

COMMITTEE OF THE WHOLE – DECEMBER 8, 2003

CITY OF VAUGHAN CUSTOMER SERVICE CALL CENTRE

Recommendation

Councillor DiVona recommends:

That the article dated November 17, 2003 “City Seeks easy-access phone line” be received; and

That a thorough review be conducted of the “customer service call center” as implemented by other municipalities and report to a future budget committee of the whole with the timing, costs and implications to the City of Vaughan.

Purpose

To address City of Vaughan Customer Service Call Centre.

Background - Analysis and Options

Major cities throughout North America are moving towards a centralized customer service call center for government services for federal governments, provincial, and local governments. In the USA they reach from coast to coast from Washington D.C. to Los Angeles California.

In Canada, several cities have applied to the Canadian Radio and Television and Telecommunications Centre for permission to use the “311” non-emergency service number. Applications have been made by Toronto, Halton Region, Calgary and Halifax to date.

The City of Vaughan is committed to “service excellence” and an excellent opportunity exists to enhance service to residents and businesses in an effective and efficient manner.

Conclusion

Attachments

1. Article dated November 17, 2003 from the Toronto Star, GTA section.
(Contact Clerk’s Department for a copy of attachment)

Report prepared by:

Laura Borello-D’Avino, Council Administrative Assistant

Respectfully submitted,

Bernie DiVona
Councillor, Ward 3