



City Proposing 311 Call Centre



City Council is going forward with a centralized Information Processing Service for the public to access all City services known as the “311 call centre”.

CUPE Local 500 has spoken to Councillors and city officials to endorse the idea of a 311 centre, but we have said very firmly, that the new service must be lodged within city government.

Some Councillors are interested in contracting out the new service. This could affect over 100 CUPE members. We do not think contracting out is good for the city or the general public.

In a presentation to the Executive Policy Committee, Local 500 President Gary Swanson said, “we think the Administration must make a commitment to fully utilizing the human resources within the city. To do this, we think the Administration should be directed to work closely with frontline call

responders to tap into their experience and knowledge. To enable a smooth transition to a new 311 service, we think it would be appropriate for the City to commit to its employees that current staff will make up the staffing of a new 311 call centre.”

According to Swanson, “all the experience and evidence says that it’s better to keep the service in city hands.”

“This is one more area where the city wants to privatize or contract-out our work, and we have to take a strong stand. We know we are providing the public the best service – and we need to make sure they know it.”

A number of members have come forward to work on a campaign to keep the new 311 service internally operated. A Local 500 campaign committee is being set up and you will soon hear more about what the union is planning to do to keep this service publicly operated.

Please watch for further bulletin updates on this important issue or visit our website at www.cupe500.mb.ca.

Important Dates and Events:

- ❖ **March 8** – International Women’s Day
- ❖ **March 9** – CUPE Local 500 Tropical Get-A-Way Social, Union Centre
- ❖ **March 21** – International Day for the Elimination of Racial Discrimination
- ❖ **April 28** – National Day of Mourning
- ❖ **June 6** – CUPE Local 500 - 5th Annual Funtational Golf