Agenda – Council – October 26, 2023

Report – Executive Policy Committee – October 17, 2023

Item No. 6 Funding allocation to 311 in Budget 2023

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On October 17, 2023, the Executive Policy Committee concurred in the recommendation of the Winnipeg Public Service and submitted the following to Council:

1. That an extension of up to 60 days be granted for the Public Service to report back on the following:

    A. The progress to improve customer service and wait times within 311 service, including on-going FTE requirements.

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

Agenda – Council – October 26, 2023

Report – Executive Policy Committee – October 17, 2023

DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On October 17, 2023, the Executive Policy Committee concurred in the recommendation of the Winnipeg Public Service and submitted the matter to Council.

COUNCIL DECISION:

On March 22, 2023, Council concurred in the March 21, 2023, recommendation of the Executive Policy Committee, which included the following recommendation:

HH. That the Director of Customer Service & Communications:

i. be authorized to increase the FTE complement in the 311 division by up to 9 (6.75 FTEs prorated in 2023) in accordance with the 2023 Budget increase to ensure retention and increase recruitment; and

ii. report back to Council within 180 days on the progress to improve customer service and wait times within 311 service, including on-going FTE requirements.

NOTICE OF EXTENSION REQUEST

Title: Funding allocation to 311 in Budget 2023

Critical Path: Executive Policy Committee

AUTHORIZATION

Author	Department Head
F.Wiltshire	F. Wiltshire

RECOMMENDATION

The Public Service requests that an extension of up to 60 days be granted to report back on the following:

1. The progress to improve customer service and wait times within 311 service, including on-going FTE requirements.

REASON FOR THE EXTENSION

A draft report is under review by the Public Service. It is anticipated that the final report will be approved and ready for inclusion on the December agenda.

DECISION MAKING HISTORY

On March 22, 2023, Council adopted the following:

HH. That the Director of Customer Service & Communications:

i. be authorized to increase the FTE complement in the 311 division by up to 9 (6.75 FTEs prorated in 2023) in accordance with the 2023 Budget increase to ensure retention and increase recruitment; and

ii. report back to Council within 180 days on the progress to improve customer service and wait times within 311 service, including on-going FTE requirements.