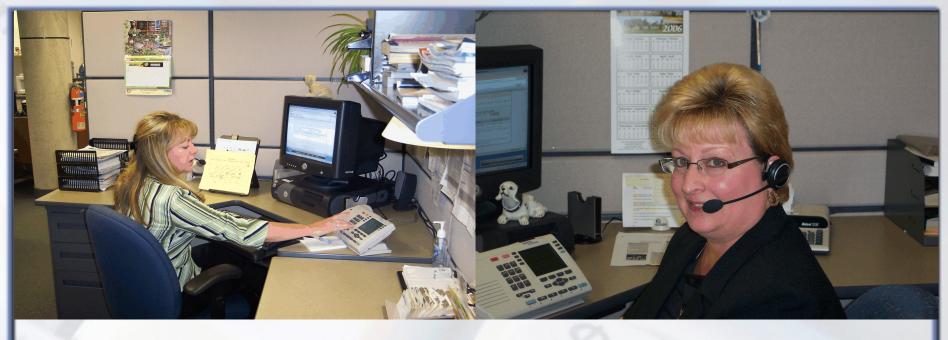


311

An enhanced service to the community

Presentation to Priorities Committee November 19th, 2008







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?