



CITY OF YELLOWKNIFE

311 Implementation Notice

October 1, 2025

City of Yellowknife

4807 – 52 Street

Yellowknife, NT

X1A 2N4

Contact:

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INTRODUCTION

The City of Yellowknife is the territorial capital and home to approximately 20,000 residents. In the next steps towards a comprehensive modernization plan, committed to enhancing our customer service culture, the municipal government would like to implement a 311 service in order to simplify our customer contact 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 2004-71. It is the intention of City of Yellowknife to introduce a 311 service to its citizens by October 2026 (tentatively).

At a city council meeting held on July 28, 2025, Mayor and Council authorized administration to apply to the Canadian Radio-television and Telecommunications Commission (CRTC) for approval to implement a 311 service for City of Yellowknife. And to proceed with that implementation upon receiving approval from CRTC.

SERVICE DESCRIPTION

The City of Yellowknife has Customer Service Representatives (CSR) that take calls, record information, and direct calls and/or information to the appropriate city department for response. There is also an after-hours number that takes calls once regular business hours are over.

The City's current model requires customers to navigate an outdated website, search through multiple published phone numbers to find the appropriate contact for their inquiry. If they are unsure, the general number 867-920-5600 is a 'catch all' number. If a CSR is not reached, customers then have to navigate a complex phone tree system that results in dropped calls, frustration, and a poor customer experience.

Moving forward, all public facing numbers will be directed to 311 CSR. Customers will only need to know the 311 number for any City service and/or facility. A greeting recording will be played to inform them that they have reached 311, and if they have an emergency, they should dial 911.

PROPOSED 311 SERVICE AREA

The proposed service area for the 311 service is within the municipal (geographic) boundaries of the City of Yellowknife as shown in Appendix B. Included within the municipal boundary is the Yellowknives Dene First Nation community of N'Dilo. Residents of both Yellowknife and N'Dilo will be customers of the 311 service for tasks specific to the municipality, they will be able to contact 311 via landline telephones or wireless devices.

The City of Yellowknife will accept calls from all phone numbers in the exchange area so that no custom routing arrangements need to be made.

CALL ROUTING ARRANGEMENTS

The 311 calls to the City of Yellowknife will terminate at:
4807 – 52 Street
Yellowknife, NT
X1A 2N4

The mailing address for this location is:
City of Yellowknife
4807 – 52 Street
PO Box 580
Yellowknife, NT
X1A 2N4

The local number for termination of telephone traffic will be 867-920-5600.

There are no toll-free numbers for termination of traffic to Yellowknife 311.

During normal business hours, Monday to Friday, calls to the 311 line will be answered by the City of Yellowknife Customer Service Representatives. Calls received after regular business hours, and on weekends and holidays will be directed to our Public Safety Communications Center.

ESTIMATION OF CALL VOLUMES

The City of Yellowknife is home to approximately 20,000 residents. The expected call volume would be less than 50 calls per day or 18,000 calls annually.

PROPOSED TIMELINE

Date	Activity
October 1, 2025	City of Yellowknife 311 Implementation Notice to be distributed to attached distribution list in Appendix A.
January 2025	City chairs meeting with TSP.
August 2026	Proposed soft launch of 311 services.
October 2026	Proposed launch to public of 311 services.

ATTACHMENTS

Appendix A: Email Distribution List

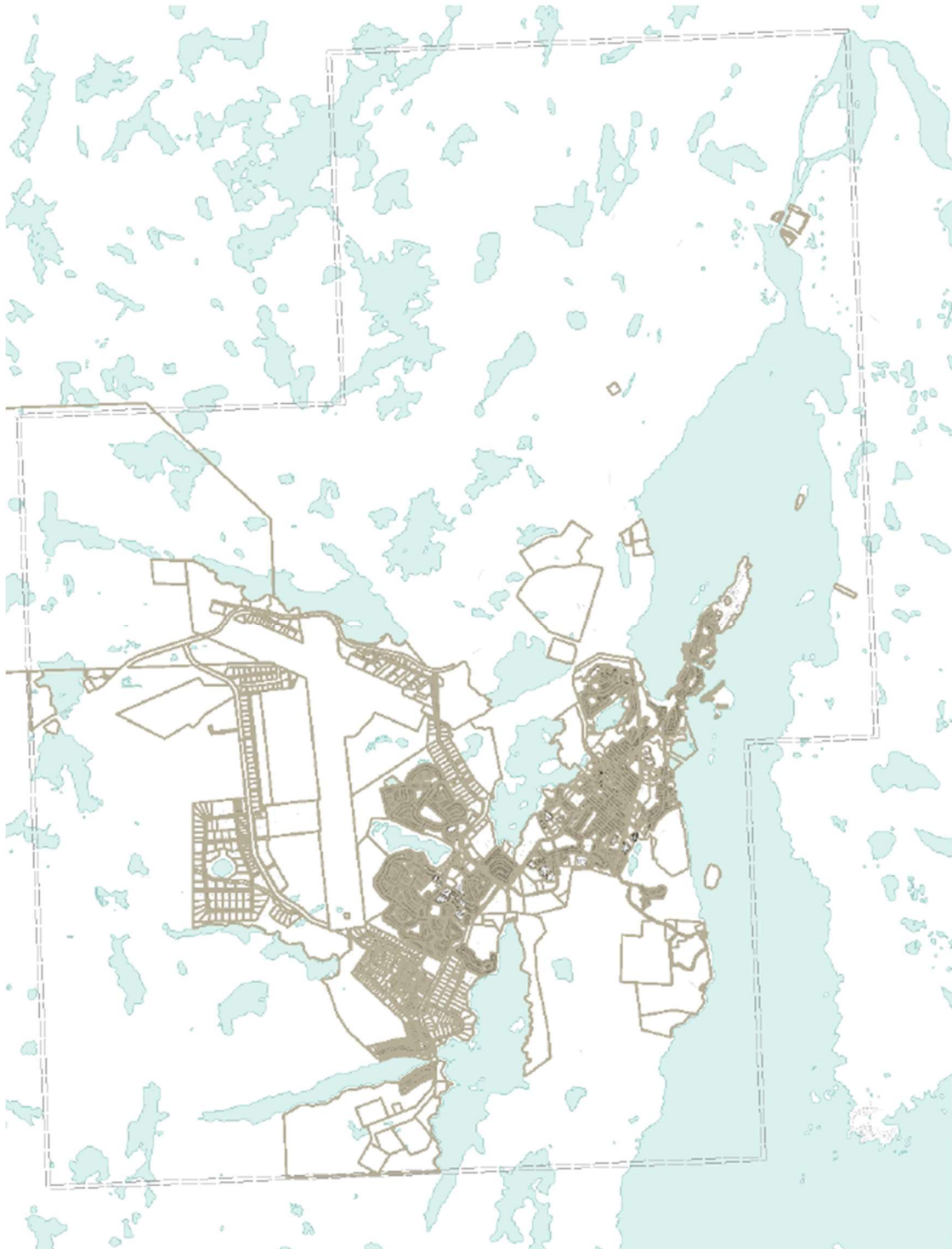
Appendix B: City of Yellowknife Municipal Boundary

Appendix C: City Council Authorization to Proceed With 311 Implementation

APPENDIX A – EMAIL DISTRIBUTION LIST

<ul style="list-style-type: none">• 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;	<ul style="list-style-type: none">• 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;• rschlehauf@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;
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APPENDIX B – CITY OF YELLOWKNIFE MUNICIPAL BOUNDARY



APPENDIX C – CITY COUNCIL AUTHORIZATION

Council Motion #0139-25

That Mayor and Council:

1. Authorize Administration to apply to the Canadian Radio and Telecommunications Commission (CRTC) for approval to implement 311 service for the City of Yellowknife; and
2. Direct Administration to move forward with planning and implementation of a 311 service for the City of Yellowknife as part of modernization efforts.

MOTION CARRIED UNANIMOUSLY (July 28, 2025)