

**311
YOUR NUMBER FOR
GOVERNMENT INFORMATION & SERVICES**

WHAT IS 3-1-1 ?

The Call Center

The 3-1-1 Call Center is open for business 7 days a week from 7 a.m. to 11 p.m. to receive citizen inquiries about available county government services. Its call takers are the heart of the system. Our operators undergo extensive training to ensure each caller gets a courteous, quick and accurate response. We have Spanish speaking operators available to assist our citizens.

The Technology:

Our call center is equipped with state of the art technology to record service requests and route them to the appropriate county department.

When does 3-1-1 work best?

In 2004, Orange County was hit by a record number of hurricanes. During the height of the storms, call takers processed more than 117,000 calls for assistance.

3-1-1 SERVICES

Pothole repair	Sidewalk damage
Report sinkholes	Junk or inoperative cars
Overgrown lots	Unpermitted construction
Housing conditions	Tree branch hazards
Zoning violations	Garage sale permit
Domestic animal concerns	Loose dogs and cats
Spay/neuter information	Stop sign down or missing
Street sign concerns	Traffic signal malfunction
Mosquito problems	Hours of operation
Department locations	General information
Trash and debris pick-up	

These are just a few of our services!

HOW 3-1-1 WORKS

The purpose of 311 is for citizens to use a simple three-digit phone number to request service or to get any information they need from local government.

- A courteous call taker will assist you in finding government services and route you to the appropriate department.
- A service request is created and automatically routed to the proper department.
- The caller receives a service request number to simplify follow-up.
- The County will respond to the work order generated by our call takers.
- Each work order is monitored and any additional activities are assigned, when needed.

KEY BENEFITS OF 3-1-1

- Easy Access to County Government - provides a single point of contact to Orange County for general information.
- Simplified Communication -helps keep County officials in touch with the needs of the Citizens.
- Efficient Allocation of Resources - provides for more efficient allocation of resources and personnel to respond to Citizen inquires.
- Increased Internal Communication - maintains close working relationships between county agencies to provide better service to county citizens.

ALL YOU NEED TO DO IS CALL 3-1-1

One convenient, easy to remember, number to dial with the service our citizens deserve!

Serving the citizens of Orange County providing courteous, fast, & accurate customer service that results in transparent access to government information and services.

CONTACT US

Call: 3-1-1

Interactive Website: www.ocfl.net

E-mail: 311@ocfl.net

Also assisting: Belle Isle, Edgewood, Oakland and Windermere