# Brookhaven's 451-TOWN Call Center Answers 750,000th Call

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**Farmingville, NY -** On Wednesday, June 25, the Town of Brookhaven's 451-TOWN Call Center reached the milestone of 750,000 calls since it started operations on September 12, 2007. 451-TOWN is the state-of-the-art constituent response system that enables residents to utilize one phone number to access non-emergency government information and services. The 750,000th call was from a Stony Brook resident who asked for the Town's recycling schedule. Pictured left to right are Lucia Filey, Councilman Kevin LaValle, Councilwoman Valerie M. Cartright, Supervisor Ed Romaine, Dolores Hannon, Joan Holomshek, Call Center Manager Diane Castro and Barbara Romero.

Supervisor Romaine, who presented Certificates of Appreciation to the Call Center staff, said, "451-TOWN is such a success, primarily because of the dedication and professionalism of our staff. They receive hundreds of calls a day and provide the highest level of constituent service with each one. It's a valuable tool for residents and every Town department as well."

The 451-TOWN (8696) Call Center operates Monday through Friday (except holidays) from 9:00 a.m. to 4:30 p.m. 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.

**Division of Public Information * Office of the Supervisor**

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