

# Miami-Dade County

Community Information and Outreach

3-1-1 Answer Center



# Overview

- Provides the public with centralized telephone access to government information and services in three languages (English, Spanish and Creole)
- Service hours are Monday through Friday, 7 a.m. to 7 p.m., and Saturday, from 8 a.m. to 5 p.m.
- Manage call intake and generate service requests for Countywide and City of Miami services
- Generate service requests for transmittal to departments and partner agencies
- Update and maintain a knowledge base of 3,300 topics & frequently asked questions

# More than just a phone call...

- Operate three 3-1-1 Service Centers, offering residents face-to-face interaction with a 3-1-1 agent and access to direct services
- Three convenient locations: North Dade Justice Center, Miami-Dade Permitting and Inspection Center, South Dade Justice Center
- Partner with 11 local hospitals to offer access to Baby Stroller Parking Permits
- Review and respond to webmaster e-mails, voicemails, and service requests submitted online and via the iPhone app
- Serve as county's Rumor Control during emergencies
- Teleclaim, Pay-by-Phone, etc...

# Just the numbers

- Handle approximately 2 million calls annually
- 85% first-call resolution
- 32,000 walk-in customers assisted at the Service Centers
- 289,000 service requests generated
- \$8 million in property taxes processed by phone
- Over 18,000 webmaster e-mails and 3,000 voicemails

# 3-1-1 HUB

## 311 HUB

MIAMI-DADE  
COUNTY

Answer HubService HubElectionsWCSASDBasic SearchFeedback

citation in Collections, person only speaks to Collections

### Popular Searches

- [Services Near You](#)
- [Easy Card and Ticket](#)
- [Bulky Trash Issues](#)
- [Garbage Collection](#)
- [Recycling Service](#)
- [Stray Dog Reports](#)
- [County Parks Directory](#)
- [Building Inspections](#)
- [Property Appraiser PSR](#)
- [Tax Collector TSR](#)
- [TaxSys](#)

[Show Common Locations](#)

### Search Results

#### Lost and Found Pets

Owners who have lost their dog should visit the shelter every day to see if their pet was picked up or turned in. More than 100 dogs and cats are found daily. Dogs over 6 months of age are held for 5 days. Redemption fees listed to reclaim pet from ASD.

#### Service Requests:

- [ANIMAL DEAD/MISSING REPORT](#)  
MD
- [FOUND PET](#)  
MD

Interaction Notes:  
Search lost dog

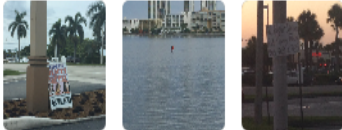
Select Resolution ▼

# 3-1-1 Service Direct

## servicedirect

### TOP REQUESTS

10 Recently Submitted Requests/Problems



Request Id: 872221  
Type: Report mosquitoes causing a biting nuisance  
Location: [3107 NW 70TH TER, UNINCORPORATED MIAMI-DADE, 33147](#)  
Created On: Oct 8, 2014 8:03 PM

Request Id: 871981  
Type: Report mosquitoes causing a biting nuisance  
Location: [1749 SW 138TH AVE, UNINCORPORATED MIAMI-DADE, 33175](#)  
Created On: Oct 8, 2014 9:58 AM

Request Id: 871921  
Type: TRAFFIC SIGN DOWN  
DAMAGED FADED MISSING (OTHER THAN CONTROL SIGN)  
Location: [1030 NE 175TH ST, UNINCORPORATED MIAMI-DADE, 33175](#)  
Created On: Oct 7, 2014

10 MOST RECENT

VIEW ALL

### How to report a problem

1. Click [here](#) and select your desired service
2. Enter address where the service is requested
3. Enter details of the problem

Top Reported Problems (online and by phone) this month:


Report a Problem Online

### FraudBot

Got an issue you'd like to report?

Let our FraudBot help you figure out which agency to report your issue to.

> [FraudBot](#)



### Report Fraud

- Contractor Complaint
- Deed Fraud
- Foreclosure
- Government Fraud
- HUD Fraud
- Homestead Exemption Fraud
- Identity Theft
- Mortgage Fraud Task Force

### Resident Services

- ADA Complaints

Select Language

Social Media Center

Mobile Application Center

Share

Feedback

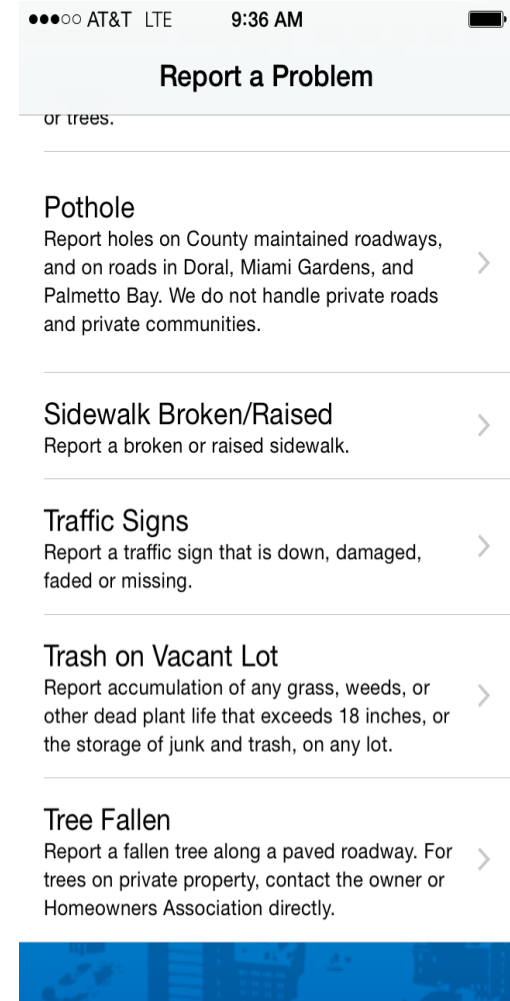
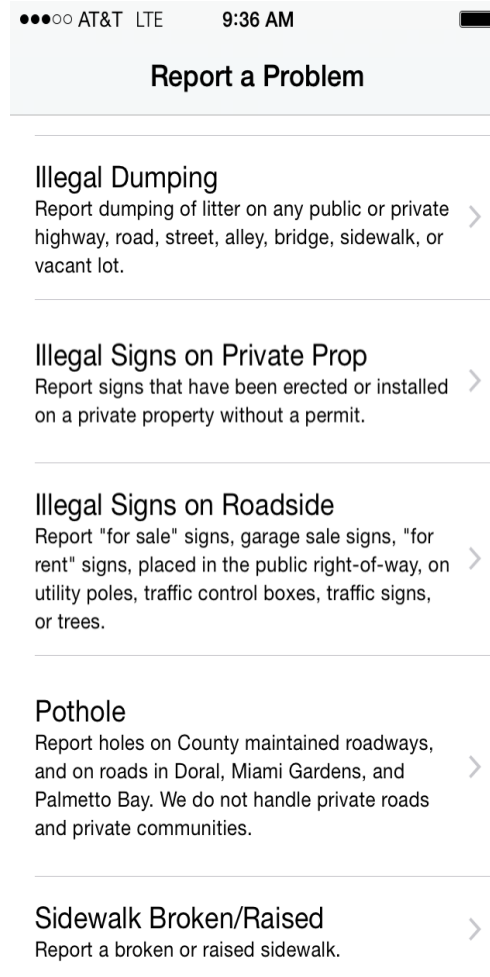
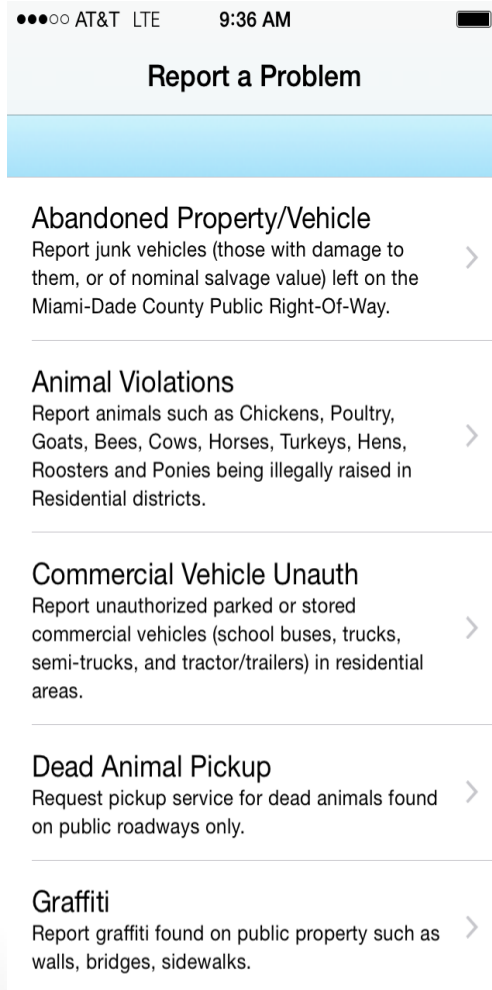
Minimize Tools

# 3-1-1 iPhone App



- 24/7 access to submit requests
- Ability to upload pictures
- Map use to pin-point specific location of problem

# 3-1-1 iPhone App






# 3-1-1 iPhone App

••••• AT&T LTE 4:40 PM

< Commercial Vehicle Un... Submit



Add Photo

Location >

Reporter >


Description >

What time of day is the vehicle present? >

Please provide details about exact location on property where vehicle is parked. >

••••• AT&T LTE 4:40 PM

< Commercial Vehicle Un... Submit



Location >

Reporter >

Description >

What time of day is the vehicle present? >

Please provide details about exact location on property where vehicle is parked. >

- Confirmation e-mail provided
- Back-end process by 311 staff

# 3-1-1 iPhone App

The image displays three mobile application interfaces. The top interface is the Pandora app, showing a music player for Coldplay's 'Square One' and a list of similar artists. The middle interface is the WSVN 7 News app, featuring a news feed with headlines such as 'American released from North Korea' and 'US orders new screening for Ebola'. The bottom interface is the 3-1-1 app, which includes a 'DOPPLER RADAR' section for tracking weather and a 'WATCH 7 NEWS LIVE' button.

**PANDORA**

Coldplay Radio

Create Station

0:00 0:14

Now Playing Music Feed My Profile

Shuffle

Coldplay Radio

add variety options

In Miami Dade... You don't have to know all the answers, just how to get them. [Dial 3-1-1]

When will it rain? Do I need a black party permit? When's the next day party?

Square One by Coldplay on X&Y

Lyrics not available

About Coldplay

After surfacing in 2000 with the breakthrough single "Yellow," Coldplay quickly became one of the biggest bands of the new millennium, honing a mix of introspective Brit-pop and anthemic rock that landed the British full bio

Similar Artists

OneRepublic  
The Verve  
Keane  
Snow Patrol

PANDORA FOR BUSINESS

Pandora for your

**WSVN 7 NEWS**

WSVN.COM

MIAMI/FORT LAUDERDALE

HOME NEWS WEATHER VIDEO ENTERTAINMENT SPORTS FEATURES HELP ME HOWARD INVESTIGATIONS NEWS TEAM

DOPPLER RADAR

Track showers and thunderstorms moving through South Florida MORE

ON EXCLUSIVE

US: One American released from North Korea Updated 2 hours ago

US orders new screening for Ebola Updated 2 hours ago

Spain woman free of Ebola virus, 2nd test shows Updated 4 hours ago

Police investigating suspicious boat fire off Hillsboro Inlet Updated 5 hours ago

11-foot python found at NW Miami-Dade construction site Updated 2 hours ago

detainee Jeffrey Fowle has been nearly six months after he was taken to court Tuesday.

**3-1-1**

Download the Free 311Direct Mobile App

BeardsMart U.S.A.

YOUR CLEARANCE HEADQUARTERS

WELCOME, JON! Manage Account Log Out

Miami

78° Hi 82° Lo 75°

Feels like: 78° Rain

7-Day Forecast Blog View Radars Marine

Download the Free 311Direct Mobile App

To report issues like

- Stray animals
- Graffiti
- Potholes and more

WATCH 7 NEWS LIVE

Miami-Dade 3-1-1

“We answer to you”