

Information Services Vancouver

Notice of implementation of 211 service for Metro Vancouver

Cover Page

Notice of implementation of 211 service for Metro Vancouver

Date: October 07, 2009
Organization: Information Services Vancouver
Name: Panteha (Pany) Aghili
Tel: 604-875-6431
Address: 202-3102 Main Street, Vancouver, BC, V5T 3G7

Introduction

Information Services Vancouver (ISV) is a fully accredited, non-profit agency and has been providing information and referral services in Vancouver for over 55 years. Information Services Vancouver 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.

On September 29, 2005 Premier Gordon Campbell announced that British Columbia will be the first Province to establish a provincial 211 service and requested that an implementation plan be prepared by the end of 2006. April 08, 2006 BC Provincial Government announced funding for a Provincial 211 service for citizens of BC. On October 2006, the IBM implementation plan was published and it seemed liked BC was on its way to having a provincial 211 service in place. However, this funding was subsequently withdrawn. Despite of this, United Way of Lower Mainland has made a long term committed to providing ongoing funding for a 211 service, serving the citizens of Metro Vancouver.

In April of 2009, Information Services Vancouver and United Way of Lower Mainland announced that the 211 service in Metro Vancouver will be available with the expected soft launch of December 2009 and hard launch of April 2010. Our hope is that the establishment of a Metro Vancouver 211 service will set the foundation for a provincial 211 service.

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>

You can also visit the links below for news released from Government of BC regarding implementation of a provincial 211 service.

http://www2.news.gov.bc.ca/news_releases_2005-2009/2006LCS0006-000409.pdf

Information Services Vancouver

Service Description

Information Services Vancouver supports, assesses, and addresses each caller's individual needs for information and referrals to available resources in the community.

Our database currently includes over 11,000 social service resources located across British Columbia. These resources include non-profit, government, and select private service organizations throughout the Lower Mainland, as well as province-wide listings regarding alcohol and drug addition, victim services, problem gambling, and youth violence. Records are maintained and updated on a daily basis by our Resources & Publication team, and our Lower Mainland listings are regularly published (and widely used) as the Red Book Directory of Services.

Each resource is thoroughly indexed, enabling searches by name, location, services provided, client base, and several other traits. Most records also feature a plain-text description of the service or program, offering a more detailed account of the available resource. This structure enables our Information & Referral specialists to quickly and easily identify a handful of appropriate resources for any given issue, and then determine which of those might best serve an individual client.

Proposed N11 Service Area

The 211 service operated by Information Services Vancouver will cover the geographic area extending south to the USA/Canada border, west to the ocean (including Bowen Island), east to and including Hope, and north to and including Pemberton, but not including the Sunshine Coast.

The 211 service area covering Metro Vancouver includes all TELUS Exchange Areas listed below:

Pitt Meadows	Anmore	Delta	Maple Ridge	Surrey
Port Coquitlam	Belcarra	Electoral District A (University Endowment Land)	New Westminster	Vancouver
Port Moody	Bowen Island	Langley City	North Vancouver City	West Vancouver
Richmond	Burnaby	Langley Township	North Vancouver District	Whistler
Squamish	Coquitlam	Lions Bay	Pemberton	White Rock
Abbotsford	Aldergrove	Agassiz	Boston Bar	Chilliwack
Harrison Hot Springs	Hope	Kent	Mission	Yarrow

Call Routing Arrangements

Information Services

Vancouver

As we operate a number of provincial help lines that are operated 24 hours a day, 7 days a week all year round, 211 Metro Vancouver 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

Currently population of Metro Vancouver is estimated at 2,116, 581. A review of call volumes for 211 service providers in Canada and USA indicates within two years of operation of the 211 service, numbers of calls reach an estimated 5% to 6% of the total population served. This means that BC 211 Information Society can expect to have as many as 126,995 annual calls.

Our current stats 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. This would mean our call volume can reach an average of 10,582 calls per month. If estimation is based on the current trend of calls we receive on our Inform Vancouver line, the following would be an estimation of our call volumes in two years:

Estimated Call Volume per Month April 01, 2011- March 31, 2012

April	May	June	July	August	September	October	November	December	January	February	March
7062	7188	9066	10048	10954	11759	14275	13411	11071	11667	9645	10845

Estimated Call Volume per Day over the Period of April 01, 2011- March 31, 2012

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9,311	23,940	21,420	21,420	20,664	20,160	10,080

Estimated Call Volume per Hours over the Period of April 01, 2011- March 31, 2012

00:00-08:00	08:00-16:00 Busiest time of the day	16:00-00:00
4353	87,624	35, 017

Current Call Volume of Information Services Vancouver on Inform Vancouver which will be replaced with 211 is:

ISV's Call Volume per month over the period of April 01, 2008- March 31, 2009

April	May	June	July	August	September	October	November	December	January	February	March
842	857	1081	1198	1306	1402	1702	1599	1320	1391	1150	1293

ISV's Call Volume per day over the period of April 01, 2008- March 31, 2009

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1191	2848	2524	2563	2482	2377	1156

ISV's Call Volume per Hours over the Period of April 01, 2008- March 31, 2009

Information Services

Vancouver

00:00-08:00	08:00-16:00 Busiest time of the day	16:00-00:00
519	10,447	4175

211 Service Provider Expectations of Telecommunications Service Providers

Information Services Vancouver (ISV) is requesting that TSPs convert the 211 number to a 10 digit number. (We will provide TSPs with this 10 digit number as soon as this number is confirmed) There will be no call routing as ISV is in operation 24 hours a day, 7 days a week.

As per the **Telecom Decision 2001-475** regarding the costs to implement 211 for Public Information and Referral Services, Information Services Vancouver is requesting that TSPs bear the cost of implementing 211 on an incremental basis. The Commission has directed "the carriers to bear the cost of implementing 211 on an incremental basis."

Proposed Timeline

- Initial conference call is scheduled for **October 28, 2009 and October 29, 2009 at 9:30 AM, Pacific Time**

Please call using the following information:

Participant Conference Access code: 8366343 #

- * Dial-in Number: 604 899 4310 Vancouver
- * Dial-in Number: 403 269 5197 Calgary
- * Dial-in Number: 780 429 6157 Edmonton
- * Dial-in Number: 416 883 8981 Toronto
- * Dial-in Number: 613 212 0153 Ottawa
- * Dial-in Number: 514 798 1230 Montreal
- * Dial-in Number: 1 877 234 4610 Canada & USA

- Subsequent meetings to develop and finalize Implementation Plan is scheduled for November 11, 2009
- High level schedule for the implementation of the 211 Code is scheduled for November 25, 2009
- Proposed soft launch date: December 2009
- Proposed public launch date: April 01, 2010

We look forward to further discussing the details of this request with. Please RSVP your attendance of the Conference Call to Panteha@communityinfo.bc.ca identifying the date that works best for you.

If you have any questions please do not hesitate to contact me at 604-875-6431 or Panteha@communityinfo.bc.ca