



NM 2012-09

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THE CITY OF CALGARY  
CITY CLERK'S  
*SA*

**NOTICE OF MOTION**  
CG 661 (R2009-05)

NM2012- June 13

**RE: 3-1-1 RESPONSE TO CITIZEN SERVICE REQUESTS**

**ALDERMAN PETER DEMONG**

WHEREAS 3-1-1 was developed in 2005 to be the primary phone contact for citizen inquiries, complaints and service requests at The City of Calgary,

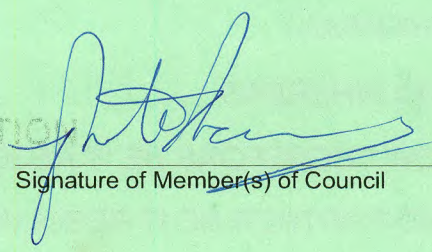
AND WHEREAS callers are escalating Customer Service Requests (CSRs) through Ward offices indicating they have repeatedly called 3-1-1 to report an incident, yet The City operation responsible for the work has either left the Customer Service Request open and unattended, or closed the Customer Service Request and not completed the work;

AND WHEREAS City Council and Administration have embraced Transforming Government as an approach that embodies constant improvement at The City;

AND WHEREAS 311 is a customer service tool positioned to reinforce the Transforming Government principles of Transparency, Accountability and Citizen Orientation:

NOW THEREFORE BE IT RESOLVED that a plan of action be developed to address citizen centric solutions for all City operations to:

- Review and optimize processes for 3-1-1 Customer Service Request completion by all City Business Units;
- Redefine response and work completion durations for each City Business Unit;
- Automate completion of data by field staff to properly inform citizens of the status and completion of the work for relevant Business Units; and
- Activate all public 3-1-1 customer Service Request on the web which will allow the public to create and track their requests on-line for all relevant Business Units;

  
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Signature of Member(s) of Council



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AND FURTHER BE IT RESOLVED that a taskforce comprised of one Alderman, a representative from the Mayor's Office, plus the Directors of Roads, Parks, Bylaw & Animal Services, Development & Building Approvals, Waters Services, Customer Service & Communications and Information Technology be struck to develop such plan to return to City Council through Standing Policy Committee on Utility and Corporate Services by November 2012;

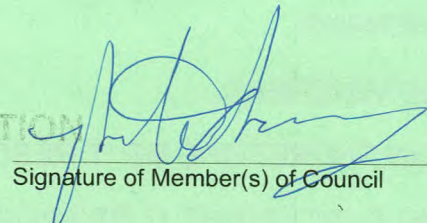
AND FURTHER BE IT RESOLVED that the plan of action contain recommendations on how to create and sustain a system of accountability for service delivery throughout all departments, develop and define accountability measures for senior leadership to breakdown silos and encourage collaboration and assist Council by providing data on a citizen-centric approach to foster continuous improvement.



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