

Agustin J. Barrera, Chair

SUBJECT: DIRECT THE SUPERINTENDENT TO INVESTIGATE THE FEASIBILITY OF ESTABLISHING AN INFORMATION HOTLINE SYSTEM FOR MIAMI-DADE COUNTY PUBLIC SCHOOLS SIMILAR TO THE COUNTY'S 311 INFORMATION LINE

COMMITTEE: INNOVATION, EFFICIENCY AND GOVERNMENTAL RELATIONS

In order to continue the District's strategic focus on community satisfaction and engagement the Superintendent should conduct a study to determine the feasibility of establishing a "one call, one number, one-on-one service" system similar to the 311 information system developed by Miami-Dade County. School districts provide countless services for their students, parents, community residents, and partner agencies but sometimes determining just who to call can be a challenge. Very often, individuals trying to contact the District on specific issues spend time sorting through many phone numbers only to get lost in voice mail, or be transferred from number to number and become frustrated.

Under the County's 311 information system a staff of "information specialists" often answer questions or resolve issues without ever putting the caller on hold or transferring the call. In other cases, they connect the caller directly with a person who can help. The clients of Miami-Dade County Public Schools would greatly benefit from a similar "one call, one number, one-on-one service" system.

Action proposed by
Agustin J. Barrera, Chair:

That the School Board of Miami-Dade County,
Florida direct the Superintendent to:

1. investigate the feasibility of establishing an information hotline system for Miami-Dade County Public Schools similar to the County's 311 information line; and
2. report back to the Board by the March 15, 2006 School Board Meeting.