

# Citizen Services Division



# About 3-1-1

- Implemented in February 2007
- Staffing 7 Full Time, 3 Part Time
- Service in both official languages
- Hours of Operation 8:00 AM – 4:30 PM  
Monday – Friday
- Live Voice Answer

# About 3-1-1

- 1700 calls per day received
- Service levels are to answer 80% of calls in 20 seconds
- Voice Recording introduced for training, liability protection and staff security
- Call Centre currently at capacity

# 311 Experience

- Provide the caller with first point of contact information such as program bookings, hours of operation, tax information, information regarding City services
- Transfer only when necessary and give caller options for voice mail
- Log issues into Active Citizen Request system

# ACR-Active Citizen Request

- Cases are assigned to staff based on department processes
- Accountability is transferred to the operating department
- Escalation process for work not completed within allotted time frames
- Staff notified by E-mail of new cases & any subsequent case communications

# ACR Benefits

- Track work until completion, and allows staff to add comments on progress
- Assists with effective & efficient delivery of service to citizens
- Central system for use citywide
- Allows attachments to case, such as pictures & e-mail correspondence
- Reports available monthly, quarterly or as requested

# After Hours 3-1-1 Service

- Outside of regular business hours the City contracts out to Northern Communications
  - CGS is Charged by the minute
- Callers can report civic **Emergency Situations** (i.e watermain breaks, plowing or slippery road conditions, traffic lights)
- Non-emergency calls are referred back to City staff during regular business hours
- [311 @greatersudbury.ca](mailto:311@greatersudbury.ca) available for non-emergency situations

