Supervisor Mark Lesko responds to a resident’s call at the 451-TOWN Call Center.

Farmingville, NY - On Wednesday June 22, the Town of Brookhaven Contact Center received 509 calls and reached the milestone of 400,000 calls since 451-TOWN started operations on September 12, 2007. 451-TOWN is an innovative, state-of-the-art constituent response system and the only one of its kind in Suffolk County. The Town is able to utilize one phone number - 451-TOWN - for residents to access non-emergency government information and services, which is reflected in the Contact Center’s slogan, "One Call Does it All."

"451-TOWN ensures that government is easily accessible to all residents. All of the resources that Brookhaven has to offer are just a phone call away," commented Supervisor Mark Lesko, "451-TOWN has proven to be successful due to the dedication of our operators. They provide residents with easy access to all Town of Brookhaven services and information while maintaining the highest possible level of customer service. 451-TOWN has also helped Town departments improve service delivery by allowing them to focus on their core missions and manage their workloads more efficiently."

The 400,000 call was a resident who called inquiring about how to dispose of her expired prescription drugs. The Contact Center Representative directed the caller to her local police precinct, where there is a receptacle to place unused and expired prescription medications.

Implemented to provide residents with one central number to call for services within Brookhaven Town, the 451-TOWN Contact Center is currently staffed with up to seven Contact Center Representatives Monday through Friday (except holidays) from 9:00 a.m. to 4:30 p.m. and currently averages about 550 calls per day. They handle a wide range of constituent calls, including comments and requests for general information as well as specific questions about services such as garbage collection and recycling, public safety, code enforcement, street lighting, highway maintenance, parks, and Town events. The Contact Center is also able to direct callers to other resources that deal with a wide range of issues including the Response Hotline, Nassau Suffolk Law Services, Emergency Shelters, non-emergency police services, and other government entities.

451-TOWN also generates reports that can be tracked in real time by the Supervisor's office and Town Council. This
allows for quicker response times and provides vital information to elected officials and Town staff for increased accountability. The Contact Center Representatives utilize state-of-the-art technology to help them manage the high volume of calls received on a daily basis. Statistics are used to make Town operations more efficient by measuring data and managing outcomes.

When a call is received by a 451-TOWN Contact Center Representative, the caller receives a case number that can be tracked by both the Town and the caller. A checklist of steps to resolve the problem is followed to assist the Contact Center Representative and the new case creates a service request which is automatically routed to the proper department for follow-up. The information is reviewed by a Town department, and the department determines what action to be taken and records it in the Town's work order management system.

Other calls handled by 451-TOWN on June 22, 2011 included:

- A new resident from the north shore called to request information regarding the recycling schedule and garbage pickup. She also requested information about local parks and beaches. The Contact Center mailed her the recycling schedule and the recreation guide. The resident was excited to speak to someone who could answer all her questions.
- A resident called to request information about where he could take adult tennis lessons. The Contact Center Representative mailed him a recreation guide and connected him to a coordinator in the Parks Department.
- A resident called to report a recurring flooding issue near his home. The Contact Center Representative sent the information over to the Highway Department for their review and response. The resident thanked the Contact Center Representative for taking the time to listen to his concerns.

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