



311 IMPLEMENTATION NOTICE

October 31, 2025

CITY OF AIRDRIE
400 MAIN STREET SE
AIRDRIE, AB T4B 3C3

CONTACT: Jackie Strangis
PHONE: 403 948 8800 ext. 8956
EMAIL: Jackie.Strangis@airdrie.ca

CITY OF AIRDRIE 311 IMPLEMENTATION NOTICE

INTRODUCTION

The City of Airdrie – with a population of over 90,000 – is a rapidly growing city located just north of Calgary, known for its vibrant community, family-friendly atmosphere, and expanding infrastructure. The City of Airdrie is committed to delivering services that build trust and confidence in our community. The implementation of a 311 centre will simplify access, improve responsiveness, and enhance the overall customer experience.

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 2001-71. It is the intention of the City of Airdrie to introduce a 311 service to its residents as early as March 2026.

The City of Airdrie ELT Operational Plan (2023–2026) endorsed the centralization of customer service through the deployment of 311 and a multichannel approach. The proposed model includes permanent professional staff, an omni-channel platform, and a comprehensive Knowledge Base. Budget requests and organizational restructuring were completed to support this initiative.

Budget was approved by City Council on November 20, 2023.

The 311 implementation notice has been prepared for email distribution to the parties identified in **Appendix C**.

SERVICE DESCRIPTION

The City of Airdrie maintains a centralized Contact Centre, supported by the Computer Talk platform, which efficiently routes incoming calls to available Customer Experience Representatives. Under the current operational model,

customers are required to either dial the main telephone line or consult a directory of published contact numbers to identify the appropriate department for their specific inquiries. Calls directed to the main line are managed by Customer Experience Representatives or appropriately transferred to the relevant business unit.

As part of the 311 implementation initiative, the City of Airdrie has established a centralized Contact Centre and a Knowledge Base (KB) system to efficiently manage the majority of service requests and inquiries related to municipal information. This Customer Experience Centre is further supported by a publicly accessible online self-service portal, enabling residents to independently access and manage a broad range of municipal services.

Contact Centre Support Tools

Computer Talk Ice platform
SharePoint Knowledge Base
Utility System
Taxation System
CityWorks

PROPOSED 311 SERVICE AREA

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

Contact with all bordering municipalities and administrations within the regions will be made to advise them of Airdrie's intention to implement a 311 service.

Residents of Airdrie and those within the geographic boundary of the City will be able to use their land line telephones or wireless devices to contact the City's Customer Experience Centre by dialing 311.

CALL ROUTING ARRANGEMENTS

The 311 calls to the City of Airdrie will terminate at:

400 Main Street SE

Airdrie, AB

T4B 3C3

The mailing address for this location is:

Customer Experience

15 East Lake Hill NE

Airdrie, AB

T4A 2K3

The local number for termination of traffic will be: 403-948-8800.

During normal business hours, 8:00 a.m. to 4:30 p.m. Monday to Friday, calls to the 311 line will be answered by the City of Airdrie Customer Experience Representatives.

Calls received after 4:30 p.m., and on weekends and holidays, will be directed to our after-hours service provider for urgent issues. Customers with non-urgent issues will be advised to call back during normal business hours.

CALL VOLUME ESTIMATES

The City of Airdrie is home to over 90,000 residents.

The City of Airdrie receives an annual average of 30,000 calls (Customer Experience Centre only).

An effective communication plan is being prepared to create awareness and to engage the resident in the use of the City of Airdrie 311 service line.

EXPECTATIONS OF TELECOMMUNICATIONS PROVIDERS

It is expected that all telecommunications service providers will route local 311 calls to the City of Airdrie to a 10-digit number, which will terminate at the Airdrie 311 Customer Experience Centre. The ten digit number is 403-948-8800.

PROPOSED TIMELINE

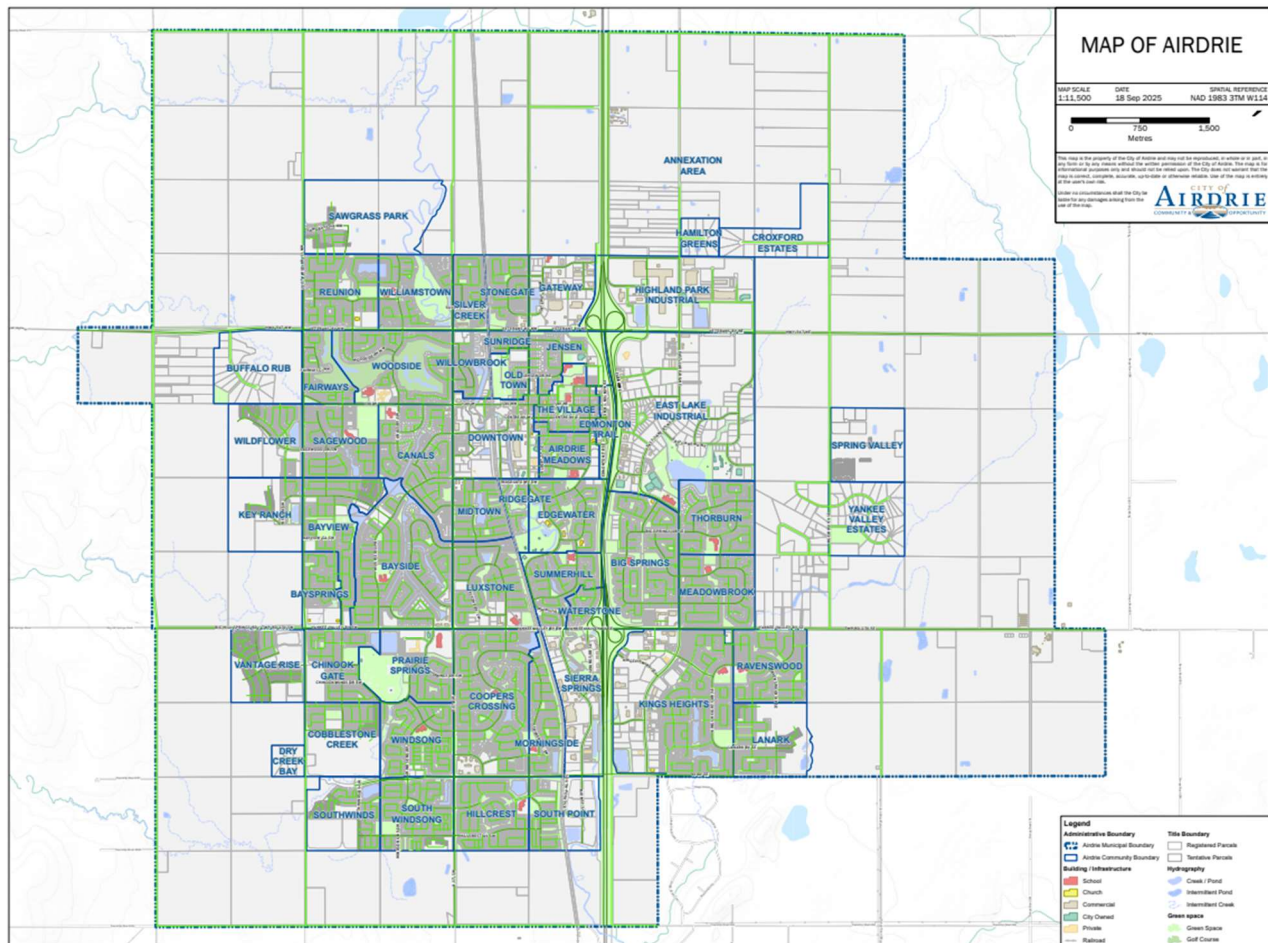
DATE	ACTIVITY
Oct 31, 2025	City of Airdrie 311 implementation notice to TSP's on distribution list attached on Appendix B
Dec 4, 2025	City of Airdrie chairs meeting with TSP's on distribution list
TBD	Other 311 implementation conference calls/planning sessions
March 3, 2026	Proposed soft launch of 311 services
Mar 24, 2026	Proposed launch to public of 311 services

ATTACHMENTS

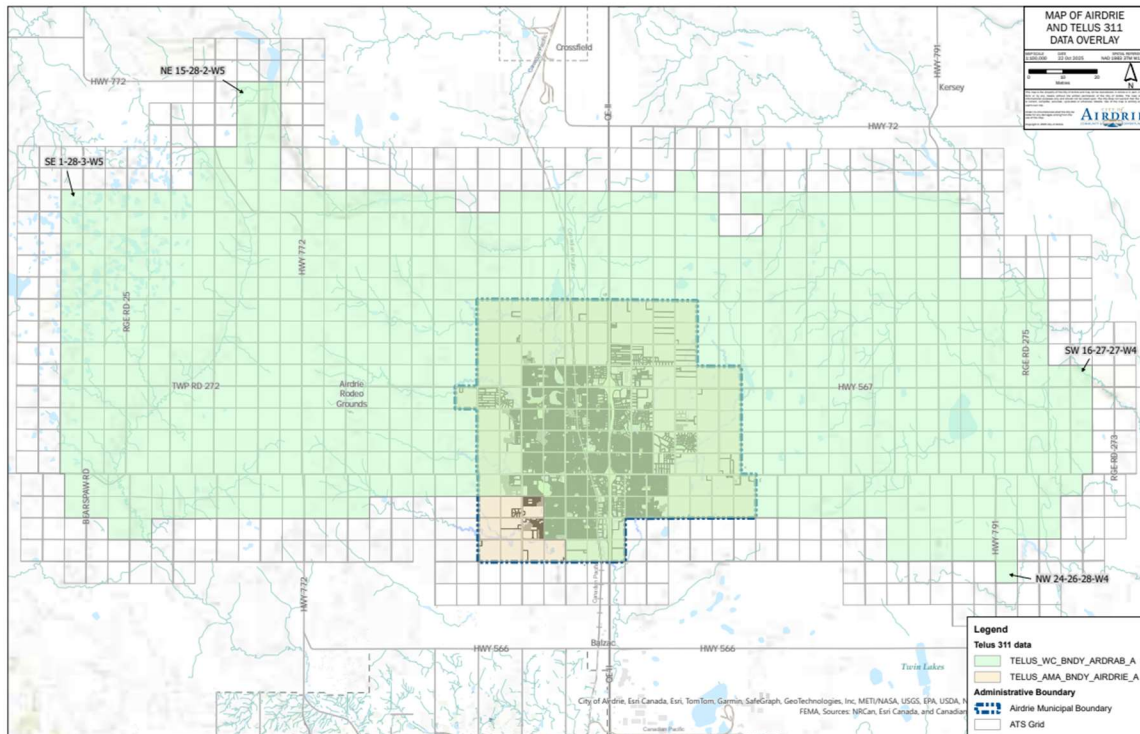
Appendix A	City of Airdrie Municipal Boundaries
Appendix B	City of Airdrie Exchange Areas Impacted
Appendix C	311 Implementation Notice Email Distribution List
Appendix D	City of Airdrie CAO Authorization to proceed with 311 Implementation

APPENDIX A – CITY OF AIRDRIE MUNICIPAL BOUNDARIES

CITY OF AIRDRIE SERVICE AREA



APPENDIX B – CITY OF AIRDRIE EXCHANGE AREAS IMPACTED



APPENDIX C – 311 IMPLEMENTATION NOTICE DISTRIBUTION LIST

Email distribution list as provided on [CNA - N11 Codes](#) . (October 22, 2025)

NonCOCodeApps@cnac.ca
aashi.dalvi@bell.ca
AHe@primustel.ca
bell.regulatory@bell.ca
carrier.relations@videotron.com
carole.nardelli@telkel.ca
cathy.mcgouran@allstream.com
Chris.Holigroski@bellmts.ca
CoreCSEngineering@FreedomMobile.ca
ddolan@teksavvy.ca
devops@processoft.com

dir.commutation@sogetel.com
didorders@iristel.com
document.control@sasktel.com
eric.boer@distributel.ca
hreheman@teksavvy.ca
IDulay@primustel.ca
ingops.telephonie@maskatel.qc.ca
jdupuis@rci.rogers.com
jenoshan@ixica.com
Kim.Isaacs@allstream.com
leo.santoro@bell.ca
les@les.net
m-christine.hudon@bell.ca
n11@acrovoice.ca
n11@distributel.ca
n11@sjrb.ca
N11@viewcom.ca
n11@voipmuch.com
N11ProductManagement@telus.com
patricia.chambers@ahs.ca
phil@telkel.ca
phillip@ixica.com
planning@isptelecom.net
regaffairs@quebecor.com
Regulatory@distributel.ca
regulatory@imperialtelecom.ca
regulatorypublicsaf@rci.rogers.com
rschleihauf@fibernetics.ca
Russell.DeLong@corp.eastlink.ca
rwi_gr@rci.rogers.com
snagulan@comwave.net
telecom.regulatory@cogeco.com
team.regulatory@iristel.com
wireless.e911@bell.ca

APPENDIX D – CITY OF AIRDRIE CAO AUTHORIZATION TO PROCEED WITH 311 IMPLEMENTAION



October 9, 2025

Jackie Stangis, Customer Experience Team Leader

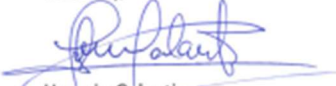
City of Airdrie

The City of Airdrie ELT Operation Plan (2023 – 2026) endorsed the centralization of customer service through the deployment of 311 and a multichannel approach. The proposed model includes permanent professional staff, an omni-channel platform, and a comprehensive knowledge base. Budget requests and organizational restructuring were completed to support this initiative.

Budget was approved by City Council on November 20, 2023.

The undersigned hereby certifies the above resolution to be a true and correct copy of the approval that was accepted by City Council on November 20, 2023.

Sincerely,



Horacio Galanti

Genesis Place
800 East Lake Blvd NE
Airdrie, AB T4A 2K9
F: 403.948.0604

City Hall
400 Main Street SE
Airdrie, AB T4B 3C3
F: 403.948.6567

Tel: 403.948.8800
1.888.AIRDRIE
airdrie.ca

Parks/Public Works
23 East Lake Hill NE
Airdrie, AB T4A 2K3
F: 403.948.8403

Municipal Enforcement
2 Highland Park Way NE
Airdrie, AB T4A 0R1
F: 403.948.0619

