Tampa, FL, Tuesday, May 1, 2018 – Two cities with progressive 311 customer service organizations were announced today as winner and finalist of CS Week 311’s Awards of Excellence. Atlanta311 is the 2018 Award winner, and 311 Knoxville’s Center for Service Innovation is the 2018 Award finalist. CS Week and the scores of utilities who attend its annual conference held this week in Tampa, FL, salute both cities’ centralized government customer service centers for their consistent customer-focused approaches to improving municipal service delivery.

The CS Week 311’s annual Award of Excellence showcases positive impacts to organizational components of customer service centers, many of which include utility service and billing functions. The chart below shows tangible results achieved during calendar year 2017 by these cities in key areas:
<table>
<thead>
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<th>Key Area</th>
<th>Atlanta311</th>
<th>311 Knoxville’s Center for Service Innovation (CSI)</th>
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| **Teamwork** | • A Customer Service Delivery Team was created to provide leadership to other City departments for timely and efficient service order handling.  
• 26 community events like Atlanta Streets Alive, the International Soccer Festival and National Night Out were staffed by ATL311 members.  
• Center staff enjoy scheduled recognition and incentive activities. | • The Kudos program was created to encourage coworkers to recognize and show appreciation to each other.  
• The Ambassador Program, which includes an online library and various source materials, was formed to educate Center employees about other city services. A hiring analysis shows recent promotions are graduates of the Ambassador Program. |
| **Value-added technology that improves customer experience** | • [www.atl311.com](http://www.atl311.com) website received functional and aesthetic modifications.  
• ATL311 focused attention on social media as an alternative contact channel and managed various platforms from a single dashboard.  
• Virtual Hold, a technology that allows calls to select call back without losing their place in line, was implemented. | • The CSI partnered with United Way of East Tennessee and the Community Action Committee’s Office on Aging to manage the East Tennessee 2-1-1 social services assistance program. This partnership allows comprehensive services for utility assistance, food, shelter, veteran’s affairs and community services. Referrals per caller have increased by 35% and overall call times have reduced by 25%. |
| **Data-driven process improvement and collaboration throughout the local government** | • Staff schedules and hiring are managed with automated workforce management tools.  
• Atlanta’s city departments and ATL311 collaborate on various data sources to inform and plan storm response and community engagement.  
• ATL311 ensures users have meaningful access to service, programs and activities, especially immigrant and refugee populations. | • A leader in Open Data initiatives, the CSI helped Knoxville become a Bloomberg Philanthropies, “What Works” City.  
• An advanced work order and asset management system and a newly upgraded phone system ensure service requests are addressed efficiently.  
• CSI partners with Knoxville Area Transit to encourage citizens to use public transportation for health appointments. |
| **Service level improvements** | • “It’s a Wrap,” a campaign which increased the number of calls that met the average speed of answer was implemented.  
• “All Hands on Deck,” a staffing tool for Mondays and other known | • Customer satisfaction surveys are modernized with engaging colors and images. Customer responses have doubled since the redesign.  
• CSI established an Annual Innovation & Change survey in partnership with the Alliance for Innovation and |
occasions marked by high call volume spikes, was introduced.
• Daily reports by individual representative highlighting key performance indicators now help all staff understand service center metrics and translate them into actionable programs and procedures.

Arizona State University to gauge employee feelings about change and innovation. With this anonymous tool, more employees are giving feedback and sharing suggestions.
• CSI works with local businesses to post 2-1-1 stickers in their windows to increase awareness and use.

Lisa Collins, CS Week 311 Conference Director, said, “311 operations across the country are innovating, maturing and collaborating in creative ways to meet current operational challenges and changing customer expectations. CS Week is so proud to recognize Atlanta 311 as its 2018 Winner and the 311 Knoxville Center for Service Innovation as its 2018 Finalist with its 311 Awards of Excellence. Both are true leaders in customer service delivery.”

About CS Week 311

Re-branded in 2016, CS Week 311, formerly known as CS Week 311 Synergy Group, is now a year-round educational and networking venue featuring a stand-alone conference venue called ENGAGE311 with EXPO311, its own Exhibit Hall. Year over year conference attendance increases coupled with attendee and exhibitor interest spurred CS Week to extend and enlarge this venue. CS Week 311 offers a professional, unbiased environment for in-depth and on-going discussion of current issues and common interests among current and prospective 311 municipal and governmental customer contact centers throughout North America. Additionally, CS Week 311 encompasses year-round webinars, annual Comparative and Technology Surveys and numerous networking and leadership opportunities for utility and customer contact/call center personnel, their operational issues and service-based concerns. For more information about the 2018 award winner and finalist or CS Week 311, visit www.csweek.org or contact CS Week 311 Manager Amber Wiens at awiens@csweek.org.
CS Week 311 is a major venue of CS Week, a 501(c)(3) nonprofit organization with a 40-year history of providing large and small North American utilities top-shelf customer service and supporting technology educational opportunities. Besides its multiple venues and networking opportunities, CS Week boasts the largest customer service and IT exhibit hall in the industry. It offers webinars, videos and blogs year-round to showcase utility success stories, update attendees on marketplace trends and keep utility professionals connected.

Each year, CS Week 311 recognizes one centralized government customer service center that has consistently demonstrated a customer-focused approach to improving local government. The 2019 award will be presented during the ENGAGE311 Conference in Phoenix, Arizona. The application must clearly outline the customer service center’s positive impacts on service delivery, customer service, technology and teamwork. Including supporting documentation is encouraged. The application refers to progress made and implementations completed in the 2018 calendar year. Any answers that refer to the future or prior to 2018 will not be considered. The 2019 CS Week 311 Award of Excellence will open for submissions on October 1, 2018. For more information, please visit the CS Week 311 website at www.csweek.org/web/311 or contact Amber Wiens at awiens@csweek.org.

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