

Date: December 14, 2006



**TO: Board Members – Vancouver Park Board**  
**FROM: General Manager – Parks and Recreation**  
**SUBJECT: Implementation of 311 Service in Vancouver**

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## RECOMMENDATION

- A. That the Board receive the attached Council report for information; and*
- B. That the Board endorse the policy objective that all citizen services that can be delivered using the 311 model be accessible through the new service centre unless transitioning the process to 311 would result in diminished service to citizens.*

## BACKGROUND

At the Standing Committee on City Services and Budget meeting of November 30, 2006, Council approved:

- A. The implementation of a consolidated citizen service centre and 311 service for the City of Vancouver based on the 311 Access Vancouver model described in the Administrative Report dated November 8, 2006 (See appendix 1 for a copy of the Council report).
- B. A policy objective that all citizen services that can be delivered using the 311 model be accessible through the new service centre unless transitioning the process to 311 would result in diminished service to citizens; and requested the Park Board, Library Board and Police Board to endorse this initiative.
- C. One-time implementation costs of \$12.3 million as described in the Financial Implications section of the Administrative Report date November 8, 2006, entitled “Implementation of 311 Service in Vancouver, source of funding to be the Utility Rate Reserves (i) and reallocations in the 2006–2008 Capital Plan (ii – v) as follows:
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|--|----------------------|
| i. Water, Solid Waste and Sewer Rate Reserve | \$2.0 million        |
| ii. Hasting Park Entrance Improvements       | \$2.0 million        |
| iii. Cultural Reinvestment/Olympic Legacies  | \$3.3 million        |
| iv. Electronic Records Management System     | \$3.0 million        |
| v. Street Lighting Program                   | <u>\$2.0 million</u> |
|  | \$12.3 million       |

- D. An annual base operating budget for the citizen service centre of \$2.85 million to be added to the Operating Budget, offset by seeking operational efficiencies and commencing operation by mid-2009;

And that future growth in operating costs (to an anticipated \$5.7 million) as the service is enhanced be provided by transfer of at least equivalent funding from existing departmental budgets such that the service is self-funded.

- E. Inviting other municipalities within the GVRD to develop 311 services and that as this occurs there be an exploration of cost-sharing opportunities and improved public service as a result; and
- F. That the City Manager report to Council annually regarding the progress of the implementation of 311 Access Vancouver and opportunities and cost efficiencies that may have arisen as a result of E above

## **DISCUSSION**

“311” is a single-point-of-access phone number for non-emergency municipal government services. Like its companion numbers such as 911 for emergency services and 411 for directory information services, it is a short, easy-to-remember number intended to facilitate citizen access. Also like its companion numbers, it represents a convenient gateway into a single-point-of-access citizen service model.

To ensure the greatest benefit is leveraged from the consolidated 311 service centre, Council established a policy objective that Departments and Boards make available to citizens all possible processes through 311 unless the transfer would result in diminished service to citizens.

In considering 311, the City and, by extension, the Park Board can take the next step in evolving to superior public service delivery and accountability. 311 is a significant step toward a single front door to City Hall. It enables the City to adapt to the complexity of its demographics by making language response economically feasible. 311 provides the infrastructure that, over time, will enable public programs and services to be changed and adapted to public needs based on evidence.

The total ongoing operating budget for this project is estimated at \$5.7 million, which will be funded by transfers of positions and operational efficiency improvements from City departments and Boards. The timing and amounts of budget transfers will be determined upon completion of the business process implementation plan (2009 to 2012).

## **SUMMARY**

In endorsing the above stated policy objective, the Board can ensure that current levels of citizen services are protected, while taking advantage of the opportunities to enhance citizen access to information.

Prepared by:

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Appendix I

<http://vancouver.ca/ctyclerk/cclerk/20061130/documents/csb2.pdf>