

OFFICE OF THE MAYOR  
Telephone: (716) 286-4310

December 3, 2020

The City Council  
Niagara Falls, New York

*RE: Funding Agreement related to Implementation of 3-1-1 System  
(Visually Impaired Advancement)*

Council Members:

In February of this year, the City of Niagara Falls was selected by the New York State Attorney General's office to be a recipient of a grant as part of Phase Three of the "Cities for Responsible Investment and Strategic Enforcement" ("Cities RISE") program. The City plans to use a portion of the Phase III Grant to establish a 3-1-1 Call Center to create a central hub for local subscribers to access a variety of city services. To that end, the City seeks to enter into an agreement with Visually Impaired Advancement ("VIA").

VIA is a non-profit organization whose primary mission is to assist individuals who are blind or visually impaired to achieve their highest levels of independence. VIA operates a 24/7 contact center service with its' primary business being the 211 WNY information and referral service for seven counties of Western New York. VIA also contracts with numerous parties to provide inbound and/or outbound call capabilities that are specifically tailored to meet the individual needs of the customer, such as 3-1-1.

For your information and review, please find attached a copy of the proposed agreement. Among other things, VIA will work with the City to develop standard call handling protocols that will be used to train staff for 3-1-1 calls and cooperate with the software vendor to implement the desired call handling scripting, queuing, virtual hold, voicemail messaging, and reporting templates into the phone software platform to support mutually desired performance results.

The contract term would extend through December 31, 2022. The total contract cost is \$184,139.00; this figure includes \$10,200.00 for start-up costs as well as fees of \$6,507.42 per month for 2021 and \$7,987.50 per month for 2022. There will be no cost to the City's General Fund as all funding for the project is available from the proceeds of the Cities RISE grant.

Kennedy \_\_\_\_\_ Spanbauer \_\_\_\_\_ Tompkins \_\_\_\_\_ Touma \_\_\_\_\_ Voccio \_\_\_\_\_

Will the Council so approve and authorize the Mayor to execute the agreement provided that it is satisfactory to the Corporation counsel in both form and content?

Respectfully submitted,

ROBERT M. RESTAINO  
Mayor

Funding Approval:

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Daniel Morello, City Controller  
City Council Meeting, December 9, 2020