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Elgin launches contact center data dashboard to celebrate "311 Day"

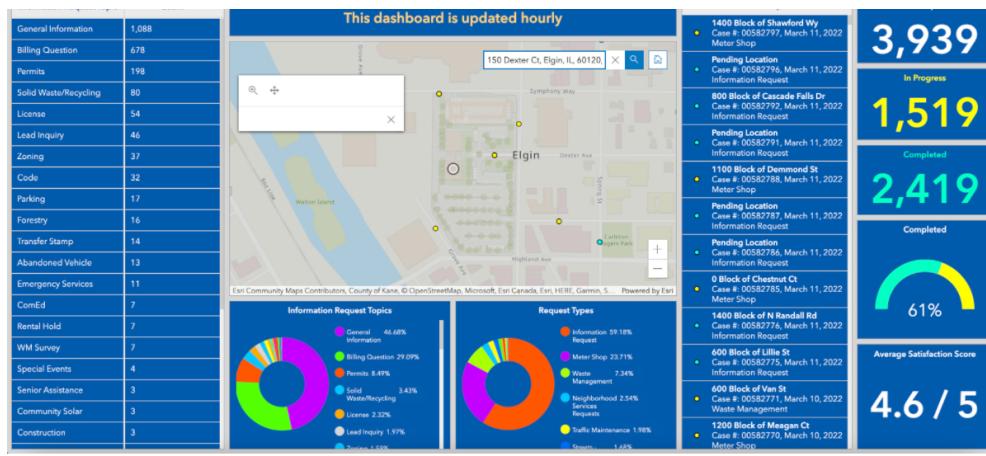


Elgin, IL - The City of Elgin celebrates "311 Day" (March 11) with the launch of a new dashboard to showcase Elgin 311 Contact Center data. The dashboard, viewable at cityofelgin.org/311, offers residents a transparent online environment to view 311 information and service request data and interact with maps with daily, weekly and monthly viewing options.

Launched in January 2014, the Elgin 311 Contact Center has been the go-to resource for residents and businesses to find City information and request non-emergency services. The Elgin 311 Contact Center answers general questions and processes non-emergency service requests, examples include reporting potholes, missed garbage collections and street light outages.

Similar to the Elgin Police Department's transparency dashboard, this is one more interactive tool the City is rolling out as part of its efforts to enhance accessibility to information and improve online experiences and transactions with the City. The City's Geographic Information Systems (GIS) team worked alongside the Neighborhood Services Department to summarize data and display them in a user-friendly fashion.





"The 311 Contact Center citizen advocates handle thousands of information and service requests on virtually every facet of city services," said Neighborhood Services Director Aaron Cosentino. "We collect so much data every day, it's incredibly exciting to finally share it like this."

The City recently began issuing satisfaction surveys to constituents following their interactions with the Elgin 311 Contact Center and other Neighborhood Services divisions.

"Survey responses have been overwhelmingly positive and further evidence of the phenomenal job our citizen advocates do day-in, day-out," said Cosentino.

About Elgin 311

The Elgin 311 Contact Center makes connecting to your local government easier no matter your preferred method—phone, email or online. The Elgin 311 Contact Center maintains a 7-person staff, including five bilingual staff members. Services and offerings continue to expand and improve each year since the 311 Contact Center's launch.

"The Elgin 311 Contact Center is your 'one call to City Hall,'" Neighborhood Services Manager Jennie Phillips said. "We can't thank our dedicated, professional and service minded 311 citizen advocates enough. They go above and beyond to meet the needs of our community on a daily basis."

Since January 2014, Elgin 311 staff has handled:

- Over 693,780 phone calls 847-931-6001 or 3-1-1 in Elgin
- Over 447,720 service cases created
- Over 12,261 submitted through the app
- Over 45,732 emails by email-elgin311@cityofelgin.org

For more information, please contact [Communications Manager Molly Gillespie](#) at 847-931-5613 (O) or 224-762-0516 (C).

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