


Tom Barrett
Mayor, City of Milwaukee

MEMORANDUM

TO: Members of the Milwaukee Common Council
Department Heads

FROM: Mayor Tom Barrett 

RE: Implementation of 286-CITY

DATE: June 19, 2006

I want to thank the Milwaukee Common Council for adopting File #051544 authorizing the implementation of 286-CITY. One of the initiatives in my 2005 State of the City address was to implement a single access telephone number to make it easier for City residents to contact City government for services and information. We have accomplished this goal with the implementation of 286-CITY, a one-stop shop for all City services.

By utilizing existing resources and through the assistance of numerous City departments, we have developed a system that will route at least 80% of all calls to City departments. Although some departments are not listed on the system, their calls can still be transferred by reaching a customer services representative. In addition, we have reserved two places on the system to route calls for seasonal events (such as elections, assessments or property tax payments) or emergency events (such as health emergencies).

Attached is a copy of information that will be mailed to Milwaukee households on June 29. This information will be on a magnet that can be prominently displayed on a refrigerator or other convenient location. A press conference is scheduled for Monday, June 26 at 1:30 PM in the Municipal Building Rotunda, Broadway side to introduce 286-CITY to the public. You are all invited to attend.

We look forward to your cooperation in the implementation of 286-CITY. If you have any questions please contact Dorinda Floyd, DPW-Administrative Services Director, at extension 5582.