



## Council Report

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**Report Number:** CS2021-009

**Meeting Date:** September 21, 2021

**Title:** Durham Region 311 Request

**Description:** The City has been asked to review and provide a resolution in support of Durham region moving towards a 311 Exchange for Durham Region residents and their customer services process.

**Author and Title:** Craig Shanks, Director of Community Services

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### Recommendation(s):

**That** Report CS2021-009, Durham Region 311 Request, be received, and;

**That** the City of Kawartha Lakes has no objection and will assist Durham Region with the 311 Exchange implementation by re-routing dialed customer services calls originating from the overlap that exists between the City of Kawartha Lakes and the geographical area of the Regional Municipality of Durham, on an understanding that where callers (customers, residents and businesses) of the Region of Durham dial 311 erroneously from within these exchanges, they will be given an option of being transferred to the contact centre of the municipality, town or county in which they reside.

**Department Head:** \_\_\_\_\_

**Financial/Legal/HR/Other:** \_\_\_\_\_

**Chief Administrative Officer:** \_\_\_\_\_

## **Background:**

The Region of Durham has requested that the City of Kawartha Lakes support and provide a resolution, Appendix A, for the implementation of a 311 Exchange in their municipality.

This report addresses that this request.

## **Rationale:**

Durham Region is initiating a 311 Exchange to better respond to resident concerns. For this to happen they require the consent of each neighbouring municipality who shares some Bell exchange areas and has Bell exchange boundaries overlap with actual municipal boundaries. This exists between Durham Region and the City of Kawartha Lakes.

There is no impact on City of Kawartha Lakes services, finances or our residents as a result of this request. Staff have reviewed the request in regards to our technology and fully support the request from Durham Region.

Durham Region has provided what will be their 311 Exchange for our Call Centre staff to re-direct callers to in the event that calls meant for Durham Region are placed within the City of Kawartha Lakes. Likewise, we are providing Durham Region with a specific phone number for their customer service agents to forward to in the event they receive 311 calls related to the Kawartha Lakes.

## **Other Alternatives Considered:**

Council could choose to not provide this support and recommendation, however there is no good reason to proceed that way. There is no cost to the City and it allows us and the Region of Durham to provide good customer services to residents.

## **Alignment to Strategic Priorities**

The recommendation within this report relates to the City's strategic priority within the 2020-2023 Kawartha Lakes Strategic Plan of:

1. Good Government

The Strategic Plan is available on SharePoint at the following link:

[Kawartha Lakes Strategic Plan 2020-2023](#)

## **Financial/Operation Impacts:**

There are no final implications regarding this report and request.

## **Consultations:**

Durham Region  
Customer Services Division  
IT Division, Corporate Services Department  
CAO Office

## **Attachments:**

Appendix A – Durham Region Letter of Request



City of Kawartha  
Lakes - Durham Reg

**Department Head email:** [cshanks@kawarthalakes.ca](mailto:cshanks@kawarthalakes.ca)

**Department Head:** **Craig Shanks**