

STAFF REPORT: Administration



REPORT TO: Mayor and Members of Council

MEETING DATE: July 23, 2007

REPORT NO.: CEDC.07.03

**SUBJECT: Interim Report on '0' Dial
Function**

**PREPARED BY: Lisa Kidd, Communications and
Economic Development
Coordinator**

A. Recommendations

THAT Mayor and Members of Council receive Staff Report CEDC.07.03 for information purposes.

B. Background

1. The '0' dial function has been in effect since June 28, 2007 in an effort to provide improved communication and information services to the Public.
2. Four personnel are responsible for answering '0' dialled calls. The Engineering and Public Works Clerk/Receptionist is the primary staff person responsible.
3. The number of staff responsible for this option ensures that '0' dialled calls will continue to be answered during peak periods of '0' dial function use, personnel breaks, lunch hours and vacation time.
4. Data are gathered on a weekly basis as to the type of calls, frequency and length of calls to ensure that the amount of time spent answering calls is consistent with the responsibilities and job description of the Engineering and Public Works Clerk/Receptionist.
5. The Communications and Economic Development Coordinator is in communication with personnel responsible for answering '0' dialled calls to discuss and resolve issues as they relate to the implementation of the system.
6. Promotion of the '0' dial function will occur in August once the trial period is complete and staff are confident that any issues and questions relating to implementation have been addressed.

C. The Blue Mountains' Strategic Plan (Statement(s) identifying how actions further the goals of the Strategic Plan)

Goal: Providing a strong, well-managed municipal government

Strategic Action: Implement processes for continuous improvement

D. Budget Impact (cc: Treasury if required)

The Engineering and Public Works Clerk/Receptionist is primarily responsible for answering '0' dialled calls. This position was approved in the 2007 Budget.

E. Attached (Relevant documentation not personal information about an identifiable person)

1. Summary of Calls

Respectfully submitted,

Signature