

# CITY OF HAMILTON MOTION

General Issues Committee: September 21, 2022

**MOVED BY MAYOR F. EISENBERGER.....**

**SECONDED BY MAYOR / COUNCILLOR .....**

### **Requirements for the Implementation of a 311 Customer Service Call Platform**

WHEREAS, the City of Hamilton responds to over half a million calls per year (via 546-CITY);

WHEREAS, the City’s call consolidation program is estimated to be completed by early 2023;

WHEREAS, the funding required to implement a 311 platform will be incorporated in the 2023 Customer Relationship Management (CRM) capital budget request;

WHEREAS, the Customer Contact Centre has over time evolved into a 311 service by a different number; and,

WHEREAS, a 311 would provide ease of use for remembering and dialing, further enhancing the service experience for residents as well as corporate resource efficiencies;

**THEREFORE, BE IT RESOLVED:**

That staff be directed to report back through the 2023 Capital and /or Operating budget processes as to the requirements for the implementation of a 311 customer service call platform.