

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

December 13, 2022

The City Council
Niagara Falls, New York

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

Council Members:

In 2020, the City established a 3-1-1 Call Center to create a central hub for local subscribers to access a variety of city services. That same year, the City entered into an agreement with Visually Impaired Advancement (“VIA”) to operate the 3-1-1 system. The City seeks to renew the existing agreement with VIA.

Among other things, VIA works with the City regarding standard call handling protocols for 3-1-1 calls and cooperate with the City’s 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. Via provides a local 10-digit phone number for the City of Niagara Falls to forward 3-1-1 calls to as well as providing trained Community Resource Specialists to answer 3-1-1 Niagara Falls calls/texts during business hours.

The contract term would extend through December 31, 2023. The total contract cost is \$95,850.00 (\$7,987.50 per month) for 2023. Funding for this project is available in the City Administrator’s budget line 0446.006.

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

Bax _____ Myles _____ Tompkins _____ Zajac _____ Spanbauer _____