

# Memorandum



Date: August 5, 2014

To: Honorable Chairwoman Rebeca Sosa  
and Members, Board of County Commissioners

From: Carlos A. Gimenez  
Mayor 

Subject: Report on the Feasibility and Cost Savings of Centralizing the County's Various  
Calling Operations Into the 311 Call Center (Directive 120525)

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In May 2012, the Board of County Commissioners adopted Resolution R-394-12 directing me to report on the feasibility and cost savings of centralizing the County's call center operations into the 311 Answer Center (311). Community Information and Outreach consulted with the Water and Sewer Department (WASD) and Miami-Dade Transit (MDT) to assess the possibility of integrating services with the 311 Answer Center (311). Both agencies were asked to consider options for partial or full integration of services with 311.

After much consideration to business models, infrastructure, and technology, WASD and CIAO have recently engaged in discussions to move forward with a pilot program that partially integrates WASD's Customer Service Unit with 311. This pilot program is being made possible through the implementation of an enterprise telephone system which WASD plans to transition to in September 2014. With both call centers operating in the same telephony environment, the call handling function is transparent to the customer and remote oversight of call center operations is possible. The proposed integration would transition one third of the calls currently handled by WASD to 311. Specific customer call types are targeted for integration in order to minimize the training of complex policies and procedures as well as establish defined roles and responsibilities of the two call centers. If the technical, logistics and funding model makes sense to both parties, the integration may take place as soon as November of 2014. This partnership is expected to result in improved customer service through decreased call wait times. If this pilot program proves to be successful, there are additional opportunities for integration of other WASD call types and/or other call center functions throughout the County.

If you have any questions, please feel free to contact Henry F. Sorí, Director, Community Information and Outreach, at (305) 375-5527.

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