City of Pittsburgh

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Pittsburgh, PA 15219

Text File

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Committee: City Council **Status:** Adopted

WHEREAS, on October 24, 2006, the City of Pittsburgh, under Mayor Ravenstahl, launched the City's 311 Response Center - a centralized call system for all non-emergency City service requests; and,

WHEREAS, 311 Centers, which have been implemented in cities across the country, have provided a greater level of access and convenience for citizens, making it easier to voice concerns, without having to navigate the multitude of bureaus and departments; and,

WHEREAS, a centralized system for processing service requests also helps improve efficiency and accountability for local governments, who can track complaints and evaluate their rate of success. Such improvements can help lower costs and improve the level of service for taxpayers; and,

WHEREAS, over the past eight years, Pittsburgh's 311 Response Center has made significant strides to become more efficient and modernized, expanding their service online through social media, and allowing citizens to submit photos, and plot locations using GPS and an interactive map; and,

WHEREAS, this spring, the City of Pittsburgh will launch its new 311 system, featuring major technological upgrades to further improve the City's level of service to the People of Pittsburgh; and,

WHEREAS, the dedicated and caring employees who staff the City's 311 Service Center deserve recognition for their hard work. Serving on the front lines of City government, they work with the People of Pittsburgh every day, to help find solutions for problems, large and small; and,

WHEREAS, cities across the country use March 11, or 3-11, as an opportunity to recognize their 311 service centers, and thank them for their important work; and,

NOW, THEREFORE, BE IT RESOLVED that the Council of the City of Pittsburgh does hereby declare, March 11, 2015 to be **"311 Day"** in the City of Pittsburgh.

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