
CITY OF LETHBRIDGE 311 IMPLEMENTATION NOTICE

May 17th, 2018

**CITY OF LETHBRIDGE
910 – 4TH AVE SOUTH
LETHBRIDGE, AB T1J 0P6**

CONTACT: DARREN HURT, IT Operations Manager
PHONE: 403-320-4122
EMAIL: DARREN.HURT@LETHBRIDGE.CA

CITY OF LETHBRIDGE

311 IMPLEMENTATION NOTICE

INTRODUCTION

The City of Lethbridge is located in Southern Alberta and serves a community of nearly 100,000 residents. The City of Lethbridge is committed to delivering services in a way that earns the trust, respect and confidence of the community. Located just two hours south of Calgary and close to the Rocky Mountains and U.S. border, we are family-oriented, culturally vibrant, and enjoy an affordable lifestyle with many amenities of a larger city.

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 the City of Lethbridge to introduce a 311 service to its citizens as early as January 2019.

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

This 311 implementation notice has been prepared for email distribution to the parties identified in Appendix A.

SERVICE DESCRIPTION

The City of Lethbridge currently receives more than 200,000 calls per year to multiple published phone numbers. Our current model requires our customers to search through these published phone numbers to try and find the right one for their specific inquires. These calls are handled by more than 30 staff in various departments. After hours call-taking service is contracted to a private company.

As part of the 311 implementation, the City of Lethbridge has created a single centralized contact center and acquired an enterprise Customer Relationship Management (CRM) and Knowledge Base (KB) system, to effectively manage the majority of calls for requests for service and city information. The Lethbridge 311 Customer Service Centre will be complimented by a public facing online request for service and information system to offer customers a self-service channel.

Contact Center Support Tools

- Microsoft Dynamics 365 CRM
- Cisco Call Manager, Cisco Unified Contact Centre
- Utility System
- myRIDE Trip Planner
- GIS Mapping
- CityWorks

PROPOSED 311 SERVICE AREA

The proposed 311 service area is the City of Lethbridge geographic boundaries as shown in Appendix A.

The service area borders the following administrative areas: Lethbridge County, Town of Coalhurst and Blood 148 Reserve. Contact with all bordering municipalities and administrations will be made to advise them of Lethbridge's intention to implement a 311 service.

CALL ROUTING ARRANGEMENTS

Calls to 311 in Lethbridge will terminate at:

1010 – 4th Avenue South
Lethbridge, AB
T1J 0P6

Mailing Address for this location is:

910 – 4th Avenue South
Lethbridge, AB
T1J 0P6

The local number for termination of traffic will be: 403-320-3001

During core business hours, 8:00 am - 4:30 pm Monday to Friday, calls to Lethbridge 311 will be answered by City of Lethbridge Customer Service Representatives centrally located in the Lethbridge 311 Customer Service Centre.

CALL VOLUME ESTIMATES

The City of Lethbridge is home to nearly 100,000 residents. Current call volume to the City of Lethbridge is approximately 200,000 annually to multiple 10 digit numbers. 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 all telecommunications service providers route local 311 calls to the City of Lethbridge to a 10-digit number, which will terminate at the Lethbridge 311 Customer Service Centre located at 1010 - 4th Avenue South, Lethbridge, AB. The ten digit number is 403-320-3001.

PROPOSED TIMELINE

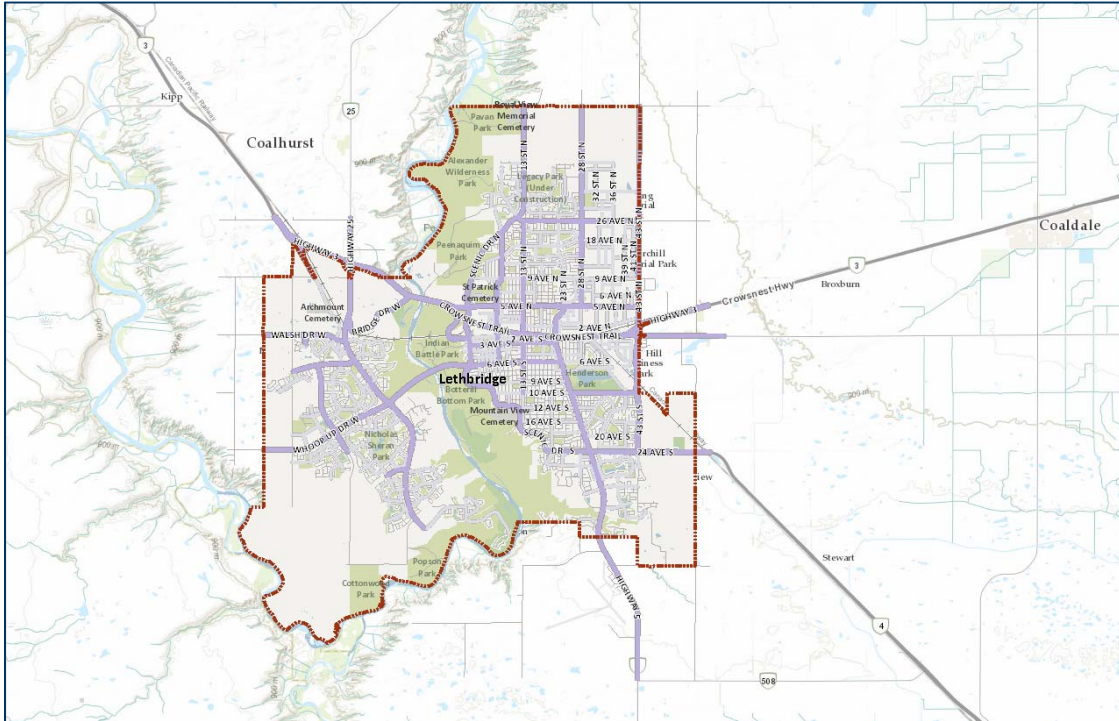
May 17, 2018	City of Lethbridge 311 implementation notice to TSP's on distribution list
June 11, 2018	City of Lethbridge chairs meeting with TSP's on distribution list
TBD	Other 311 implementation conference calls/planning sessions
January 7, 2019	Soft launch of 311 services
March 11, 2019	Proposed launch to public of 311 services

ATTACHMENTS

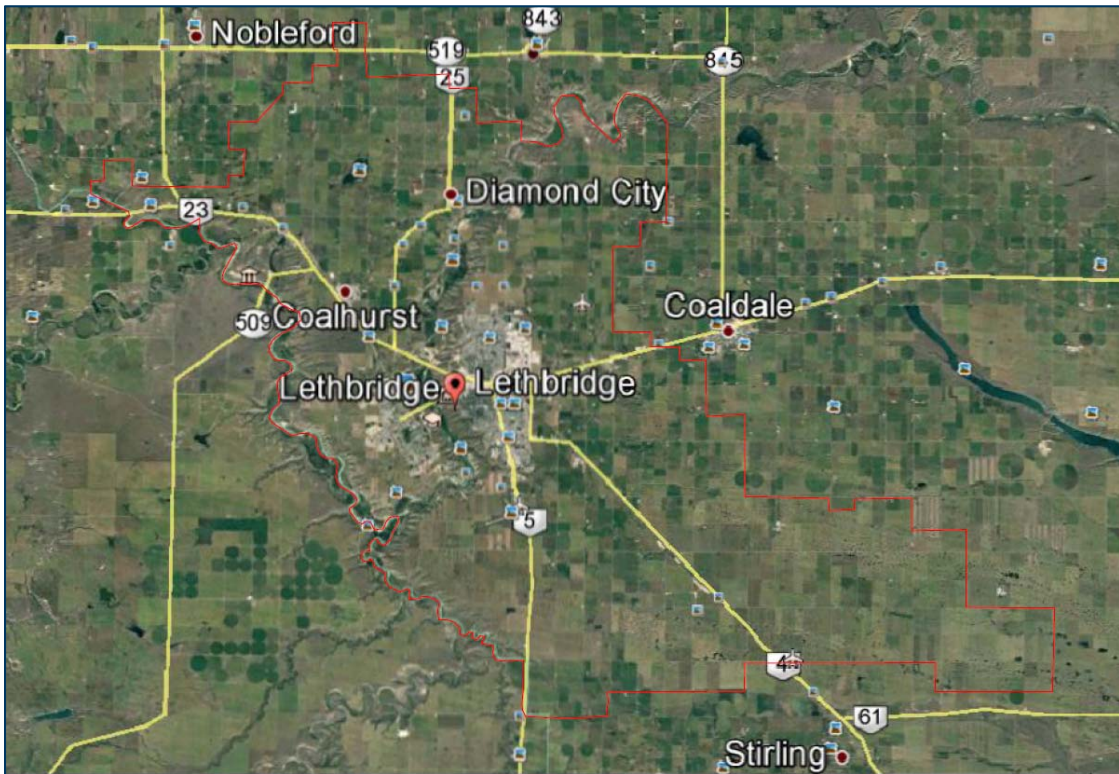
Appendix A	Lethbridge Area Maps
Appendix B	Matrix Identifying Impacted Exchange Areas
Appendix C	311 Implementation Notice Email Distribution List

APPENDIX A LETHBRIDGE AREA MAPS

CITY OF LETHBRIDGE SERVICE AREA



LETHBRIDGE EXCHANGE AREA



APPENDIX B MATRIX IDENTIFYING IMPACTED EXCHANGE AREAS

Exchange Area	Basic Routing to 311 Service	Municipality		
		City of Lethbridge	Lethbridge County	Town of Coalhurst
Lethbridge	Y	X	X	X

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

APPENDIX C IMPLEMENTATION NOTICE EMAIL DISTRIBUTION LIST

abadea@iristel.com	regaffairs@quebecor.com
AHe@primustel.ca	regina.williams@mtsallstream.com
bell.regulatory@bell.ca	regulatory@distributel.ca
browng@leidos.ca	rschleihauf@fibernetics.ca
carrier.relations@videotron.com	rwi_gr@rci.rogers.com
CoreCSEngineering@FreedomMobile.ca	sherri-lyn.kauffeldt@bell.ca
cleggf@leidos.ca	snagulan@comwave.net
comried@leidos.ca	stephen.lau@mtsallstream.com
dave.day@sasktel.com	sunny.tung@bell.ca
ddolan@teksavvy.ca	team.regulatory@iristel.ca
document.control@sasktel.com	telecom.regulatory@cogeco.com
elise.lavigne@mtsallstream.com	tnotntelephony@sjrb.ca
eric.boer@teliphone.com	walshkel@leidos.ca
francois.tessier@bell.ca	
gblais@teksavvy.ca	
Gerry.Thompson@rci.rogers.com	
IDulay@primustel.ca	
John.mackenzie@telus.com	
judy.kachuik@sasktel.com	
Ken.shackleton@sjrb.ca	
kevin.mcgouran@allstream.com	
khares@leidos.ca	
laurie.bowie@bell.ca	
leo.santoro@bell.ca	
lessardn@leidos.ca	
mpreda@iristel.com	
n11@teliphone.com	
N11@viewcom.ca	
N11ProductManagement@telus.com	
patricia.chambers@ahs.ca	
planning@isptelecom.net	