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FOR INFORMATION CALL

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Milwaukee Officials to Pay Visit to Chicago Unified Call Center

*Award-winning Windy City 3-1-1 Call Center will provide Unique Look as City
Prepares to Move Forward with Similar Operation*

Early Friday, several members of the Common Council and a delegation of other city officials will board the Amtrak Hiawatha and head to Chicago for a close up, in-depth look at Chicago's award-winning unified call center (UCC).

Common Council President Willie L. Hines, Jr., who months ago urged members of the Council's Finance and Personnel Committee and City Clerk's Office staff to pursue the visit with City of Chicago officials, said he's hopeful the visit will broaden members' knowledge of how Chicago's 3-1-1 call center works and how it has streamlined the way in which residents get information on city services.

"I commend the delegation of city officials and staff for seeking out best practices and evaluating those practices personally," President Hines said. "Making our communication systems efficient and effective is extremely important to me, and learning from Chicago leaders will help us to best serve our constituents."

The Council approved moving toward the UCC as part of Mayor Tom Barrett's 2010 budget. The UCC would consolidate all city call takers in one department for live 24/7 service, thus improving customer service, generating cost savings, and providing high-tech tracking and mapping of calls for services.

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Chicago Visit Friday/ADD ONE

Scheduled to make the trip Friday are Alderman Robert J. Bauman, chair of the Public Works Committee and vice chair of the Finance and Personnel Committee, Alderman Joe Dudzik, also a member of the Finance and Personnel Committee and vice chair of the Public Works Committee, and Alderman Nik Kovac, also a member of the Finance and Personnel Committee.

Deputy City Clerk Jim Owczarski, Shirley Krug of the Department of Public Works, Erick Shambarger of the Department of Administration, Sarah Zarate – legislative assistant to Alderman Michael J. Murphy, and a representative of the Mayor's Office will also be making the trip to Chicago on Friday.

A summary of what the delegation learns during the visit will be provided to the Finance and Personnel Committee and to the mayor.