



City of Pittsburgh

510 City-County Building
414 Grant Street
Pittsburgh, PA 15219

Text File

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Committee: City Council

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WHEREAS, The Association of Government Contact Center Professionals (AGCCP) was established in 2003 by a small group of local government contact center managers to share information and experiences for the betterment of their work; and,

WHEREAS, the AGCCP was founded on the belief that collaborative relationships benefit the government contact center industry and government as a whole; and,

WHEREAS, since its founding, the organization has grown to include cities, counties, and government agencies across the United States and Canada; and,

WHEREAS, the growth of 3-1-1 service centers, social media, and other technologies will ensure that the AGCCP continues to grow into the future; and,

WHEREAS, in 2006, as the City of Pittsburgh was creating and preparing to launch its 3-1-1 service line, manager Wendy Urbanic found value in sharing information on topics like personnel, customer service training, common requests for service, public safety, and technology, and credits the AGCCP as vital to the success of 3-1-1 in Pittsburgh; and,

WHEREAS, the Pittsburgh 3-1-1 Service Center has become an essential tool for City residents who need help with neighborhood issues, and produces a wealth of data that helps the City determine staffing and budget priorities over time; and,

WHEREAS, thanks to the work of Wendy Urbanic, the Association of Government Contact Center Professionals will hold their 15th annual conference May 5 through May 7 at the William Penn Hotel, hosting nearly 100 3-1-1 and contact center managers and employees from across the country.

NOW, THEREFORE BE IT RESOLVED, that the Council of the City of Pittsburgh hereby welcomes the Association of Government Contact Center Professionals to Pittsburgh, and congratulates them on 15 years of improving government communications and responsiveness to the public; and

BE IT FURTHER RESOLVED that Pittsburgh City Council declares May 5-7 to be Association of Government Contact Center Professionals week in the City of Pittsburgh.