



12th Annual Conference

St. Louis, MO

May 15 -17, 2012

Drury Plaza Hotel at the Arch
Downtown-City of St. Louis

Professionals of 311 • 211 • Gov't Call Centers

- Make lasting connections with industry colleagues
- Get ideas you can implement immediately
- See demos of the latest advancements in customer service technology
- Tours of St. Louis City call center and the Missouri 211 United Way call center
- Workshops on launching a new center, using the center to manage your city's image, using Open311 to make your data accessible, keeping your knowledge bases up to date and accurate, and more!

Priced for tight government budgets
\$150 members • \$200 non-members
Meals Included

Rooms at Drury \$94/night if booked by April 14

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