Agenda – Executive Policy Committee – January 21, 2025

REPORTS

Item No. 3 Customer Service and Wait Time Improvements within 311 Service

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

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

1. 2024 Operating and Capital Budget - Recommendation 1.U.

    a. Progress to date to improve customer service and wait times within 311 service, including the plan to achieve continued improvements and value for money for the additional funding provided.

DECISION MAKING HISTORY:

COUNCIL DECISION:

On October 24, 2024, Council concurred in the recommendation of the Executive Policy Committee and adopted the following:

1. That an extension of time of up to 90 days be granted for the Winnipeg Public Service to report back on Recommendation 1.U of the 2024-2027 Multi-Year Budget as follows:

    A. Progress to date to improve customer service and wait times within 311 service, including the plan to achieve continued improvements and value for money for the additional funding provided.

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 16, 2024, the Executive Policy Committee concurred in the recommendation of the Winnipeg Public Service and submitted the following to Council:

1. That an extension of time of up to 90 days be granted for the Winnipeg Public Service to report back on the matter.

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

COUNCIL DECISION:

On March 20, 2024, Council concurred in the recommendation of the Executive Policy Committee, which included the following recommendation:

1. U. That Council direct the Public Service to provide a comprehensive report within 180 days on progress to date to improve customer service and wait times within 311 service, including the plan to achieve continued improvements and value for money for the additional funding provided.

NOTICE OF EXTENSION REQUEST

Title: Customer Service and Wait Time Improvements within 311 Service

Critical Path: Executive Policy Committee – Council

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. 2024 Operating and Capital Budget - Recommendation 1.U.
    a. Progress to date to improve customer service and wait times within 311 service, including the plan to achieve continued improvements and value for money for the additional funding provided.

REASON FOR THE EXTENSION

A draft report is under review by the Public Service which has been compiled to include data to year end 2024.

DECISION MAKING HISTORY

On March 20, 2024, Council adopted the following:

1.U. That Council direct the Public Service to provide a comprehensive report within 180 days on progress to date to improve customer service and wait times within 311 service, including the plan to achieve continued improvements and value for money for the additional funding provided.

On October 16, 2024, Council adopted the following:

1. That an extension of time of up to 90 days be granted for the Winnipeg Public Service to report back on Recommendation 1.U of the 2024-2027 Multi-Year Budget as follows:

    A. Progress to date to improve customer service and wait times within 311 service, including the plan to achieve continued improvements and value for money for the additional funding provided.