


**To:** Steven Glorioso <s\_glorioso@hotmail.com>  
**cc:**  
**From:** Regina Chandler/ws/kcmo  
**Date:** 02/10/2009 11:34:09 AM  
**Subject:**  Re: 311

I told you that they were slammed at 311, not just because of water but the new trash stuff. why are you calling them?

Regina Chandler  
Water Services Department  
City of Kansas City, Missouri  
Voice: 816-513-0242  
Fax: 816-513-0175

Steven Glorioso <s\_glorioso@hotmail.com>

**Steven Glorioso**  
<s\_glorioso@hotmail.com>  
02/10/2009 08:27 AM

To: regina chandler <regina\_chandler@kcmo.org>  
cc  
Subject: 311

Gina,  
I am now on hold for 13 mintues for 311. Not good. Going to hang up and leave soon.  
Couple of thoughts:  
1---you call 513 0123 and if you hit #2 for service you get transferred to 311. the recording ought to say "you are now being transferred to 311 or action center". Otherwise people may hang up thinking they have transferred out of water  
2---it is now 16 minutes and holding  
Steve

**To:** regina chandler <regina\_chandler@kcmo.org>  
**cc:**  
**From:** Steven Glorioso <s\_glorioso@hotmail.com>  
**Date:** 02/10/2009 08:27:30 AM  
**Subject:** 311

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