



**Agenda**  
**October 18, 2007**  
**311 Call Center**

1. 311 Call Center presentation (20 minutes)
2. Discussion – 311 Call Center Issues (25 minutes)
  - Project Timetable – delay of “soft” launch
  - Vacant position numbers
  - Performance of sub-contractors, Rm. 109
  - Call Center performance data
  - Follow-up issues from July 26 (handout)
3. Questions/issues for follow-up (15 minutes)