

## Notice of Implementation of expanded 211 Service for the Province of BC

Date: 26 June 2017 (Updated on September 7, 2017)  
Organisation: bc211  
Name: Kanwaljit (Ken) Sanghera  
Tel: 604-708-4066  
Address: 330-111 West Hastings Street, Vancouver, BC V6B 1H4

### Introduction

211 British Columbia Services Society (bc211) is a fully accredited, non-profit agency and has been providing information and referral services in Vancouver for over 60 years. bc211 is the community's link to thousands of community, social, and government agencies across British Columbia. Our agency is the largest provider of information and referral (I&R) services in BC and all of our telephone services are free of charge, multilingual, confidential and anonymous.

As well as operating provincial specialty lines, bc211 operates 211 service for the four Regional Districts of Metro Vancouver, Squamish-Lillooet, the Sunshine Coast and the Fraser Valley with funding from the United Way and the City of Vancouver.

In August 2001, the Canadian Radio-television and Telecommunications Commission (CRTC) assigned the 211 telephone number for community information services across Canada. Please visit the following link regarding detailed information on Telecom Decision CRTC 2001-475:

<http://www.crtc.gc.ca/eng/archive/2001/DT2001-475.htm>

### Proposed N11 Service Area

The 211 service area operated by bc211 currently covers the British Columbia geographic area extending south to the USA/Canada border, west to the Georgia Strait (including Bowen Island), east to and including Hope, and north to and including Lillooet. The 211 routing information for the current service area will remain the same. Additionally we will be expanding our service to include Vancouver Island and the rest of BC. The new 211 service area includes all Telco Exchange Areas below:

#### **Vancouver Island and Gulf Islands – 211 routing information**

Victoria – local calls route to 778 405-0170

Rest of Vancouver Island and Gulf Islands – to 1 888 873-8211 (terminating #604 708 4052)

#### **British Columbia (excluding Vancouver Island, Gulf Island and current 211 service area)**

Rest of BC – route to 1 888 553-5211 (terminating # 604 708-4053)

As we operate a number of provincial help lines 24 hours a day, 7 days a week all year round, bc211 will not be routing calls to a second location. We have the ability to

forward calls to 911 and other emergency services as required. We do not trace calls due to the promise of confidentiality and anonymity so no special request is made of TSPs regarding this matter.

### **Call Volume Estimates**

BC population outside the current 211 Service area is estimated at 1.6 million. A review of call volumes for 211 service providers in Canada and the USA indicates that within two years of operation of the 211 service, numbers of calls can reach an estimated 2% of the total population served.

Our current statistics indicate that Monday is the busiest day of the week and the number of calls decrease as the week progresses with Sunday having the lowest volume of calls. Our current call volume is approximately 1000 calls a week and we are expecting an additional 580 calls a week when we expand the service to all residents of BC.

### **211 Service Provider Expectations of Telecommunications Service Providers**

bc211 is requesting that TSPs convert 211 to a 10 digit number. Several local and long distance phone numbers will be available to use for routing calls. Please see the attachment showing the list of phone numbers for routing 211 calls in the different regions.

As per the **Telecom Decision 2001-475** regarding the costs to implement 211 for Public Information and Referral Services, the Commission has directed 'the carriers to bear the costs of implementing 211 on an incremental basis'.

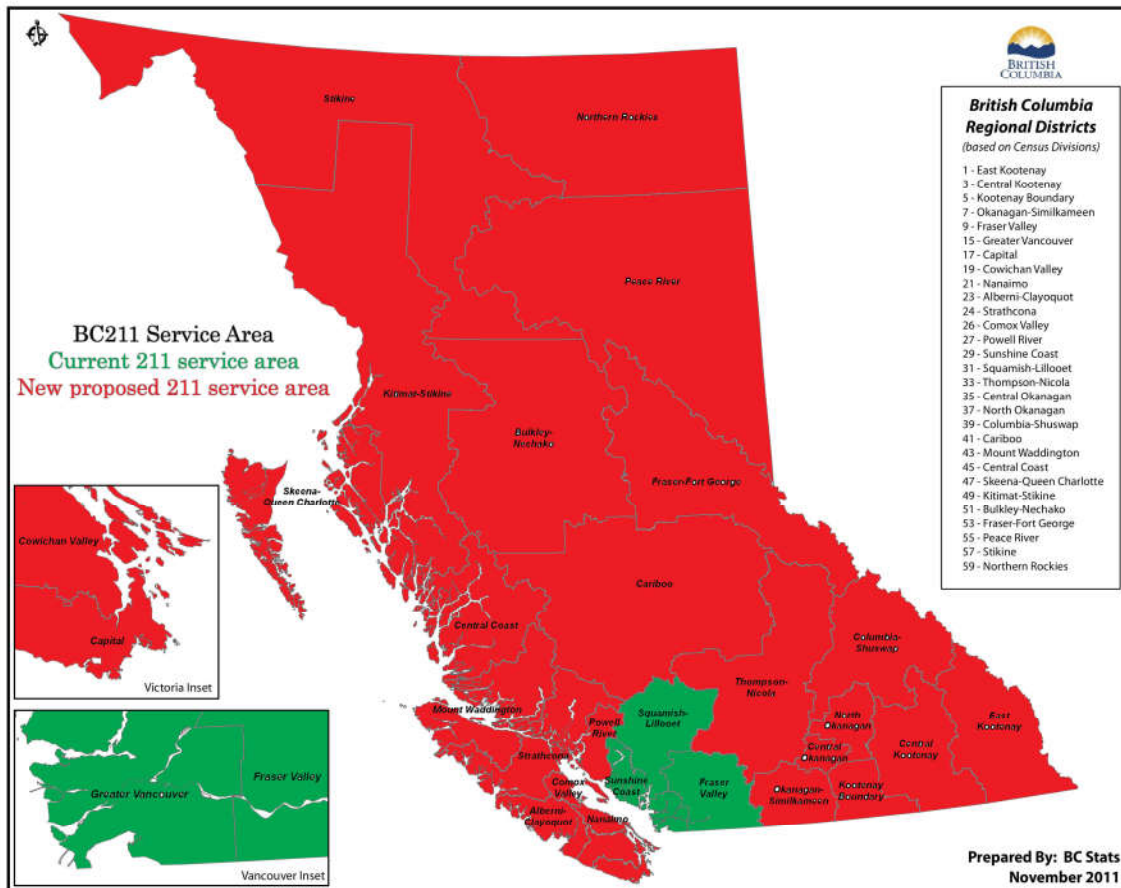
### **Proposed Timeline**

The proposed schedule is:

- Launch Date: **Monday 18<sup>th</sup> September 2017**

If you have any questions please do not hesitate to contact me by email at [ken@bc211.ca](mailto:ken@bc211.ca) or by phone at 604-708-4066.

BC 211 current and proposed service area.



## Vancouver Island and Gulf Islands 211 routing map

