

EXECUTIVE POLICY COMMITTEE APPROVES 311

Today, the Executive Policy Committee (EPC) of City Council voted in favour of the recommendation to create an internally operated 311 Call Centre.

"The hard work by the 311 Committee has played a key role in helping to keep this important service publicly operated and staffed by Local 500 members," said Gary Swanson, President of Local 500.

"I am confident that the recommendation will receive City Council approval when they meet next Wednesday," he added.

The recommendations included:

1. That Council approve the Letter of Understanding, 311 Call Center Operations, with CUPE Local 500.
2. That the City adopt the internally operated model (enhanced version) of service delivery for a consolidated 311 service.
3. That there be no award of contract pursuant to RFP 123-2007 for the provision of a consolidated 311 service for the City of Winnipeg.
4. That the proper officers of the City be authorized to do all things necessary to achieve the intent of Council.

The Letter of Understanding that defines what will be done and conditions of employment by the creation of this new service, will be included in the new collective agreement.

We will be holding meetings with members working in the 22 call centres in the City of Winnipeg in the near future.

Local 500 will continue to monitor this issue closely and keep you updated as more information is made available.

The full City of Winnipeg 311 Report and cost analysis is available at:
<http://cupe.ca/updir/consolidatedservice.pdf>