

August 18, 2016

To: Distribution List

CC: to CSCN Distribution list

From: Marko Kessler-City of Prince Rupert

Subject: N11 notification for City of Prince Rupert



To Whom It May Concern:

The Canadian N11 notification & implementation guideline approved by Telecom Decision CRTC 2014-618 requires N11 Service Providers to notify and consult with all Telephone Service Providers (TSP's) operating in the N11 service area in order to ensure that all TSP's are informed and can make the necessary call routing arrangements by the agreed launch date. Guideline requires N11 Service providers to:

- Send an email to the list of Carriers operating in the N11 Service Area with cc to CSCN distribution list
- Attach N11 Notice and
- Schedule an initial meeting or conference call to discuss its request.

This letter has been addressed to all known TSP's in the Prince Rupert area and copied to the CSCN list (for information) as required by the CRTC notice.

Attached please find the following:

- N11 implementation information as defined in CRTC 2014-618 for the City of Prince Rupert
- Map showing City of Prince Rupert Boundaries.
- City of Prince Rupert Council Resolution for 311 service

A meeting/conference call to discuss Prince Rupert's plans to launch a 311 service is scheduled as follows:

When: Wednesday September 14th, 2016

Time: 2pm PST (Pacific Standard Time)

Location: 424 3rd Ave West, Prince Rupert, BC, V8J 1L7

Call in telephone number: 1-877-385-4099, meeting ID 1149170#

A representative from each TSP operating in the City of Prince Rupert is encouraged to attend this meeting either in person or via the call in number.

All others on the CSCN distribution list are invited to attend but we request that you try to coordinate your call in to one from each organization as our space is limited.

Thank you all for your attention to this matter.

Marko Kessler
Manager of IT OPERATIONS
City of Prince Rupert

311 IMPLEMENTATION NOTICE

FOR

CITY OF PRINCE RUPERT

August 18, 2016

CITY OF PRINCE RUPERT

Contact information

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Prince Rupert, BC, Canada
V8J 1L7

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Introduction

The City of Prince Rupert is implementing a consolidated citizen service center and 311 service effective February 20, 2017. This new citizen service was approved by Prince Rupert City Council by resolution on April 26, 2016 (resolution attached)

This initiative is in accordance with CRTC Telecom Decision 2004-71.

Service Description

311 is a single-point-of-access phone number for non-emergency municipal government services. It is a short, easy-to-remember number intended to facilitate citizen access and represents a convenient gateway into a single-point-of-access citizen service model.

Services will be offered 24 hours per day 7 days a week.

The Phone System

The City has implemented a VOIP solution provided by City West Cable and Telephone Company and their partner Polycom. This system services all of our departments and it is a hosted service that is also used for our 911 service.

Proposed 311 Service Area

City of Prince Rupert is framed by Tucks inlet to the North, Digby Island to the West, Morse inlet and Butze Rapids to the East and District of Port Edward to the South. (See attached map)

It is the City's intention that residents of Prince Rupert using wire line telephones and those using wireless devices within the City geographical boundaries be able to access our contact center by dialing 311.

The City has decided to accept all calls from all numbers so that no custom routing arrangements need to be made.

Call Routing Arrangements

The 311 calls will terminate at:

424 3rd Ave West,
Prince Rupert, BC
V8J1L7

The mailing address for this location is:

311 Contact Center
424 3rd Ave West,
Prince Rupert, BC
V8J1L7

311 calls will terminate on the following local telephone numbers:

For wire line calls AND wireless calls the terminating number is **250-627-1781**

Customers calling from outside the City of Prince Rupert boundaries will reach 311 by calling **250-627-1781**.

There are no Toll-free numbers for termination of traffic to Prince Rupert 311.

The City is using a Polycom IP telephony system, to distribute calls to the Customer Service Representatives (CSR) 24 hours a day, seven days a week. This system can handle 20 simultaneous calls at any given time.

Initially calls will terminate in City Hall to an automated recording. During second phase – December 2016 we will transfer all of our calls to our 311/ 911 centre that will handle 311 and 911 calls. This is located in our fire hall. For purposes of this document and routing, physical and mailing address stays at 424 3rd Ave West (City Hall).

The City has already selected its technology platform using Polycom technology and has contracted for access to the Public network via City West Cable and Telephone Company (our local service provider)

Calling Volume Estimates

We expect our call centre to handle 200-250 calls per weekday, less on weekends.

Number of constituents

The contact center will become operational in three phases.

Phase 1 will be a “soft” launch and it is available now. This launch will be staffed with 2 Customer Service Representatives (agents) and automated telephone system. During this phase we will redirect some existing telephone numbers to 311. The calling parties will not know they have reached the 311 contact center.

Phase 2 will launch in December 2016 and will be combination of Customer service clerks and 311/911 centre.

Phase 3 will launch in January 2017 and will be similar setup but 311/911 centre will take majority of the calls. This is our initial notification to the Citizens of Prince Rupert. We will advertise 311 at that point.

The 311 Contact Centre will serve as the primary contact point for City Services and information for the 14,000 citizens of the City of Prince Rupert.

Estimation of call volumes

Our estimate is that our annual call volume will be 100,000 -150,000 callers. Experience from other Cities having a 311 service suggests that peak hours of calling during any given day are between 7am and 7pm.

N11 Service Provider Expectations of Telecommunications Service Providers

The City of Prince Rupert expects the Telephone Service Providers (TSPs) to convert a 311 call made within City boundaries as described above to a 10 digit telephone number identified above. These calls will then be routed to our contact center.

Proposed Timeline

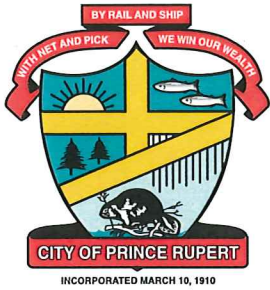
August 18, 2016 – Letters sent (via email) to TSP and distribution list (N11 implementation and notification notice).

September 14, 2016 – Initial meeting -1-877-385-4099, meeting ID 1149170#

Phase 1 – available now – 311 forwards to 250-627-1781 (automated service attendant)

Phase 2 - December 1, 2016

Phase 3 - February 20, 2017



CITY OF PRINCE RUPERT

424 - 3rd Avenue West, Prince Rupert, B.C. V8J 1L7

www.princerupert.ca

May 9th, 2016

Canadian Radio-Television and
Telecommunications Commission
Suite 290 – 858 Beatty Street
Vancouver, BC
V6B 1C1

Dear Sir/Madam:

Re: Application for 311 Service within the City of Prince Rupert

Please be advised that City Council at their Closed Meeting on Monday, April 25, 2016, made the following resolution was follows:

MOVED by Councillor Randhawa and seconded by Councillor Cunningham
that Council approve application to the CRTC to implement the 311 Service in
the City of Prince Rupert starting January 1, 2017.

CARRIED

If you require any further authorization, please let us know.

Yours truly,

Rory Mandryk,
Corporate Administrator

/rhb

ADMINISTRATION

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