

3-1-1 Service and the Citywide Services Directory Frequently Asked Questions

WHAT IS 3-1-1?

3-1-1 provides easy access to City information and services via the Internet/Intranet or the **3-1-1 Center**. Citizens and residents using a wired telephone line (i.e. landline) within the City of Los Angeles can access the 3-1-1 Center by dialing 3-1-1, 24 hours a day, 365 days a year. The service is **free** to callers.

The **Citywide Services Directory (CSD)** provides accurate information about City services, locations, phone numbers and other general information from one centralized repository. The CSD supports the 3-1-1 Center, and is also available to City staff via the Intranet, and the public via the Internet.

In the CSD, services are defined as either external or internal. External City services are those that the City provides directly to the public, such as garbage collection, permitting, and street maintenance. Internal services are those provided by one City department to another department, such as telephone repair, telcode administration, and custodial services. City employees have access via the Intranet from insidela.ci.la.ca.us to both internal and external service information, whereas the public has access to external services only via the Internet, accessible from www.lacity.org.

HOW LONG HAS 3-1-1 SERVICE BEEN AVAILABLE?

The CSD has been available to both City employees via insidela and the public via www.lacity.org since November 7, 2002.

HOW DO CITY EMPLOYEES USE 3-1-1?

City employees may use the CSD to help their customer directly or to avail themselves of internal City service information by typing insidela into the address bar of their web browser, and clicking the <http://insidecsd.ci.la.ca.us/> link in the center section of the page. In case of difficulty finding the requested service, a caller may be transferred to the 3-1-1 Center for more assistance.

HOW CAN A CITY EMPLOYEE CALL THE 3-1-1 CENTER?

The City's Electronic Tandem Network (ETN) is the City's main telephone network system, composed of the Centrex and City PBX systems, and serving most City sites. From a City office location, the 3-1-1 Center may be accessed free of charge through the ETN by dialing "0" or 3-3231. The ability to dial 9-311 is blocked because accessing the 3-1-1 Center by dialing out of the ETN results in a \$0.05 charge to the City.

Some telephones at remote sites or those on other City telephone systems such as the Airports, Harbor, and DWP, are not connected to the ETN. In that case, the 3-1-1 Center may be reached by directly dialing 3-1-1 if the caller is within the boundaries of the City.

HOW DOES THE PUBLIC CONTACT THE 3-1-1 CENTER?

Within the limits of the City of Los Angeles, callers contact the 3-1-1 Center by dialing 3-1-1 on a wired or land line telephone. 3-1-1 can be dialed from payphones within the City of Los Angeles; however payphone providers require a coin charge to place the call, as they do with any call. To avoid this charge, the toll free number can be used from payphones. Access outside of the City limits is through 10 digit telephone numbers.

WHAT ABOUT ACCESS FROM OUTSIDE CITY LIMITS?

A caller within the Counties of Los Angeles, Orange, San Bernardino, Riverside, and Ventura may reach the 3-1-1 Center by using the toll-free number (866) 4-LA-CITY. Callers can contact the 3-1-1 Center from beyond these five Counties by dialing (213) 473-3231.

CAN 3-1-1 BE ACCESSED FROM CELL PHONES?

The 3-1-1 Center can be reached via cellular telephones by dialing 3-1-1, or (213) 473-3231.

HOW DO THE HEARING AND/OR SPEECH CHALLENGED ACCESS 3-1-1?

The 3-1-1 Center utilizes the Nextalk software to service calls from the hearing and/or speech challenged. This software enables agents to transfer text telephone (TTY) calls to any City office that is also equipped with a TTY device. Speech/hearing challenged individuals contact 3-1-1 in the same manner as anyone else.

WHAT ABOUT NON-ENGLISH SPEAKERS?

The 3-1-1 Center is staffed with both English and Spanish speaking agents at all times. If other languages are needed, an interpreter service line for nearly 150 languages is available to help the caller with their questions and requests.

DOES THE CITY HALL OPERATOR SECTION STILL EXIST?

The 3-1-1 Center was built upon the existing City Hall Operator Section. All functions previously performed by the City Hall Operators are now performed by the 3-1-1 Center, including activation of the EOC, and other established duties. The City Hall Operators have been augmented with additional employees and now serve as 3-1-1 Agents.

WHO DO I CALL IF 3-1-1 DOES NOT WORK?

If you are on the ETN or other City telephone network, contact your telephone services or repair section. The public should contact their telephone company repair service if 3-1-1 does not work from their home phone, usually by dialing 6-1-1. If 3-1-1 does not work from a non-City worksite, it is possible that worksite has its own telephone switch maintained by the company's telephone group - common in most large companies. If that is the case, the company's telephone switch must be programmed to recognize 3-1-1 as an external call.