

311 Calls

Snow and Ice Complaints

Recommendation:

That the March 25, 2015, Transportation Services report CR_1989, be received for information.

Report Summary

This report summarizes the process for managing 311 calls received for snow and ice control operations.

Previous Council/Committee Action

At the November 26, 2014, City Council Budget meeting, the following motion was passed:

That Administration provide a report to Transportation Committee, by the end of the first quarter of 2015, outlining how 311 Calls with respect to snow and ice complaints are processed, and including any opportunities to improve the process.

Report

All notifications directed to Roadway Maintenance by 311 are received by the Roadway Maintenance Control Centre. This control centre operates twenty-four hours a day, seven days a week. Dispatchers check the online system several times each hour and forward the notifications to the appropriate operating district. These notifications are investigated in the district by inspectors, crew leaders and supervisors.

Sanding notifications and immediate concerns are dispatched as they are received to the Crew Leader on duty who can resolve these during the shift. All other notifications are investigated the next business day and updated by the district inspectors and closed off when completed. More than 80 percent of notifications are addressed and closed within the established service level, as detailed in Attachment 2.

Some process improvements for managing 311 calls related to snow and ice control have been made and further improvements are planned.

- Prior to 2014-2015 winter season, a review of all snow and ice program scripts for 311 operators was completed by Roadway Maintenance. These revised scripts are credited with reducing the ratio of calls being referred to Roadway Maintenance from 63 percent to 49 percent, as detailed in Attachment 2. Going forward this review will be done annually.
- Drop-down menus have been implemented for updating notifications. This standardizes the information and makes the process faster and more consistent.

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- Roadway Maintenance and Information Technology are undertaking an approved project - Field Capture (Mobile Work Management), which will allow Crew Leaders to use mobile devices to update notifications on site rather than entering field notes later. The tentative start date for this project is May 2015.

Transportation Service is currently working with the 311 Team (Corporate Services) on a process and information sharing review of the Snow and Ice Control Program. This review is being carried out by an external party and includes evaluation of all of the business processes within the two areas that specifically relate to the interaction of the 311 process and Snow and Ice Control. The outcomes of this review will include identification of additional opportunities for improvement within each area including both process and technology enhancements which can improve service to the citizens. This review will be completed in the second quarter of 2015 with the intent of implementing service enhancements for the 2015 - 2016 winter season pending budget approvals if required.

Budget/Financial Implications

This report is for information only, there are no budget/financial implications.

Attachments

1. Workflow - Roadway Maintenance - 311 Notifications Related to Snow and Ice
2. Snow and Ice 311 Calls by Season - Volume, Referral rates, and Response times

Others Reviewing this Report

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