Minute No. 285
Report – Executive Policy Committee – March 16, 2022

Item No. 2 311 Call Centre Wait Times

COUNCIL DECISION:

Council concurred in the recommendation of the Executive Policy Committee, as amended, and adopted the following:

1. That a further extension of time of up to 30 days be granted for the Winnipeg Public Service to report back on the following:

    A. A cross-jurisdictional scan reviewing best practices and standards for contact centre operations in the public sector, including but not limited to acceptable wait time and issue resolution times.

    B. Options on how the City can improve wait time and resolution time for matters directed to 311.

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

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DECISION MAKING HISTORY:

Moved by His Worship Mayor Bowman,
That the recommendation of the Executive Policy Committee be adopted.

In amendment,
Moved by Councillor Klein,
Seconded by Councillor Nason,

BE IT RESOLVED:

1. That Recommendation 1 of Item 2 of the Report of the Executive Policy Committee dated March 16, 2022 be amended by deleting "60 days" and replacing it with "30 days".

The motion for the adoption of the amendment was put.

Councillor Klein called for the yeas and nays, which were as follows:

Yea: His Worship Mayor Bowman, Councillors Browaty, Chambers, Eadie, Gillingham, Gilroy, Klein, Lukes, Mayes, Nason, Orlikow, Rollins, Santos, and Schreyer 14

Nay: 0

and the amendment was declared carried.

The motion for the adoption of the recommendation of the Executive Policy Committee, as amended, was put and declared carried.

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On March 16, 2022, the Executive Policy Committee submitted to Council that a further extension of time of up to 60 days be granted for the Winnipeg Public Service to report back on the following:

1. A cross-jurisdictional scan reviewing best practices and standards for contact centre operations in the public sector, including but not limited to acceptable wait time and issue resolution times.

2. Options on how the City can improve wait time and resolution time for matters directed to 311.

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DECISION MAKING HISTORY (continued):

EXECUTIVE POLICY COMMITTEE RECOMMENDATION (continued):

Kelly Ryback submitted a presentation dated March 16, 2022, with respect to the matter.

COUNCIL DECISION:

On January 27, 2022, Council concurred in the January 19, 2022, recommendation of the Executive Policy Committee and granted an extension of time of up to 60 days to report back on the matter.

On October 28, 2021, Council concurred in the recommendation of the Executive Policy Committee and adopted the following:

1. That the Winnipeg Public Service be directed to report back within 90 days on the following:

    A. A cross-jurisdictional scan reviewing best practices and standards for contact centre operations in the public sector, including but not limited to acceptable wait time and issue resolution times.

    B. Options on how the City can improve wait time and resolution time for matters directed to 311.

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

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On October 20, 2021, the Executive Policy Committee considered the Council Motion of September 29, 2021, and submitted the matter to Council.

COUNCIL DECISION:

On September 29, 2021, Council ruled automatic referral of the following motion to the Executive Policy Committee:

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DECISION MAKING HISTORY (continued):

COUNCIL DECISION (continued):

Moved by Councillor Nason,
Seconded by Councillor Mayes,

WHEREAS 311 is the main point of contact for citizens to get information about city services and programs or to make a request for service;

AND WHEREAS although 311 Customer Service Representatives are available 24 hours a day, 7 days a week, 365 days a year, response times can vary significantly depending on numerous factors;

AND WHEREAS the Public Service has advised that wait times to answer 311 calls have increased due to COVID-19;

AND WHEREAS according to the 2021 budget documents, full-time equivalent staff levels at 311 have decreased by more than 25 percent over the past two years;

AND WHEREAS budgetary changes have not only resulted in increased response times but also increase resolution times;

AND WHEREAS residents often resort to contacting their Ward Councillor when faced with lengthy wait times at 311 for basic inquiries.

THEREFORE BE IT RESOLVED:

1. That the Winnipeg Public Service be directed to report back within 90 days on the following:

    A. A cross-jurisdictional scan reviewing best practices and standards for contact centre operations in the public sector, including but not limited to acceptable wait time and issue resolution times.

    B. Options on how the City can improve wait time and resolution time for matters directed to 311.

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