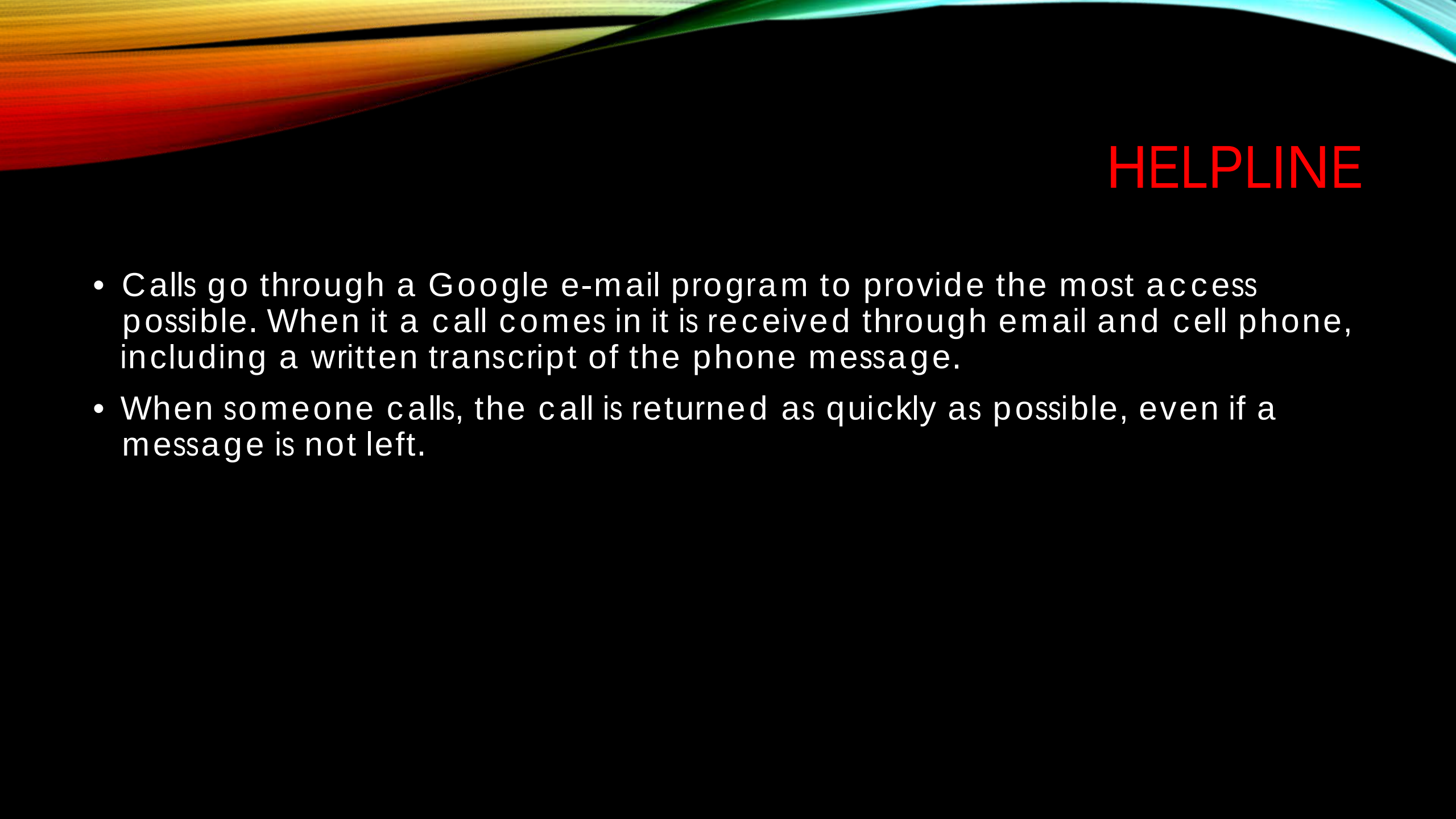




HELPLINE

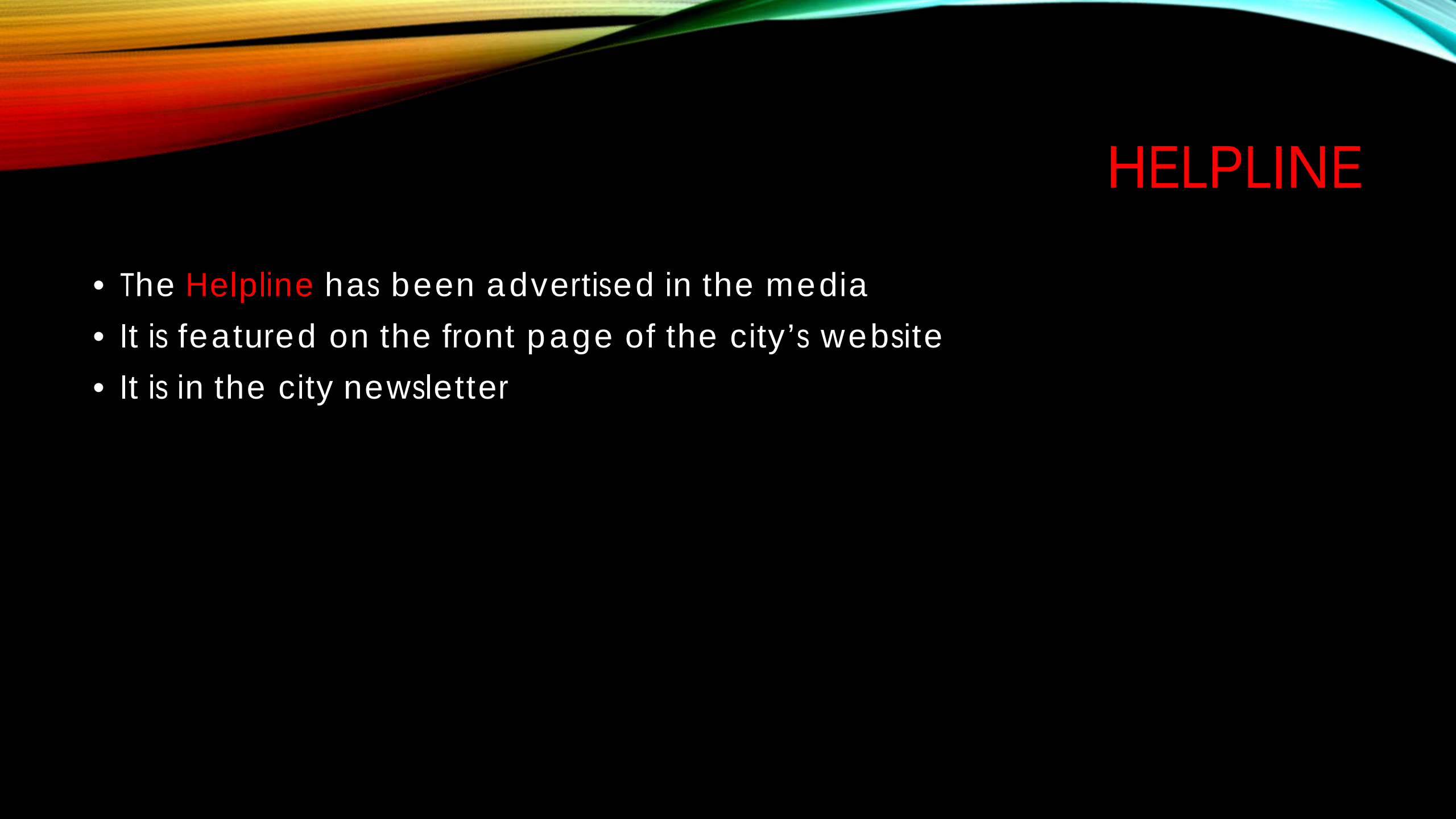
(941) 999-1415

Here to Help



HELPLINE

- Calls go through a Google e-mail program to provide the most access possible. When a call comes in it is received through email and cell phone, including a written transcript of the phone message.
- When someone calls, the call is returned as quickly as possible, even if a message is not left.



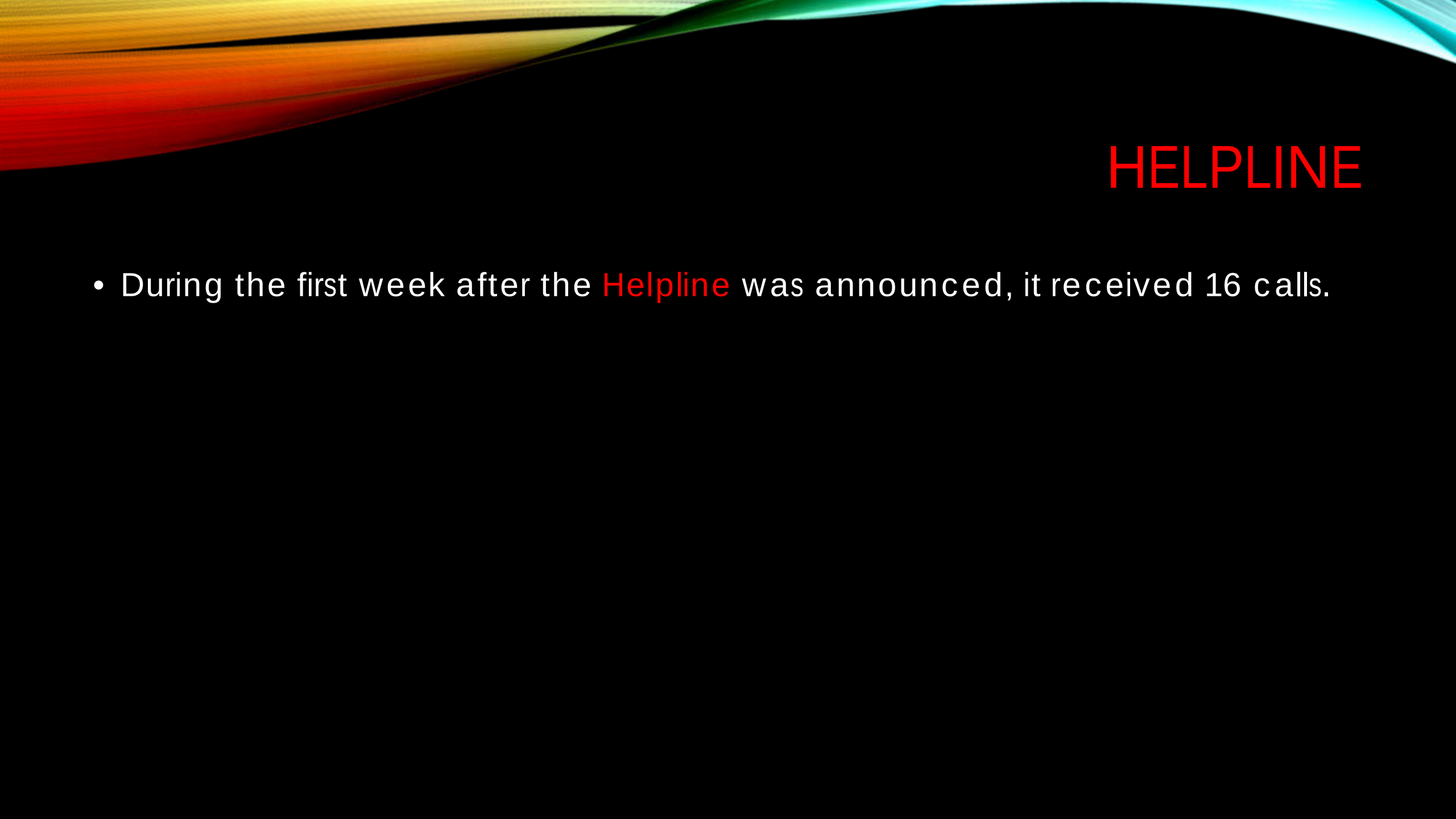
HELPLINE

- The **Helpline** has been advertised in the media
- It is featured on the front page of the city's website
- It is in the city newsletter

HELPLINE

This is what the Helpline notification says:

- **Helpline:**
- (941) 999-1415
- For questions, suggestions or other communications, weekdays,
- 8 a.m. – 4 p.m.
- If you know the department you wish to contact, you may call the switchboard: (941) 486-2626.
- If you have an emergency, call 911.



HELPLINE

- During the first week after the **Helpline** was announced, it received 16 calls.



HELPLINE

- Some of the subjects included:
- Tourists wanting to know what to do in Venice
- Where to pay taxes, get a a license, get a permit
- Where a location is in the city
- Concern for blocked stormwater drainage and code enforcement issues



HELPLINE

- The last two issues are really the kind of activity the **Helpline** is set up to address.
- In order to accomplish follow through on issues, a folder has been established in the S-Drive that anyone with access to the drive may see to determine the status of a complaint.
- These folders are not for **Helpline** calls only, but for any problem where resolution cannot be instantaneous. They are particularly for those problems that involve several departments.
- If the issue is for Sarasota County, we contact the county by the process the county has requested of us.



HELPLINE

- Unless a question is answered immediately, the caller receives a follow-up call to make sure the problem has been resolved from the caller's perspective.

HELPLINE

- Questions?