

Citizens Budget Commission

THE CBC PRIZE
for
PUBLIC SERVICE
INNOVATION

2005 Winner

NYC DEPARTMENT OF
INFORMATION TECHNOLOGY
& TELECOMMUNICATIONS

for its

NYC 3-1-1 Citizen Service Center

The CBC Prize

The CBC Prize for Public Service Innovation was created in 1997 by the Citizens Budget Commission to recognize and promote successful innovations in the delivery of public services. Awarded annually, the Prize celebrates creative thinking and shares government achievements with the public and other agencies. In alternating years, it is awarded either to a New York State or a New York City agency.

Each year the winner is selected from nominations requested from more than 150 government officials. The nominations are reviewed by CBC staff and a committee composed of CBC Trustees, and that committee of Trustees makes the selection.

The 2005 Winner

The Winner of the 2005 CBC Prize for Public Service Innovation is the New York City Department of Information Technology & Telecommunications for its NYC 3-1-1 Citizen Service Center.

3-1-1 has revolutionized public access to information about City government and its services. It serves as New York City's one-stop service center and provides New Yorkers with full access to government information and services by simply dialing one telephone number: 3-1-1. It operates 24 hours a day, 365 days a year, and provides services in more than 170 languages.

3-1-1 puts the caller in touch with a live "call taker" who locates needed information through a computerized database

that is updated several times each day. In the first 18 months of operation, 3-1-1 has handled more than 13 million calls.

The service has dramatically improved and expanded access to government information for all New Yorkers. In recognition of its impact and appeal, government officials from across the United States and around the world have visited New York to replicate the service in their own cities and towns.

Honorable Mention

Honorable Mention for the 2005 Prize goes to the Brooklyn Public Library for its ABC Public PC Reservation and Print Management Project.

Faced daily with manually handling 16,000 personal computer reservations and managing 50,000 pages of users' printing, the Brooklyn Public Library installed a system-wide automated PC reservation and print management system – integrated with 74 new digital copiers and 68 self-service touch screen kiosks. Coupled with a new multifunction debit card that also serves as a library card, the system has transformed how the librarians do their work, while dramatically increasing the self-service independence of library users.

This automated system allows the Brooklyn Public Library to redirect nearly \$2.5 million in annual staff costs to value-added programs and services and will generate annually new cost recovery savings of \$1.2 million and new revenue of about \$750,000.

The CBC Innovation Prize Committee

The Innovation Prize Committee, composed of CBC Trustees, reviewed and evaluated this year's nominations and selected the Winner and Honorable Mention. The committee was chaired by Cheryl Cohen Effron and consisted of Paul R. Alter, Paul F. Balsler, Kenneth W. Bond, Lawrence B. Bittenwieser, Anne E. Cohen, Stephen F. DeGroat, John Hallacy, Jack D. Hidary, Jerome E. Hyman, Peter J. Kiernan, Alan M. Klein, Jeffrey Lynford, Donna Lynne, Frances Milberg, Stephen W. Nislick, Steven M. Polan, Robert E. Poll, Lester Pollack, Carol Raphael, Deborah M. Sale, Peter Samton, David T. Schiff, Bart Schwartz, and H. Dale Hemmerdinger, *ex-officio*.

The entire CBC staff participated, to one degree or another, in evaluating the nominations and assisting the Committee in its selections. The staff work was supervised by Charles Brecher, Executive Vice President and Research Director, and managed by Cynthia Searcy, a CBC consultant and former staff member.

The Citizens Budget Commission

Founded in 1932, the Citizens Budget Commission is a non-partisan, nonprofit civic organization devoted to influencing constructive change in the finances and services of New York State and New York City governments.

A complete list of recent CBC reports is available on the Commission's web site – www.cbcny.org.

H. Dale Hemmerdinger, Chair
Diana Fortuna, President
Charles Brecher, Executive Vice President