



Department of Public Works

Jeffrey J. Mantes
Commissioner of Public Works

James P. Purko
Director of Operations

November 11, 2005

TO: Members of the Milwaukee Common Council

FROM: Dorinda R. Floyd *DRF*
DPW-Administrative Services Director

RE: 286-CITY

As you know, Mayor Barrett introduced the concept of a single telephone number for City residents to access City government in his State of the City address to the Common Council last winter. The Department of Public Works was asked to work on this initiative.

In August of this year, DPW made a presentation to all City departments, including the City Clerk's Office, introducing the concept of 286-CITY. The goal of 286-CITY is to streamline public access to City government. We have since met with all City departments to discuss call volume, routing options and menus and submenus in order to process calls as efficiently and effectively as possible.

Although this initiative was highlighted in the 2006 budget, it has no implications on the budget. DPW staff was reassigned this year to work on developing 286-CITY. This staff is the most knowledgeable of the new telephone system and its functionality and has extensive experience with developing existing call center applications, including the DPW Call Center, Parking and Water Works. These call centers process nearly 800,000 calls annually.

The Mayor has asked that 286-CITY be adapted to fit the objectives of the Accountability in Management (AIM) initiative. Since much of the framework of 286-CITY is now complete, it would be a good opportunity for you to evaluate and improve upon the 286-CITY service model. We welcome suggestions for improvements from the Common Council as well as from all City departments as we work toward implementation.

We would be pleased to make a presentation to the Common Council on 286-CITY at your earliest convenience. If you would like to discuss this issue further or if you have specific questions, please contact me at extension 5582.