Minutes – Executive Policy Committee – January 14, 2020

REPORTS

Item No. 5 311 Service Requests – Completion Timelines

EXECUTIVE POLICY COMMITTEE DECISION:

The Executive Policy Committee concurred in the recommendation of the Riel Community Committee and directed the Winnipeg Public Service to implement the following:

1. That 311 indicate that the service request is with the department responsible for completion and there is no precise timeline for completion of the request, in situations where services requests are expected to exceed 10 years to complete.

2. That the service request remain open in the system until it is completed, and that 311 follow up with the department annually to determine if a more precise timeline has been established.

DECISION MAKING HISTORY:

Moved by Councillor Mayes,

That the recommendation of the Riel Community Committee be concurred in.

Carried

COMMUNITY COMMITTEE RECOMMENDATION:

On December 2, 2019, the Riel Community Committee passed the following motion:

WHEREAS in an effort to improve customer service 311 has been providing residents with more information on service requests;

AND WHEREAS the information provided to residents is based on a combination of information from the department responsible for the service requests and standing service level agreements between 311 and the department;

AND WHEREAS providing information based on service level agreements does not provide residents with precise information on the completion of their service request but rather provides as estimated date of completion;

AND WHEREAS residents have complained that certain requests to repair broken curbs are resulting in receipt of replies from City of Winnipeg providing a precise deadline for repair that is twenty years in the future;

THERFORE BE IT RESOLVED that the Executive Policy Committee be requested to direct the Winnipeg Public Service to implement the following:

1. That 311 indicate that the service request is with the department responsible for completion and there is no precise timeline for completion of the request, in situations where services requests are expected to exceed 10 years to complete.

2. That the service request remain open in the system until it is completed, and that 311 follow up with the department annually to determine if a more precise timeline has been established.