
311 IMPLEMENTATION NOTICE

JANUARY 10TH, 2017

**CITY OF CRANBROOK
40- 10TH AVE SOUTH
CRANBROOK, BC V1C 2M8**

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CITY OF CRANBROOK 311 IMPLEMENTATION NOTICE

INTRODUCTION

City of Cranbrook is the South East Corner of British Columbia's largest center with a population base of almost 20,000 residents.

In November 2004, the Canadian Radio-television and Telecommunications Commission (CRTC) approved assignment of 311 as the non-emergency number for municipal government services in telecom Decision CRTC 2004-71. It is the intention of City of Cranbrook to introduce a 311 service to its citizens as early as May 2017.

[Council authorized staff to proceed with the 311 Service and Real-Time Monitoring and Reporting Application projects at its Regular meeting of January 9th, 2017]

Budget was approved by City Council January 9th, 2017 for the implementation of a 311 service.

This 311 implementation notice has been prepared for distribution via email list in attached Appendix A.

SERVICE DESCRIPTION

City of Cranbrook currently dispatches services through multiple departmental phone numbers and contracts after hours dispatch service to a private company.

As part of the 311 implementation the City of Cranbrook will be creating a multidepartment contact center to effectively manage the majority of call to the city departments.

The 2017 approved budget supports implementing a 311 service to citizens. Services will include:

- Enhanced call routing
- Cross-departmental training

Business Application System

- Mitel / MiCollab

Call Center Support Tools

- CityWorks GIS based service request system
- CityWorks GIS work order system
- Standard operating procedures





PROPOSED 311 SERVICE AREA

The proposed service area is Cranbrook City limits as shown an Appendix A.

The service area borders the following cities and districts: Regional District of East Kootenay, Kimberley, Creston, Fernie Jaffray, Invermere and Fairmont. Contact with all bordering municipalities and districts will be made to advise them of Cranbrook’s intention to move to a 311 service.

CALL ROUTING ARRANGEMENTS

Calls to the 311 in Cranbrook will terminate at:

40- 10th Avenue South
Cranbrook, BC
V1C 2M8

Mailing Address for this location is:

40- 10th Avenue South
Cranbrook, BC
V1C 2M8

The local number for termination of traffic will be: 250-426-4211
The toll free number for termination of traffic will be: 1-800-728-2726

During normal business hours 8:30am-4:30pm Monday to Friday callers to the Cranbrook 311 will be answered by city staff under normal call volume. If call taker capacity is exceeded the caller will go to automated greeting with options to transfer to specific departments and leave a message. Urgent issues will be dealt with through the automated system where the agent would be alerted of an urgent call in queue.

CALL VOLUME ESTIMATES

Current call volume in Cranbrook is approximately 62,000 annually to multiple 10 digit numbers. The City plans to reduce the call intake by implementing a citizen real time 311 app that could be used by residents to initiate service request that would integrate directly into our existing service request system. City of Cranbrook will not be including RCMP non-emergency event ticket sales in the 311 service at this time. An effective communication plan is being prepared to advertise what services will be available through the 311 service.



EXPECTATIONS OF TELECOMMUNICATIONS SERVICE PROVIDERS

It is expected that telephone service provider's route local 311 calls to Cranbrook's 250-426-4211 number. Long distance called will continue to utilize 1-800-728-2726.

PROPOSED TIME LINE

January 10 th , 2017	City of Cranbrook 311 implementation notice to TSP's on distribution list
February 7 th , 2017	City of Cranbrook chairs meeting with TSP's on distribution list
TBD	Other conference calls
May 2 nd , 2017	Proposed soft launch of 311 services
June 2 nd , 2017	Proposed launch to public of 311 services

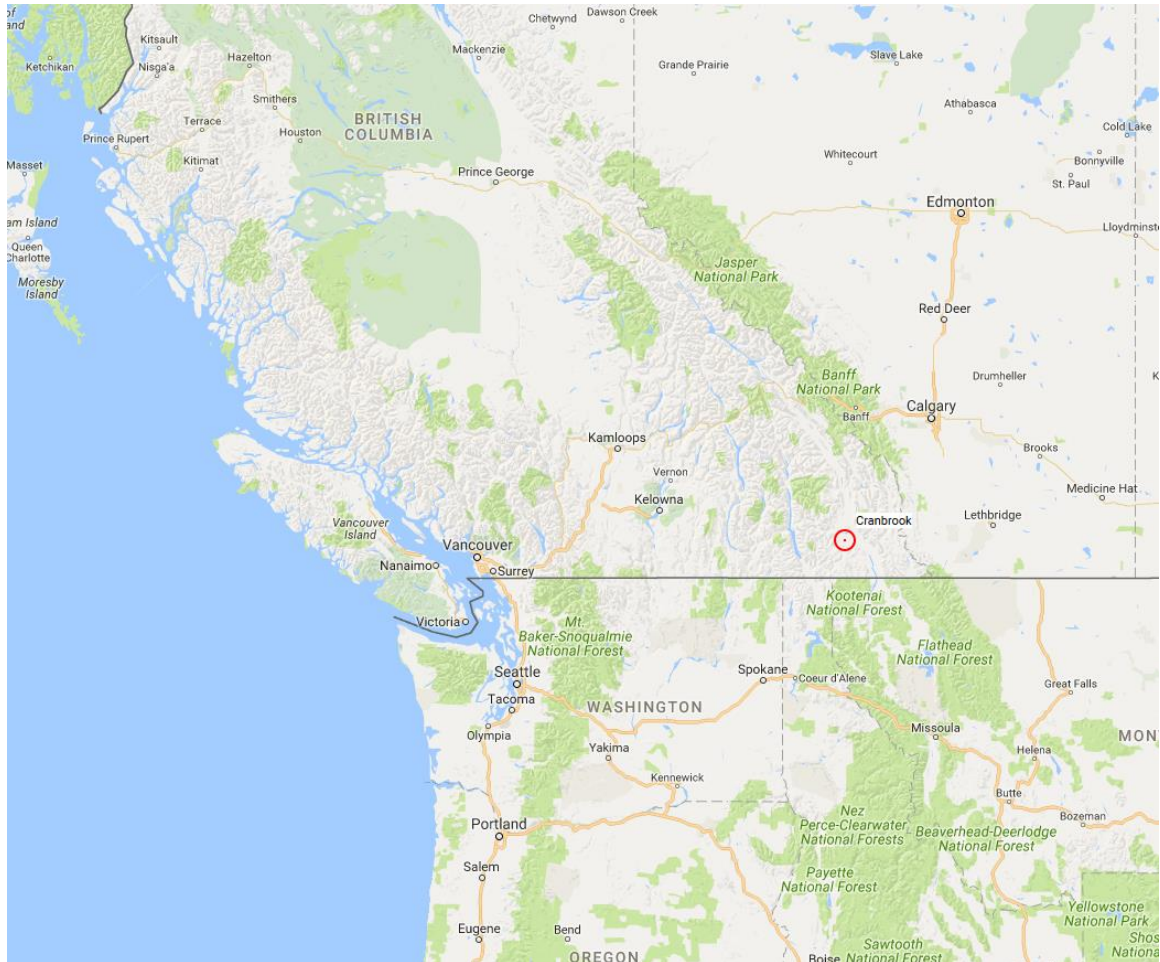
ATTACHMENTS

Appendix A	Cranbrook call center location and boundary map
Appendix B	Matrix Identifying Impacted Exchange areas
Appendix C	311 Implementation notice email distribution





APPENDIX A CRANBROOK EXCHANGE AREA LOCATION

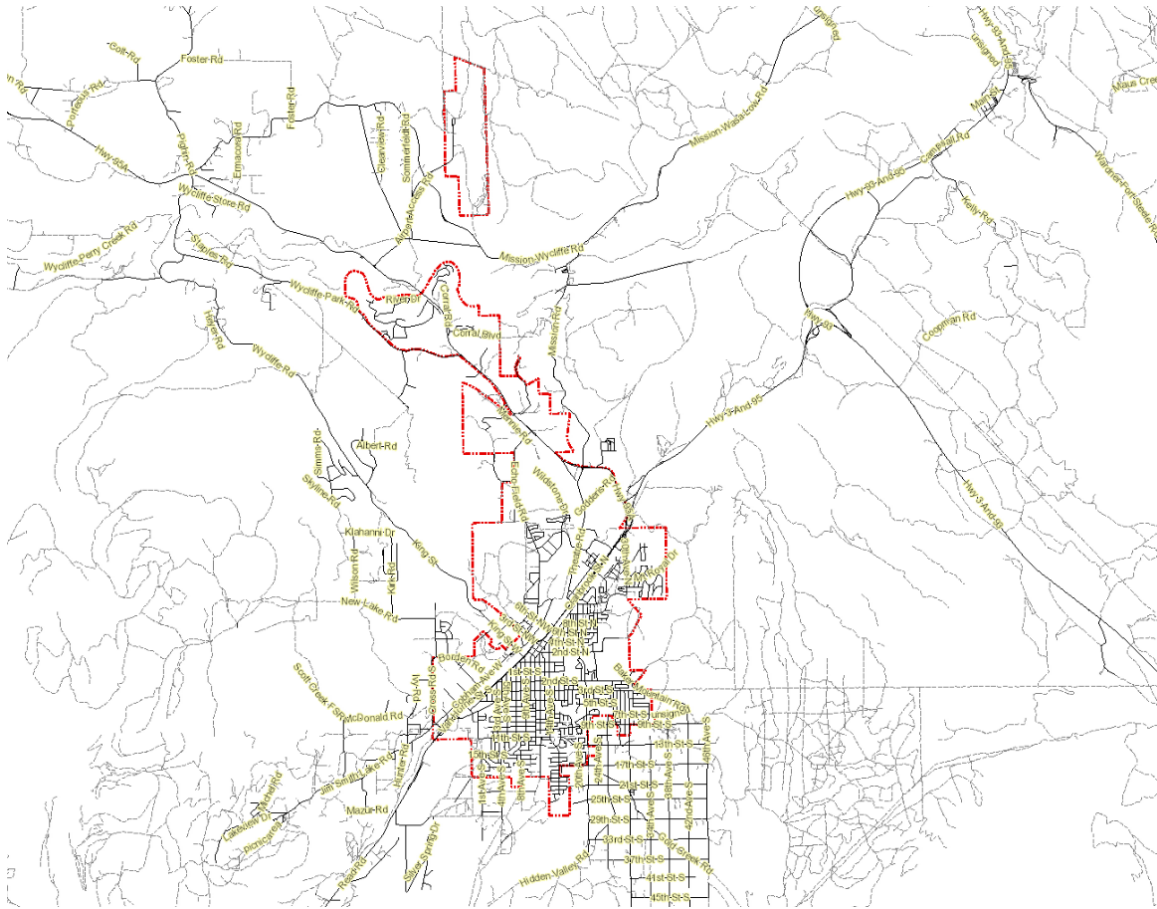




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APPENDIX A CRANBROOK EXCHANGE AREA MAP





APPENDIX B MATRIX IDENTIFYING IMPACTED EXCHANGE AREAS

Exchange Area	Routing to 311 Service	Brisco, BC	Fort Steele	Jim Smith Lake	Wycliffe
Cranbrook		X	X	X	X

*X indicates areas that are partially or wholly with the exchange



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APPENDIX C IMPLIMENTATION NOTICE EMAIL DISTRIBUTION

Company Name	Contact Name	Email	Fax	Address
Transvision (Cookshire) inc.	Rouleau, Nicolas (V.P.)	nrouleau@transvision.net	819-346-0760	2080 ch. spring, Cookshire-Eaton, QC JOB1M0
DERYtelecom Inc.	Serres, Diane (Conseillère juridique)	regulatory@derytelecom.ca	418-544-3358 p 5099	1013 rue Bagot, La Baie, QC G7B2N6
Source Cable Limited	Bosanac, Ron	rbosanac@sourcecable.ca	905-574-6464 ext 256	1090 Upper Wellington Street, Hamilton, ON L9A 3S6
Câblovision Warwick inc.	Ouellette, David (Directeur général)	douellette@cablovision.com	819-358-5858	3 rue de l'Hôtel de Ville, Warwick, QC JOA 1M0
Seaside Communications Inc.	Abbass, Dean (General Manager Cable Operations)	dabbass@seaside.ns.ca	902-539-6250 ext. 225	1318 Grand Lake Rd, P.O. Box 4558, Reserve Mines, NS B1M 1A1
Access Communications Co-operative Limited	Farkas, Tracy	documents@myaccess.coop	306-565-5332	2250 Park Street, Regina, SK S4N 7K7
Westman Media Cooperative Ltd.	Kaastra, Shep	kaastras@westmancom.com	204-571-7329	1906 Park Avenue, Brandon, MB R7B 0R9
Nor-Del Cablevision Limited	Baxter, Mark	markb@nor-del.com	519-879-6320	296 Main Street, East, Norwich, ON NOJ 1P0
La Coopérative de câblodistribution de l'Arrière- Pays	Laplante, Karine (Adjointe à la comptabilité)	klaplante@ccapcable.com	418 849-7125 #7103	20 860, Boul. Henri- Bourassa, Québec , QC G2N 1P7



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Shannon Vision Inc.	Boisvert, Lise	shannonvision@shannon.ca	418-844-3849	50 rue St-Patrick, Shannon, QC G0A 4N0
Bragg Communications Incorporated	Maclean, Lori (Regulatory Coordinator)	Regulatory.Matters@corp.eastlink.ca	902-404-3979	6080 Yonge St, Suite 810, Halifax, NS B3K 5M3
Câble-Axion Digitel inc.	Serres, Diane (Conseillère juridique)	regulatory@derytelecom.ca	418-544-3358 p 5099	1013 rue Bagot, La Baie, QC G7B 2N6
Bell Canada	Gauvin, Philippe (Senior Counsel- Regulatory Law and Policy)	bell.regulatory@bell.ca	613-785-6286	160 Elgin Street, 19th Floor, Ottawa, ON K2P 2C4
Quadro Communications Co-operative Inc.	Stone, Barry	barry.stone@quadro.net	519-229-8430	1845 road 164, P.O. Box 101, Kirkton, ON N0K 1K0
Brooke Telecom Co-operative Ltd.	Janssens, Jim	jim@brooketel.ca	519-844-2160	3241 Park Street, Box 40, Inwood, ON N0N 1K0
Bruce Telecom	Cameron, Bart	regulatory@brucetelecom.com	519-368-1225	Box 80, 3145 Hwy 21 North, Tiverton, ON N0G 2T0
Gosfield North Communication Co-operative Limited	Petruk, Rob	regulatory@gosfieldtel.ca	519-839-4734	128 County Road 34 West, Cottam, ON N0R 1B0
Hay Communications Co-operative Limited	Lawrence, Angela (General Manager)	a.schneider@hay.net	519-236-1182	72863 Blind Line, Zurich, ON N0M 2T0
Huron Telecommunications Co-Operative Limited	Grubb, Glenn (General Manager)	regulatory@hurontel.on.ca	519-395-3800	60 Queen Street, Ripley, ON N0G 2R0



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Mornington Communications Co-operative Limited	Hallahan, Laura	lhallahan@mornington.ca	519-595-6508	16 Mill Street East, PO Box 70, Milverton, ON N0K 1M0
North Renfrew Telephone Company Limited Trade	Lynn, Stephen H.A. (General Manager)	steve@wtccommunications.ca	613-273-0104	4 Stewart St., Beachburg, ON K0J 1C0
Roxborough Telephone Company Limited	Beach, Tim J W (Vice-President Operations)	tjwbeach@ontarioeast.net	613-538-2800	P.O Box 190, 25 Labrosse Street, Mosse Creek, ON K0C 1W0
Tuckersmith Communications Co-operative Limited	Van Aaken, Robert (General Manager)	regulatory@tcc.on.ca	519-263-5040	40023 Kippen Road, Kippen, ON N0M 2E0
The Westport Telephone Company, Limited	Dondero, Carlo (Controller)	carlo.dondero@wtccommunications.ca	613-273-2121	28 Main Street, P.O. Box 580, Westport, ON K0G 1X0
Sogetel inc.	Biron, Richard (Avocat)	richard.biron@sogetel.com	819-293-1202	111, rue du 12- Novembre, Nicolet, QC J3T 1S3
Coopérative de Câblodistribution Ste-Agathe	Turcotte, André (Secrétaire administrative)	tresorier@coopsteagathe.com	418-380-8146	254 ST-PIERRE, C.P 270, Sainte- Agathe-de- Lotbinière, QC G0S 2A0
Novus Entertainment Inc.	Robertson, Donna (Co-President and Chief Legal Officer)	donna.robertson@novusnow.ca	604-638-9515	Suite 300 112 E 3rd Avenue, Vancouver, BC V5T 1C8
Durham.Net Inc.	Schleihauf, Rick (Rick Schleihauf - Regulatory Dept.)	regulatory@corp.fibernetics.ca	519-489-6700 ext629	605 Boxwood Dr. Cambridge, ON N3E1A5
CoopTel, coop de télécommunication	Allard, Pierre (Director Business development)	pallard@cooptel.coop	450 532-5656 ext 1032	5521 Chemin de L'Aéroport, C.P. 160, Valcourt, QC J0E 2L0



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Nexicom Telecommunications, a Division of Nexicom Inc.	Downs, John (General Manager)	jdowns@nexicomgroup.net	705-932-8000	5 King Street East, Millbrook, ON L0A 1G0
Distributel Communications Limited	McMillan, Anne	regulatory@distributel.ca	613-317-3210	177 Nepean Street, Suite 300, Ottawa, ON K2P 0B4
ISP Telecom Inc.	Quance, Robert (General Manager)	robert@isptelecom.net	416-548-4636	1155 boul. René-Lévesque ouest, suite 2500, Montréal, QC H3B 2K4
Execulink Telecom Inc.	Facey, Martha	martha.facey@execulink.com	519-456-7222 #624	1127 Ridgeway Road, Woodstock, ON N4V 1E3
768812 Ontario Inc.	Turnsek, Kathleen	kturnsek@vianet.ca	705-222-9996 x5106	128 Larch Street, Suite 502, Sudbury, ON P3E 5J8
O.N.Tel Inc.	Cant, Tracy (Director of Finance and Regulatory Matters)	tracy.cant@ontera.ca	705-490-3472	P.O. Box 628, North Bay, ON P1B 8L3
TeraGo Networks Inc	Lau, Mark (Director of Legal)	Mark.Lau@terago.ca	905-482-6512	55 Commerce Valley Drive West, Suite 800, Thornhill, ON L3T 7V9
Managed Network Systems Inc.	Zekelman, Clayton (President)	clayton@mnsi.net	519-258-2333	3363 Tecumseh Road East, Windsor, ON N8W 1H4
Greater Sudbury Telecommunications Inc.	Chisholm, David (Supervisor - Regulatory Affairs & Billing (Relief))	david.chisholm@gsuinc.ca	705-675-7536 x2359	500 Regent Street, Sudbury, ON P3E 3Y2
Cogeco Data Services Inc.	Sgambetterra, Bianca (Senior Advisor, Regulatory Affairs)	bianca.sgambetterra@cogeco.com	514-764-4749	5 Place Ville Marie, Suite 1700, Montreal, QC H3B 0B3



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Télécommunications Xittel	Laporte, Céline (Vice-présidente, Stratégies, marketing et ventes)	celinelaporte@maskatel.qc.ca	450-251-2233	3455, boulevard Choquette, Saint- Hyacinthe, QC J2S 7Z8
TekSavvy Solutions Inc.	Abramson, Bram (Chief Legal & Regulatory Officer)	babramson@teksavvy.ca	647-479-8093	800 Richmond Street, Chatham, ON N7M 5J5
Les.Net (1996) Inc.	Bester, Leslie (President)	sales@les.net	204-944-0009	130 Portage Avenue East, Winnipeg, MB R3C 0A1
Fido Solutions Inc.	Olivier, Simon-Pierre (Director, Regulation and Economics)	rwi_gr@rci.rogers.com	416-935-7212	One Mount Pleasant Rd, Toronto, ON M4Y 2Y5
Beanfield Technologies Inc.	Fernandes, Jason	jay@beanfield.com	416-532-1555	418-77 Mowat Ave, Toronto, ON M6K 3E3
Fibernetics Corporation	Schleihauf, Rick (Rick Schleihauf - Regulatory Dept.)	regulatory@corp.fibernetics.ca	519-489-6700 ext629	605 Boxwood Dr, Cambridge, ON N3E 1A5
Wightman Communications Ltd.	Gugan, Kolos (Controller)	kgugan@wightman.ca	519-327-9268	100 Elora St N Box 70, Clifford, ON N0G 1M0
Xplornet Communications Inc.	Friedman, Jacob	xplornet.legal@corp.xplornet.com	905-944-7992	625 Cochrane Drive, Suite 1000, Markham, ON L3R 9R9
TELUS Communications Company	Schmidt, Stephen (Vice President - Telecom Policy and Regulatory Affairs)	regulatory.affairs@telus.com	613-597-8363	215 Slater Street, Flr 8, Ottawa, ON K1P 0A6
Iristel Inc.	Bishay, Samer (President & CEO)	regulatory@iristel.com	416-800-4747	675 Cochrane Drive - East Tower, 6th floor, Markham, ON L3R 0B8



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Provincial Tel Inc.	Mallette, Robin	Russell.Ochocki@ProvTel.com	204-920-8000	601 - 191 Lombard Avenue, Winnipeg, MB R3B 0X1
Lakeland Energy Ltd.	Gispen, Bill	bgispen@lakelandenergy.com	705-646-1846	196 Taylor Road, Bracebridge, ON P1L 1J9
Rogers Communications Partnership	Olivier, Simon-Pierre (Regulatory Affairs)	rwi_gr@rci.rogers.com	416-935-7212	One Mount Pleasant Rd, Toronto, ON M4Y 2Y5
Yak Communications (Canada) Corp.	Lockie, Simon (Vice President and General Counsel)	simon@globalive.com	416-204-0263	48 Yonge Street, Suite 1200, Toronto, ON M5E 1G6
Broad-Connect Telecom Inc.	Gomm, Ian (VP, Carrier Relations)	ian.g@broadconnect.ca	416-637-2460 x 4036	151 North Rivermede Road, Vaughan, ON L4K 0C4
Shaw Telecom G.P.	Spurrell, Andrew (Accountant)	Andrew.Spurrell@sjrb.ca	403-750-4500	630 3 Avenue SW, Calgary, AB T2P 4L4
Duclos & Michaud Télécom Inc.	Michaud, Denis (Président)	denis@duclosmichaud.com	418-986-7676	777 chemin les Caps, Fatima, QC G4T 2T4
CityWest Cable (North) Corp.	Repole, Serina	serina.repole@cwct.ca	250 627 0910	248 Third Avenue West, Prince Rupert, BC V8J-1L1
Comwave Networks Inc	Barzakay, Yuval	ybarzakay@comwave.net	416-663-9700 x303	61 Wildcat Road, Toronto, ON M3J 2P5
Wind Mobile Corp.	Jones, Brenda	bjones@windmobile.ca	416-417-0080	207 Queen's Quay West, Suite 710 , Toronto, ON M5J 1A7



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Cogeco Connexion Inc.	Sgambetterra, Bianca, (Senior Advisor, Regulatory Affairs)	bianca.sgambetterra@cogeco.com	514-764-4749	5 Place Ville Marie, Suite 1700, Montreal, QC H3B 0B3
9144-3036 Quebec Inc.	Perreaul , Félix (VP Opération)	felix.perreault@navigue.com	581-357-2017	97 route 132 , Saint-Godefroi, QC G0C 3C0
Coopératif de câblodistribution Ste- Catherine-Fossambault	Lampron, Josee	gestion@coopcscf.com	418-875-1118	130, rue Désiré- Juneau , Ste- Catherine-de-la- Jacques-Cartier , QC G3N 2X3
Vidéotron s.e.n.c.	Béland, Dennis (Directeur, Affaires réglementaires, Télécommunications)	dennis.beland@quebecor.com	514-380-4792	612 St. Jacques, 15 étage Tour Sud, Montréal, QC H3C 4M8
Olds Fibre Ltd.	Dunbar, William	bill.dunbar@o-net.ca	587-796-6000	#8B, 5221- 46 Street, Olds, AB T4H 1T5
Trutel Inc.	Auciello, Frank	regulatory@trutel.com	416-800-1805	161 Bay Street, Suite 2700, Toronto, ON M5J 2S1
Zayo Canada Inc.	McAlpine, Lori (Regulatory Analyst)	regulatory@allstream.com	613-688-8790	150 Laurier Avenue West, 4th Floor, Ottawa, ON K1P 5J4
FlexiTy Holdings Inc.	Bonner, Jennifer	regulatory@flexity.ca	905-787-3500	45 Vogell Road 8th Floor, Richmond Hill, ON L4B 3P6
Telephone Navigata-Westel Communication Inc.	Unrau, Eric	eric.unrau@telephone.com	604-990-2084	1210-200 Granville St, Vancouver, BC V6C 1S4
Groupe Maskatel LP	Laporte, Céline (Vice-présidente, Stratégies, marketing et ventes)	celinelaporte@maskatel.qc.ca	450-251-2233	3455, boulevard Choquette, Saint-Hyacinthe, QC J2S 7Z8



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InnSysVoice Corp.	Gunapalasingam, Prapaharan	regulatory@innsys.ca	416-800-0797 x 2000	4500 Sheppard Ave E, SUITE 111, SCARBOROUGH, ON M1S 3R6
Primus Management ULC	Mitchell, Kyle	kmitchell@primustel.ca	416-207-7051	5343 Dundas Street West, Suite 400, Toronto, ON M9B 6K5
Cogeco Peer 1 (Canada) Inc.	Sgambetterra, Bianca (Senior Advisor, Regulatory Affairs)	bianca.sgambetterra@cogeco.com	514-764-4749	5 Place Ville Marie, Suite 1700, Montreal, QC H3B 0B3