



311

**An enhanced service
to the community**

**Presentation to Priorities
Committee
November 19th, 2008**



Our Call Centre



Call Centre Highlites

- ★ Operating hours from 8:00 a.m. to 4:30 p.m.
- ★ Live voice answer
- ★ Provide service in both official languages
- ★ Resolve 25% of citizen enquiries at first point of contact
- ★ Receive 1,700 calls per day

311

- ★ Implemented February 2007
- ★ Becoming more and more recognized as the phone number to access City Hall
- ★ Part of a North American movement to recognize 311 in all cities as the non-emergency municipal phone number



Active Citizen Request (ACR)

Enhanced Customer Service Software

- ★ Software that records and captures information designed to identify trends like recurring requests, problem areas, call volumes and satisfaction levels
- ★ Currently being used for public works, solid waste and by-law
- ★ Identifies the most common citizen service requests
- ★ Staff to provide City Council by ward reports on a quarterly basis













Moving Forward

- ✦ Expand the use of ACR to other Citizen based departments (i.e. Leisure Services)
- ✦ Begin the process of disclosing response times to resolve a citizen service request
- ✦ Implement Voice Recording Software
- ✦ Provide quarterly ward reports to City Council beginning spring 2009



Questions?