



MEDIA BACKGROUNDER

Timelines:

October 24, 2007 – Council approves:

- Adoption of an internally operated model (enhanced version) of service delivery for a consolidated 311 service.
- Established Contact Centre development budget of \$5.9M for project during 2007/2008
- Established 12 to 18 month “go live”
- Letter of Understanding, 311 Call Centre Operations with CUPE Local 500.

January 2009– Contact Centre “go live”

- “Go Live” on January 16, 2009 meets Council's adopted criteria as follows:
 - Within adopted 12 to 18 month go live timeframe
 - Contact Centre 2009 operating budget post go live set at \$4.8 M for 2009
 - Contact Centre development expenditures to go live are \$5.9 M (2008)

Human Resources:

- Collective agreements and related Letters of Understanding have been adhered to during the project implementation phase.
- Centre will operate under flexible staffing model providing coverage for both peak and non-peak hours.
- Centre staffed with mix of both full and part-time staff.

Facility:

- Contact Centre operation housed within 11,000 sq.ft.at cityplace – internal operations only
- Contains 60 accessible workstations, dedicated training centre, dedicated technical workstations, lunch room, operational space.
- Investment in building infrastructure to completion - \$1.2 M

Information Technology and Telephony:

- Centre operates using Lagan Contact Centre technology (web-based call taker interface) complemented with Interactive Intelligence's (ININ) call centre software and voice over internet telephony (telephone answering system).
- Centre utilizes Winnipeg.ca as its key reference for information. Information related to over 600 service requests has been pre-built into the system.
- Centre systems integrate with existing City IT infrastructure