ENGAGE311 is a premier, annual educational three day conference packed with learning and networking opportunities. The conference, open to prospective, beginning and experienced 311 municipal and customer service centers provides a professional, unbiased environment for in-depth discussion of current issues and common interests in the industry.

At ENGAGE311, you will see new products and systems, network with industry peers and vendors, and focus on advancing your program with information on Customer Service, Knowledge Management, Employee Initiatives, Business Process Improvements, Open Data, Open Government and more. Take this opportunity to learn from fellow experts and share successes and lessons learned with attendees from across North America.

**WHAT IS ENGAGE311?**

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**WHO ATTENDS?**

ENGAGE311 is open to government/municipalities of all sizes who are actively managing 311 customer service centers. Entities exploring or who may potentially manage customer service centers or 311 call centers are urged to attend as well. Attendees are typically supervisory, managerial or director personnel with a keen interest in learning best practices, sharing operational alternatives and improving service delivery while enhancing the customer service center environment.

**SAMPLE OF 311 AND CUSTOMER SERVICE CENTERS ATTENDING THE ENGAGE311 CONFERENCE:**
- Cape Breton Regional Municipality
- CharMeck 311
- City of Alexandria
- City of Allentown
- City of Arlington
- City of Atlanta
- City of Austin
- City of Baltimore
- City of Berkeley
- City of Calgary
- City of Chicago
- City of Cleveland
- City of Corpus Christi
- City of Dallas
- City and County of Denver
- City of Elk Grove
- City of Fort Wayne
- City of Fort Worth
- City of Garland
- City of Grand Rapids
- City of Kalamazoo
- City of Knoxville
- City of Lethbridge
- City of Los Angeles
- City of Mankato
- City of Medicine Hat
- City of Minneapolis
- City of New York City
- City of Newport News
- City of Norfolk
- City of Oakland
- City of Phoenix
- City of Port St. Lucie
- City of Portland
- City of Providence
- City of Raleigh
- City of Richmond
- City of San Diego
- City of San Francisco
- City of Saskatoon
- City of Scottsdale
- City of Somerville
- City of South Bend
- City of Spokane
- City of Sugarland
- City of Tampa
- City of Tucson
- City of Tulsa
- City of Vancouver
- City of Virginia Beach
- City of Wichita
- City of Winston-Salem
- Clay Electric Cooperative
- Cobb County Government
- County of Sacramento
- Dallas Water Utilities
- District of Columbia
- Lafayette Utilities System
- Miami Dade County
- Montgomery County
- Morristown Utility Systems
- Panama Citizen Services Center 3-1-1
- Pinal County
- Provo City Corp
- Riverside Public Utilities
- Salt Lake County
- Sarasota County
- Suffolk County Water Authority
- TECO Energy, Inc.
- Village of Schaumburg
- Virginia Beach Emerg. Comm & City Sws
- Washington Sub Sanitary Commission
- Wyandotte County

**WHY ATTEND?**

As the importance of the customer service center in today’s society increases, so does the pressure to improve customer and employee engagement, elevate customer satisfaction and deliver improved results year after year. Attending ENGAGE311 will give you the knowledge, tools and resources to achieve and exceed your goals and the expectations of your company. Surveys and feedback continue to reinforce that ENGAGE311’s content, agenda, schedule and networking opportunities are all hitting the mark year after year.

**ATTENDEE BREAKOUT FOR 2019**
- 65% - 311/customer service center
- 35% - vendors

**TALK TO THE EXPERTS:**
High level management in attendance

Manager 35%
Supervisor 11%
Director 18%
Other 36%
The mission of CS Week 311 is to provide a professional, unbiased environment for ongoing discussion of current issues, forums for networking and sharing of innovative best practices that will advance customer service capabilities for current and prospective 311 municipal and governmental entities throughout North America.

Educate yourself and others by listening and sharing.

Engage with those who also walk in customer service center shoes, regardless of their size or type.

Gain knowledge about industry-best practices, trends, strategies, services, solutions, and products.

Advance your customer service center by acquiring methods for improvement.

Generate ideas and discussion on timely topics.

Explore customer service center alternatives framed by lessons learned.

What Attendees Like Best About ENGAGE311

“Panel discussions and interactions”
“Hearing from other governments and personnel from other 311 organizations”
“Getting new ideas from other contact centers”
“Networking with peers”
“Open and candid sharing of information among attendees”
“Informative variety of presentations and well-rounded topics”
“The diversity of attendees”
“Learning how other groups are dealing with the same issues”
“Interactive presentations and presenters”
“Round table discussions and panel topics”
“Discovering you are not alone with your challenges”
“Questions being asked and answered openly”
“The high energy with each informative session”
“Intimate setting, a very inviting group of professionals”

98% of ENGAGE311 attendees would attend a future ENGAGE311 Conference AND would recommend attending to their peers or others in their company!

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Dates

MAY 18 - 20, 2020
Fort Worth, Texas

APRIL 26 - 28, 2021
Tampa, Florida

To find out more about ENGAGE311, please contact:

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CS Week 311 Manager
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ENCOMPASS 311
with a wide variety of educational venues, including the annual ENGAGE311 Conference and EXPO311 Hall, year-round webinars, annual Comparative and Technology Surveys, the CS Week 311 Award of Excellence and numerous networking and leadership opportunities for 311 and customer service center personnel.