



Overview

Based on a regional approach to stakeholder engagement and government accountability, *311 on the Go!* addresses concerns through proactivity and expedited responsiveness with an ease of mobility.

The program features a front-end citizen-facing module, whereas Office of Community Relations staff engage the community through outreach activities; participate in active listening sessions; and provide timely responses to citizen concerns. One of the most important features of this program is the external visibility of the County government in communities.

311 on the Go! includes a user-friendly, hands-on back-end support system – PGC311, in which citizen concerns are submitted and tracked through resolution. Community challenges are addressed by assigned Councilmanic District Liaisons who will collaboratively work toward solutions, alongside multiple County government agencies, non-profit and faith-based organizations.

Awards and Accomplishments

Citizen Engagement * Agency Engagement * Administration Initiatives * Accountability



Proactive.

- Identification of low service delivery levels by regions.
- Successfully plan to close outstanding of service requests within one year.
- Partnerships that bring wrap-around services to citizens in targeted areas.



Responsive.

- Timely resolution of escalated requests.
- Partnerships with specialized services.
- Tracking and notifications towards solutions.



Mobile.

- 311 Days of Action and Go! Events.
- On the spot service request submission.
- Easy accessibility and mobility of Community Liaisons in the community.