refer to the COMMON COUNCIL ORGANIZATIONAL COMMITTEE				
	Notes:						
1	COMMON COUNCIL ORGANIZATIONAL COMMITTEE	03/04/2008	Return to Lead with the Following Recommendation(s)	BOARD OF ESTIMATES	03/10/2008		

Action Text: This Resolution was Return to Lead with the Following Recommendation(s):

Ald. Tim Bruer noted that the concept of a dedicated phone number for residents to call with requests for information, complaints, etc. had been around for at least 10 years. He also noted that the data collected from the call requests would be beneficial in providing information and creating benchmarks.

Ald. Bruer noted that the staff work group would be charged with looking at and reviewing several 311 models.

Ald. Brenda Konkol stated that the resolution was unclear on which staff would be working on this issue. She also thought a report due date would be appropriate.

Janet Piraino spoke to the resolution. She stated that city staff reviewed the data collected from the on-line "Report A Problem" and came up with the top 4-5 departments that would be most affected: Building Inspection, Parking Enforcement, Streets, Public Health, Public Works (Larry Nelson). These departments would be represented on the work group. Andrew Statz, the city's Fiscal Efficiency Auditor would be staff to the work group.

Ald. Brenda Konkol moved, seconded by Ald. Michael Schumacher to amend the resolution to read:

NOW, THEREFORE, BE IT RESOLVED, that the Fiscal Efficiency Auditor, in consultation with City staff, the Mayor and alders, shall issue a report outlining the alternatives and details involved in the creation of a centralized constituent services system like a Dial 311 or other hotline for municipal services and information; and,

BE IT FINALLY RESOLVED, that the report and its findings and recommendations be presented to the Mayor and Common Council and referred to the Board of Estimates and the Common Council Organizational Committee.

Ald. Michael Schumacher offered an amendment that stated a report due back date. Ald. Brenda Konkol deemed the amendment friendly:

BE IT FINALLY RESOLVED, that the report and its findings and recommendations be presented to the Mayor and Common Council and referred to the Board of Estimates and the Common Council Organizational Committee by September 1, 2008.

Motion was approved.

Ald. Michael Schumacher noted that the CCOC Subcommittee to Review Committee Creation and Committee Rules was currently discussing the structure of these types of work groups and where they would fall within MGO Chapter 33.

Notes:

1 BOARD OF ESTIMATES 03/10/2008

Text of Legislative File 09246

Fiscal Note

No appropriation of funds is required for this report to be issued.

Title

Issuing a report outlining the alternatives and details involved in the creation of a centralized constituent services system like a Dial 311 or other hotline for municipal services and information.

Body

WHEREAS, the City of Madison receives a large volume of phone calls requesting service and information from residents and visitors; and

WHEREAS, it is often hard for residents and visitors to know which number to call for the most direct service or information; and

WHEREAS, calls to the City are fielded by individual agencies and programs in a decentralized manner; and

WHEREAS, several cities and counties have implemented Dial 311 or other centrally administered hotlines and found them useful tools in improving customer service; and

WHEREAS, the City would benefit from a discussion of and recommendations regarding the numerous details involved in developing and operating such a system;

NOW, THEREFORE, BE IT RESOLVED, that City staff, in consultation with the Mayor and alders, shall issue a report outlining the alternatives and details involved in the creation of a centralized constituent services system like a Dial 311 or other hotline for municipal services and information; and

BE IT FINALLY RESOLVED, that the report and its findings and recommendations be presented to the Mayor and Common Council and referred to the Board of Estimates.