

City of Hamilton 311 Implementation Notice

October 20, 2023

Issued by:

City of Hamilton
71 Main Street West
Hamilton, ON L8P 4Y5

Contact:

Heather Vitucci
Business and Support Services

The City of Hamilton
Corporate Services, Customer Service, POA and Financial Integration
Phone: 905 546-2424 ext. 2595
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1.0 INTRODUCTION

The City of Hamilton is a port city in Ontario. Hamilton has a population of 569,355 (2021). The city is approximately 45 kilometres (28 mi) southwest of Toronto in the Greater Toronto and Hamilton Area (GTHA).

On January 1, 2001, the current boundaries of Hamilton were created through the amalgamation of the original city with other municipalities of the Regional Municipality of Hamilton–Wentworth, Ancaster, Dundas, Flamborough, Glanbrook, and Stoney Creek

The City of Hamilton is a growing and dynamic community committed to a citizen-centered customer service culture. On November 25, 2022, The City of Hamilton’s General Issues Committee (Item 5.1) Council directed Civic Administration to proceed with implementing a 311-call service, using routing exchange boundaries.

In alignment with the Canadian Radio-Television and Telecommunications Commission (CRTC) Telecom Decision 2004-71, the City of Hamilton plans to introduce 311 services for Hamilton in consultation with surrounding jurisdictions as the non-emergency number for municipal government services. These jurisdictions include:

Region of Halton (Burlington, Milton)	<u>October 16, 2023, see Appendix E</u>
Puslinch	September 25, 2023
North Dumfries	September 18, 2023
Cambridge	September 28, 2023
Brant County (Brantford)	Forthcoming
Guelph / Eramosa	September 28, 2023
Centre Wellington	October 16, 2023
Woolwich	Forthcoming
West Lincoln	<u>September 26, 2023, see Appendix E</u>
Haldimand County	<u>September 29, 2023, see Appendix E</u>
Grimsby	Forthcoming

Please see Appendix E, which includes letters of authorization from relevant jurisdictions. Some documents are forthcoming

The City of Hamilton intends to test and pilot the service as early as December 2023. This 311-Implementation Notice document has been prepared for distribution via email to the telecommunication providers identified in *Appendix A*.

2.0 SERVICE DESCRIPTION

The City of Hamilton uses an IP-based Automated Call Distribution (ACD) system to manage incoming calls. The system queues and distributes calls to ensure efficient handling. The contact center operates from two locations to ensure business continuity in case of power outages or building evacuations. Calls can be diverted to a SIP portal in case of extended outages.

The 311 number will be the main point of contact for non-emergency city services. The City has prioritized providing valued and sustainable services to its residents and implementing the 311 system is in line with this objective. The system has well-established service levels, call management and transfer protocols, and a comprehensive knowledge base system to ensure a seamless introduction to the 311 phone number.

The City of Hamilton provides 24/7/365 service to callers. However, the services offered may vary depending on the time of day.

During regular business hours, Monday to Friday from 8:30 am to 4:30 pm (excluding holidays and closure), callers of 311 will hear a brief recording with Interactive Voice Response (IVR) options to direct them accordingly. The customer contact centre can help with general inquiries about all city services and guide callers to the appropriate department if needed. Thanks to the successful completion of a call consolidation project, the centre now provides First Contact Resolution (FCR) for the following areas: Public Health, Property Tax, Water, Forestry, Facilities, Transit and Waste.

Outside of regular business hours, the customer contact centre responds to non-911 municipal emergencies. Callers will hear a short greeting and unique IVR options based on services provided during this timeframe.

The city's main phone number, (905) 546-CITY (2489), will remain unchanged. The implementation plan includes IT resourcing to manage, test and soft launch the 311 number, while existing business processes, systems and toolsets will effectively support the 311 phone service.

3.0 PROPOSED SERVICE AREA

The proposed service area is the City of Hamilton boundary as shown in Appendix B. The Bell Canada wire telecommunications service exchange boundaries for the City of Hamilton are shown in Appendix C.

It is recognized that the Hamilton municipal boundary does not align with the wire telecommunications service exchange boundaries. The City of Hamilton is committed to working with affected jurisdictions to ensure that callers who erroneously contact the Hamilton-311 number will be transferred back to the appropriate jurisdiction.

4.0 CALL ROUTING ARRANGEMENTS

Calls to 311 in Hamilton will terminate at:

City of Hamilton
71 Main Street West
Hamilton, Ontario
L8P 4Y5

The mailing address for this location is
City of Hamilton
71 Main Street West
Hamilton, Ontario
L8P 4Y5

The local number for termination of traffic will be:
(905) 546-2489

5.0 CALL VOLUME ESTIMATES

Based on 2021 census data, 729,560 people live in the City of Hamilton making it the 3rd largest city in Ontario and the 9th largest in Canada. The city's customer contact centre receives between 500,000 and 700,000 calls per year from the public seeking information and/or services.

All stakeholders will be educated through an effective communication plan about the launch of the 311 number for Hamilton.

6.0 EXPECTATIONS OF TELECOMMUNICATION SERVICE PROVIDERS

It is expected that all telecommunication service providers (TSPs) route local 311 calls to the City of Hamilton to a 10-digit number. The ten-digit number is (905) 546-2489 and will terminate at the City of Hamilton's Customer Contact Centre.

7.0 PROPOSED TIMELINE

ACTIVITY	PROPOSED DATE
Email regarding City of Hamilton 311 Implementation Notice to sent to TSPs on the distribution list (see Appendix A)	Oct. 23, 2023
City of Hamilton chairs meeting with TSPs on the distribution list	Nov. 15, 2023
Soft launch of 311	Dec. 12, 2023
Testing period of 311	Dec. 13 – Q1/2024

APPENDIX A

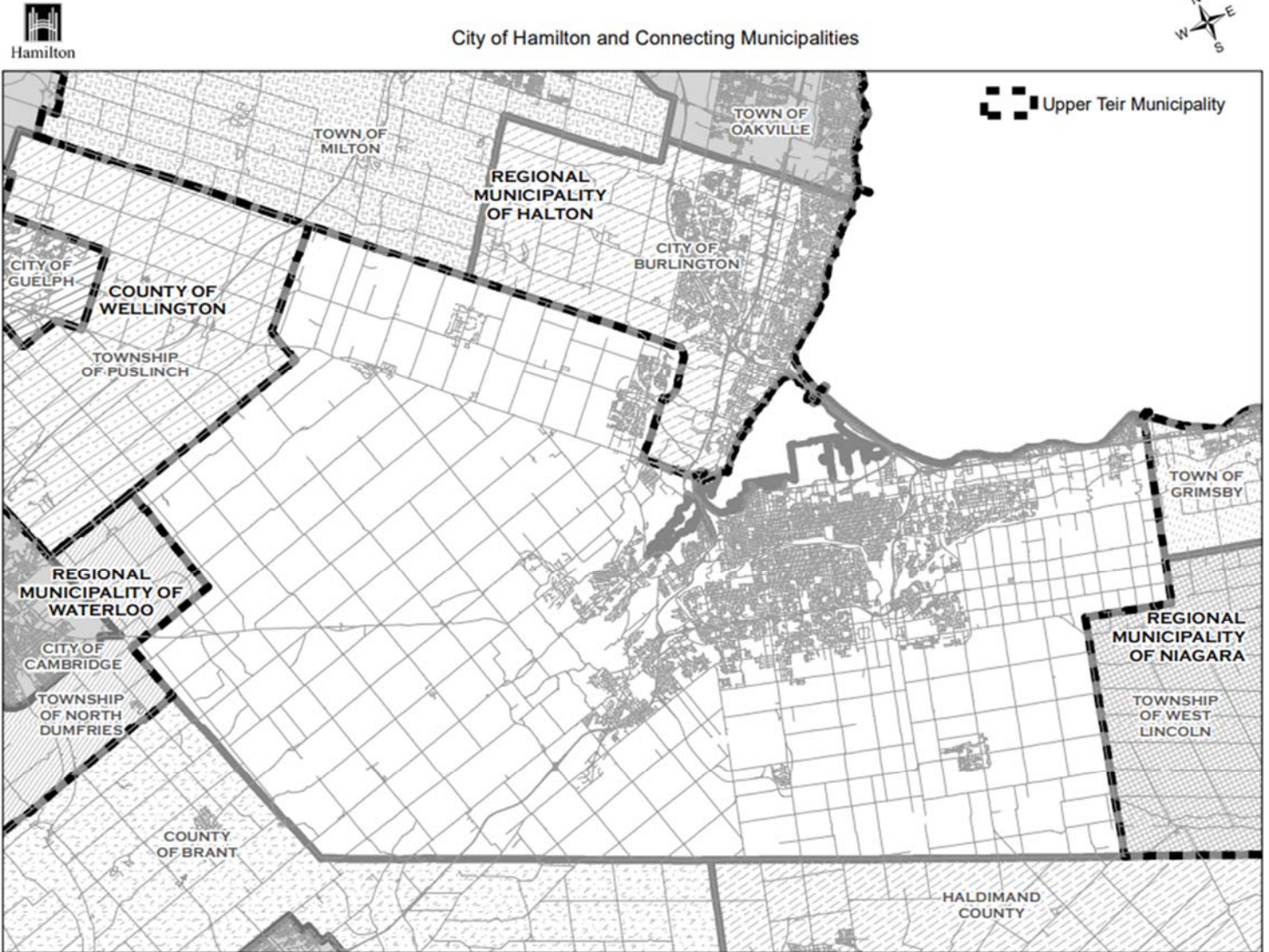
IMPLEMENTATION NOTICE EMAIL DISTRIBUTION LIST

Email distribution list as found on https://cnac.ca/other_codes/n11/n11_codes.htm#distribution
(taken October 20th, 2023)

NonCOCodeApps@cnac.ca; AHe@primustel.ca; bell.regulatory@bell.ca; carrier.relations@videotron.com; cathy.mcgouran@allstream.com; CoreCSEngineering@FreedomMobile.ca; ddolan@teksavvy.ca; dir.commutation@sogetel.com; didorders@iristel.com; document.control@sasktel.com; eric.boer@distributel.ca; Gerry.Thompson@rci.rogers.com; hreheman@teksavvy.ca; IDulay@primustel.ca; ingops.telephonie@maskatel.qc.ca; jdupuis@rci.rogers.com; Kim.Isaacs@allstream.com; leo.santoro@bell.ca; 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; planning@isptelecom.net; regaffairs@quebecor.com; Regulatory@distributel.ca; regulatory@tecwerks.ca; regulatorypublicsaf@rci.rogers.com; rschleihauf@fibernetics.ca; Russell.DeLong@corp.eastlink.ca; rwi_gr@rci.rogers.com; sherri-lyn.kauffeldt@bell.ca; snagulan@comwave.net; telecom.regulatory@cogeco.com; team.regulatory@iristel.com; wireless.e911@bell.ca;
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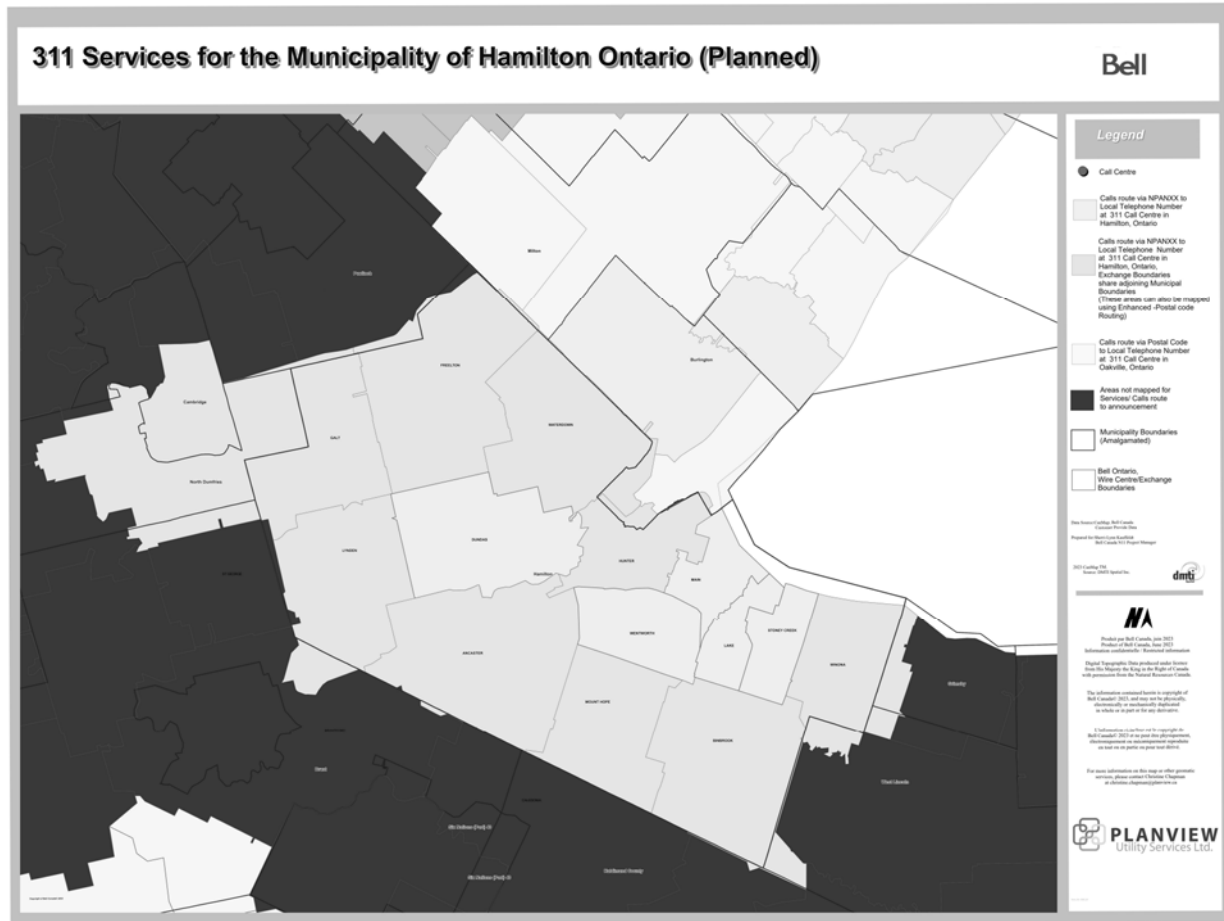
APPENDIX B

CITY OF HAMILTON BOUNDARY MAP



APPENDIX C

BELL CANADA EXCHANGE MAP FOR THE CITY OF HAMILTON



APPENDIX: E

STATEMENTS OF AUTHORIZATION



October 12, 2023

Digital Services & Data Management
Digital & Information Services
Halton Region
1151 Bronte Road
Oakville, Ontario L6M 0M7

RE: City of Hamilton 311 Telecom Exchange

Dear Ms. Vitucci:

Thank you for reaching out and providing information regarding the City of Hamilton's initiative to launch 311 services within the telecom exchange 805103.

In response to the Canadian Radio-television and Telecommunications Commission (CRTC) requirement for expressed alignment, Halton Region confirms our alignment and support for the City of Hamilton's initiative to launch 311 services in the mentioned exchange.

We acknowledge and understand the potential for constituents in our municipality to inadvertently dial 311 and be connected to the City of Hamilton's Customer Contact Centre. We appreciate the City of Hamilton's proactive approach in developing a process to forward these calls to our municipality, ensuring a smooth and efficient resolution for our residents.

If further discussions or additional information are required, please contact me directly.

Sincerely,

Gino Alborino



318 Canborough St. P.O. Box 400
Smithville, ON L0R 2A0
T: 905-957-3346
F: 905-957-3219
www.westlincoln.ca

September 26, 2023

City of Hamilton
Business and Support Services
Customer Service, POA and Financial Integration
Attn: Ms. Vitucci

Dear Ms Vitucci;

Re: City of Hamilton Notification Letter to Launch 311 Telecom Service

This is to confirm that at the September 25, 2023 Council Meeting the following resolution was adopted with respect to the above noted matter:

That, the correspondence received from Heather Vitucci, Business and Support Services from the City of Hamilton regarding the City of Hamilton's Notification Letter to Launch 311 Telecom Service, dated September 14, 2023, be received and supported.

If any further information is required, please contact the undersigned at 905-957-3346, Ext 5129.

Yours Truly,

A handwritten signature in black ink that reads "J Paylove".

Justin J. Paylove
Deputy Clerk



Haldimand County Administration Building
53 Thorburn Street South
Cayuga, ON N0A 1E0

September 29, 2023

City of Hamilton
City Hall, 71 Main Street West
Hamilton, ON L8P 4Y5

Attn: Heather Vitucci, Business and Support Services

Dear Ms. Vitucci,

Haldimand County is in receipt of your letter dated September 14, 2023 advising of the planned launch of 311 in the City of Hamilton. As the exchange to be used will also cover part of Haldimand County, we request that any Haldimand County residents who may dial 311 in error and be connected to your Customer Contact Centre, be transferred to, or instructed to call our main phone number: 905-318-5932. This phone number is monitored Monday through Friday, 8:30 a.m. to 4:30 p.m., holidays excepted. For after-hours road, water or sewer emergencies, the contact number is: 1-888-849-7345 and additional County information is available on the County's website – www.haldimandcounty.ca.

Thank-you for advising us of your plans for launching 311.

Sincerely,

A handwritten signature in black ink that reads "E Eichenbaum".

Evelyn Eichenbaum
Municipal Clerk
eeichenbaum@haldimandcounty.on.ca
clerk@haldimandcounty.on.ca
905-318-5932 ext. 6349