

Centre d'information et de référence de la Capitale-Nationale et de la Chaudière-Appalaches(CIR)

Cover page

Notice of implementation of 211 service for Greater Québec City Area and MRC Haute-Yamaska

Date: September 9, 2010

Organization: Centre d'information et de référence de la Capitale-Nationale et de la Chaudière-Appalaches(CIR)

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Introduction

CRTC decision 2001-475

The Centre d'information et de référence de la Capitale-Nationale et de la Chaudière-Appalaches (CIR) is a non-profit agency created to provide information and referral in the Greater Québec City Area. The CIR is the community link to over 2000 community, social and government agencies across 3 regions, Capitale-Nationale and Chaudière-Appalaches, and MRC Haute-Yamaska. Our agency is the only information and referral organization offering 211 in the province and all our telephone services are free-of-charge, multilingual, confidential and anonymous.

In May 2008, the CIR opened its 211 service after receiving a licence to operate a 211 from Centraide Canada/United Way; our hope is that our service is the foundation for a provincial 211 service.

Our service has received approval from Ville de Québec, Ville de Lévis and la Conférence des élus de la Capitale-Nationale(CRECN), our regional body.

Our planned service in MRC Haute-Yamaska has received approval from the regional body.

Service description

211 Québec regions supports, assesses and addresses each caller's individual needs for information and referrals to available resources in the community. Our database currently includes over 2 500 social services resources located across the province of Québec.

These resources include non-profit and government services serving our 2 regions.

Records are maintained and updated on a daily basis by our Resources and Publication team and our *Répertoire(Blue Book)* is published every 2 years.

Each resource is thoroughly indexed, giving access by name, location, services provided, client base and several other items. Our database enables our Call Center staff to quickly and easily identify the appropriate resources for a given situation, and thus determine the best solution.

Please visit our site to view our database available online also at www.211quebecregions.ca

Proposed N11 Service Area

The 211 service operated by CIR covers the geographic area extending south to the USA/Canada border, west to Lanaudière and Centre du Québec region, east to Gaspésie-Iles de la Madeleine and north including Charlevoix and Portneuf. We plan to serve the MRC Haute-Yamaska as of November 2, 2010.

The 211 service operated by the CIR covers the following:

Capitale-Nationale (operating)	Chaudière-Appalaches (operating)	Chaudière-Appalaches(suite) (operating)	MRC Haute Yamaska Nov.2, 2010
MRC Charlevoix	MRC L'islet	MRC Nouvelle-Beauce	Ville de Granby
Ville de Québec	MRC Bellechasse	MRC Beauce-Sartigan	St-Alphonse-de-Granby
MRC Côte-de-Beaupré et Ile-d'Orléans	MRC les Etchemins	MRC l'Amiante	St-Joachim-de-Shefford Shefford
MRC de la Jacques-Cartier	Ville de Lévis		Roxton Pond Ste-Cécile-de-Milton
MRC Portneuf	MRC Lotbinière		Waterloo Warden

Call Routing Arrangements

Call Center address: 10, rue Giguère, Lévis, QC G6V 1N6

Routing numbers:

	Greater Québec City Area	Granby and MRC Haute-Yamaska
Local calls(LDN)	418-838-5115	418-838-0399
Toll free	877-211-9933	877-909-0399

We have the ability to forward calls to 911 and other emergency services as required. We do not trace calls due to confidentiality and anonymity so there is no need regarding this matter.

Call Volume Estimate

The population served is around 1, 02 million. We currently answer nearly 40 000 calls per year and we estimate that within 2 years of operation, we should reach around 6% of the total population served (nearly 70 000 annual calls).

Statistics from our past year shows that Mondays are our busiest days, closely followed by Tuesdays, Wednesdays and Thursdays. Sundays have the lowest call volume. We answer around 4000 monthly calls; our busiest hours are 10 AM and 11 AM.

We estimate to receive an additional 200 monthly calls from MRC Haute-Yamaska.

CIR Expectations of Telecommunications Service Providers

As per CRTC Decision 2001-475 regarding the costs to implement 211 for Public Information and Referral Services, CIR is requesting that TSPs bear the cost of implementing 211 on an incremental basis, as directed by the CTRC.

Proposed Timeline- MRC Haute-Yamaska

Proposed soft launch date: October 15, 2010

Proposed public launch date: November 2, 2010

We sent our notification to all TSPs present in that area as of May 14, 2010.

They are:

TSP	NXX
BELL	360-361-372-375-378-405-770-776-777-521-522-525-531-539
TELUS	204-320-762-775-830
Rogers	577-578
FIDO	330
Videotron	574-956-991-558-734-920
Distributel	877

Do not hesitate to contact me if you need to discuss details of the present notification at 418-838-0481 or cvanasse@211quebecregions.ca

Claude Vanasse, ED

2010-09-09