Minutes – Executive Policy Committee – January 16, 2024

REPORTS

Item No. 4 Update on the Citizen Portal

EXECUTIVE POLICY COMMITTEE DECISION:

The Executive Policy Committee received the verbal report of the Winnipeg Public Service as information and further directed the Public Service to provide a verbal update on the matter at its meeting on April 16, 2024.

DECISION MAKING HISTORY:

Moved by Councillor Duncan,

That the verbal report of the Winnipeg Public Service be received as information, and the Public Service be further directed to provide a verbal update on the matter at its meeting on April 16, 2024.

Carried

F. Wiltshire, Director of Customer Service and Communications, and T. Gooch, Director of Innovation & Technology, provided a verbal report on the matter.

COUNCIL DECISION:

On December 14, 2023, Council concurred in the recommendation of the Executive Policy Committee and adopted the following:

1. That this report be received as information.

2. That the Public Service be directed to provide a verbal report to the Executive Policy Committee in 30 days on the citizen portal.

3. 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 December 5, 2023, the Executive Policy Committee concurred in the recommendation of the Winnipeg Public Service with the following amendment:

- Add the following new Recommendation:

  "2. That the Public Service be directed to provide a verbal report to the Executive Policy Committee in 30 days on the citizen portal."

and submitted the matter to Council.

David Grant submitted a communication with respect to the matter.

DECISION MAKING HISTORY (continued):

COUNCIL DECISION:

On October 26, 2023, Council concurred in the recommendation of the Executive Policy Committee, and granted an extension of up to 60 days for the Winnipeg Public Service to report back on the progress to improve customer service and wait times within 311 service, including on-going FTE requirements.

On March 22, 2023, Council concurred in the 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.