

## **Solano311 Coming in September**

### **One call connects you to information on County services**

Starting Sept. 2 Solano County will have a new way for residents to get information and to get connected to County services and programs.

Dial 3-1-1 while in Solano County and you will be connected to a **Solano311** customer service representative who can answer questions about County programs and services. The **Solano311** Customer Service Center in Fairfield is open from 6 a.m. to 10 p.m. seven days a week. There are no usage fees for people to call **Solano311**, and it is accessible from most landlines and cellular phones.

"Without a doubt, I think **Solano311** is the single most important advancement we can make in customer service," said County Administrator Michael D. Johnson. "We have quality employees, outstanding programs and 311 makes it more efficient for us to serve the county residents."

For most of 2008 a team from Affiliated Computer Services, the contractor providing the 311 service, has been working with people throughout the County to build a database of questions and answers. The questions range from "Where do I go to register to vote?" to "How can I get relief from my property taxes?"

"Solano County offers hundreds of different programs and services, so it's easy to understand why it can be a challenge to figure out where to get the answers you need on the first phone call," said Ira Rosenthal, director of the Department of Information Technology. "Calling 311 takes the guess work out of knowing who to call."

In many instances, the **Solano311** customer service representatives will also be the first link to service delivery. If the caller needs the expertise of a County staff member, the **Solano311** representative will connect the caller with the right person. The **Solano311** representatives will also follow up with the caller to see if they got the service they needed in a timely manner.

County staff has also mapped out how **Solano311** customer service representatives can initiate service requests, such as the process it takes to get a copy of a marriage license.

"A recent survey of Solano County residents gave the County's customer service high marks," Johnson said. "Now the County is striving to make its customer service even better, and **Solano311** is the right tool to make that happen."

Residents can also access 311 resources through the County web site at [www.solanocounty.com](http://www.solanocounty.com).