Minutes – Executive Policy Committee – July 2, 2014

REPORTS

Minute No. 435 311 Efficiency and Priority Levels

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

The Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Finance that the Winnipeg Public Service be requested to:

1. Consider, for the purpose of increasing 311 productivity and effectiveness in responding to the public, options to improve the efficiency of 311 pertaining to Winnipeg Transit calls in light of the fact that 50% or more of all calls are Transit related.

2. That clarity be provided with respect to 311 and the priority levels assigned to items that are forwarded to City Councillors.

DECISION MAKING HISTORY:

Moved by Councillor Wyatt,

That the recommendation of the Standing Policy Committee on Finance be concurred in.

Carried

STANDING COMMITTEE RECOMMENDATION:

On June 19, 2014, the Standing Policy Committee on Finance recommended to the Executive Policy Committee that the Winnipeg Public Service be requested to:

1. Consider, for the purpose of increasing 311 productivity and effectiveness in responding to the public, options to improve the efficiency of 311 pertaining to Winnipeg Transit calls in light of the fact that 50% or more of all calls are Transit related.

2. That clarity be provided with respect 311 and the priority levels assigned to items that are forwarded to City Councillors.