Report – Executive Policy Committee - May 23, 2007

Item No. 1 311 Customer Service Model
File GG-5

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On May 23, 2007, the Executive Policy Committee recommended to Council:

1. That the Administration be granted an extension of time of 90 days to report back as directed by Council on January 24, 2007.

2. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

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DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On May 23, 2007, the Executive Policy Committee recommended that the Administration be granted an extension of time of 90 days to report back as directed by Council on January 24, 2007, and submitted the matter to Council.

COUNCIL:

On January 24, 2007, Council adopted the following:

1. That the report by the consulting firm AtFocus Incorporated entitled, "City of Winnipeg Final Report 311 Project: 311 Business Plan" be received as information.

2. That the Administration be directed to prepare business cases for three consolidated service delivery options of 311 service: a City of Winnipeg internally operated service, one which is outsourced to the private sector, and one which out sources infrastructure (technology and facility) and utilizes city staff, and report back in May 2007.

3. That expenditures in the amount of $250,000.00 for the 311 project, including external expertise, be authorized prior to the adoption of the 2007 Capital Budget as a first call against the 2007 Capital Budget.

4. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.