**Minutes – Executive Policy Committee – March 17, 2020**

## REPORTS

**Item No. 5 Operational Improvements to 311**

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

The Executive Policy Committee granted a further extension of up to 30 days for the Winnipeg Public Service to:

1. Report back on:

    A. All operational improvements made to 311 within the past four years.
    B. All operational improvements made to 311 that are currently in progress.
    C. All operational improvements to 311 that have been identified for future consideration.
    D. Current staffing levels, required staffing levels, and the rate of turnover within the past four years.

2. Submit a request for a Council Seminar on the progress of all ongoing projects related to 311 operational improvements.

DECISION MAKING HISTORY:

Moved by Councillor Gillingham,

That a further extension of up to 30 days be granted to the Winnipeg Public Service to report back on the matter.

Carried

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On January 21, 2020, the Executive Policy Committee granted an extension of up to 60 days for the Winnipeg Public Service to:

1. Report back on:

    A. All operational improvements made to 311 within the past four years.
    B. All operational improvements made to 311 that are currently in progress.
    C. All operational improvements to 311 that have been identified for future consideration.
    D. Current staffing levels, required staffing levels, and the rate of turnover within the past four years.

2. Submit a request for a Council Seminar on the progress of all ongoing projects related to 311 operational improvements.

On November 5, 2019, the Executive Policy Committee concurred in the recommendation of the Assiniboia Community Committee, as amended, and directed the Winnipeg Public Service to:

1. Report back within 60 days on:

    A. All operational improvements made to 311 within the past four years.
    B. All operational improvements made to 311 that are currently in progress.
    C. All operational improvements to 311 that have been identified for future consideration.
    D. Current staffing levels, required staffing levels, and the rate of turnover within the past four years.

2. Submit a request for a Council Seminar on the progress of all ongoing projects related to 311 operational improvements.

DECISION MAKING HISTORY (continued):

COMMUNITY COMMITTEE RECOMMENDATION:

On October 8, 2019, the Assiniboia Community Committee passed the following motion:

WHEREAS the 311 Contact Centre is the first point of contact citizens have with the City of Winnipeg;

AND WHEREAS the 311 Contact Centre reflects the City's ability to deliver services to the citizens of Winnipeg;

AND WHEREAS citizens are demanding better accountability regarding service delivery from 311;

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

1. Report back within 90 days on:

    A. All operational improvements made to 311 within the past four years;
    B. All operational improvements made to 311 that are currently in progress;
    C. All operational improvements to 311 that have been identified for future consideration.
    D. Current staffing levels, required staffing levels, and the rate of turnover within the past four years.

2 Thereafter, report back to the Executive Policy Committee every six months with an update on the progress of all ongoing projects.

3. Submit a request for a Council Seminar on the progress of all ongoing projects related to 311 operational improvements.