

Town of Caledon

311 Implementation Notice

September 21, 2021

Issued by:

Town of Caledon 6311 Old Church Rd, Caledon ON L7C 1J6

David Clarke,

Supervisor, Project Management Office

Corporate Strategy & Innovation

David.Clarke@caledon.ca

Single Point of contact (SPOC) for all project items:

Andrew Adebayo, BA PMO, Corporate Strategy & Innovation

Andrew.Adebayo@caledon.ca

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1.0 INTRODUCTION

Caledon is a developing urban area, although it remains primarily rural. It consists of an amalgamation of a few urban areas, villages, and hamlets; its major urban center is Bolton on its eastern side adjacent to York Region. It is one of three municipalities of Peel Region. The town is at the northwest border of the city of Brampton. At over 688 km² (266 sq. mi), Caledon is the largest town by area in the Greater Toronto Area.

Caledon, best known for its spectacular landscape and dazzling topography displays vast expanse of greenery making it a hub of nature. Its varying trails and rural characteristics make it an attractive home to its inhabitants.

Leveraging the Community stewardship with strong governance and sustainable infrastructure, 311 has been identified as a tool that helps provide a more streamlined communication platform and excellent service for Caledon residents.

In order to continue to take pride in our ability to serve the public and provide support, The Town of Caledon has embarked on the implementation of 311 Service to provide Residents, Property Owners & Visitors easy access to Service Caledon and Town resources.

Service Caledon has asked to proceed with the implementation of a 311-call service, using routing exchange boundaries, and other telecommunications methods to provide a service area around Caledon's boundaries.

In alignment with the Canadian Radio-Television and Telecommunications Commission (CRTC) Telecom Decision 2004-71, the Town of Caledon plans to introduce 311 service for Caledon in consultation with surrounding jurisdictions as the non-emergency number for municipal government services. These jurisdictions include the underlisted municipalities:

Town of Orangeville:	Date to be entered
Town of Erin:	Date to be entered
City of Brampton:	Date to be entered
City of Vaughan:	Date to be entered
Town of Halton Hills:	Date to be entered
King Township	Date to be Entered
Adjala-Tosorontio	Date to be entered
Mono	Date to be entered
Amaranth	Date to be entered
East Garafraxa	Date to be entered

It is the intent of the Town of Caledon to test and pilot the service as early as November 2021 in preparation for public launch in January 2022. This 311 Implementation Notice document has been prepared for distribution via email to the list of contacts shown in Appendix A.

2.0 SERVICE DESCRIPTION

The 311-call service is being implemented in line with our well-established service levels, call management and transfer protocols. A proven framework is in place to facilitate seamless introduction of the 311-phone number. The 311 number will provide residents with a user-friendly, simplified entry point into the municipality for non-emergency services. It will improve customer service and increase accessibility to City services.

During business hours, 8:30 a.m. – 4:30 p.m. Monday to Friday, callers to 311 in Caledon will be greeted by a brief recording of service offerings that, if selected, will transfer the caller to the appropriate area of service. If callers opt to bypass the recording or are unsure of which service to select, they may “0 (zero) out.”

Existing business processes, systems, solutions, and toolsets will effectively support the 311-phone service.

3.0 PROPOSED 311 SERVICE AREA

The proposed 311 service area is the Town of Caledon boundary as shown in Appendix B.

The Bell Canada wire telecommunications service exchange boundaries for the Town of Caledon’s 311 implementation consist of the One Exchange, as outlined in the 311 Coverage for the Town of Caledon and Surrounding Area map shown in Appendix C.

It is recognized that the Caledon municipal boundary does not align with the wire telecommunications service exchange boundaries. The Town of Caledon is committed to working with affected jurisdictions to ensure that callers who erroneously arrive at the Town of Caledon’s service number will be transferred back to the appropriate jurisdiction.

4.0 CALL ROUTING ARRANGEMENTS

Calls to 311 in Caledon will terminate at:

Town of Caledon

6311 Old Church Rd, Caledon ON L7C 1J6

5.0 CALL VOLUME ESTIMATES

A total of 75,957 people lived in the Town of Caledon in 2020, making it a developing urban area, although it remains primarily rural. Approximately, 100,000 phone calls are made per year by residents seeking information and/or services.

The Town of Caledon will implement an effective communication plan to educate stakeholders about the 311 number.

6.0 EXPECTATIONS OF TELECOMMUNICATIONS SERVICE PROVIDERS

It is expected that all TSPs route 311 calls in the Caledon Exchanges to a 10-digit number, which will terminate at the Town of Caledon's system. The 10-digit number is 905-291-1018.

7.0 PROPOSED TIMELINE

Task	Proposed Date
Distribution of the Town of Caledon Implementation Notice	October 22, 2021
311 Implementation Notice related Conference Call(s) with TSPs	November 12, 2021
Other 311 Implementation Conference Calls/Planning Sessions	TBD
Testing Period/Soft Launch of 311	December 03, 2021
Public Launch of 311	February 17, 2022

Attachments:

Appendix A – 311 Implementation Notice Email Distribution List

Appendix B – Town of Caledon Map

Appendix C – Bell Canada Exchange Map for the Town of Caledon

Appendix D – Matrix Identifying Impacted Exchange Areas

Appendix A: 311 Implementation Notice Email Distribution List

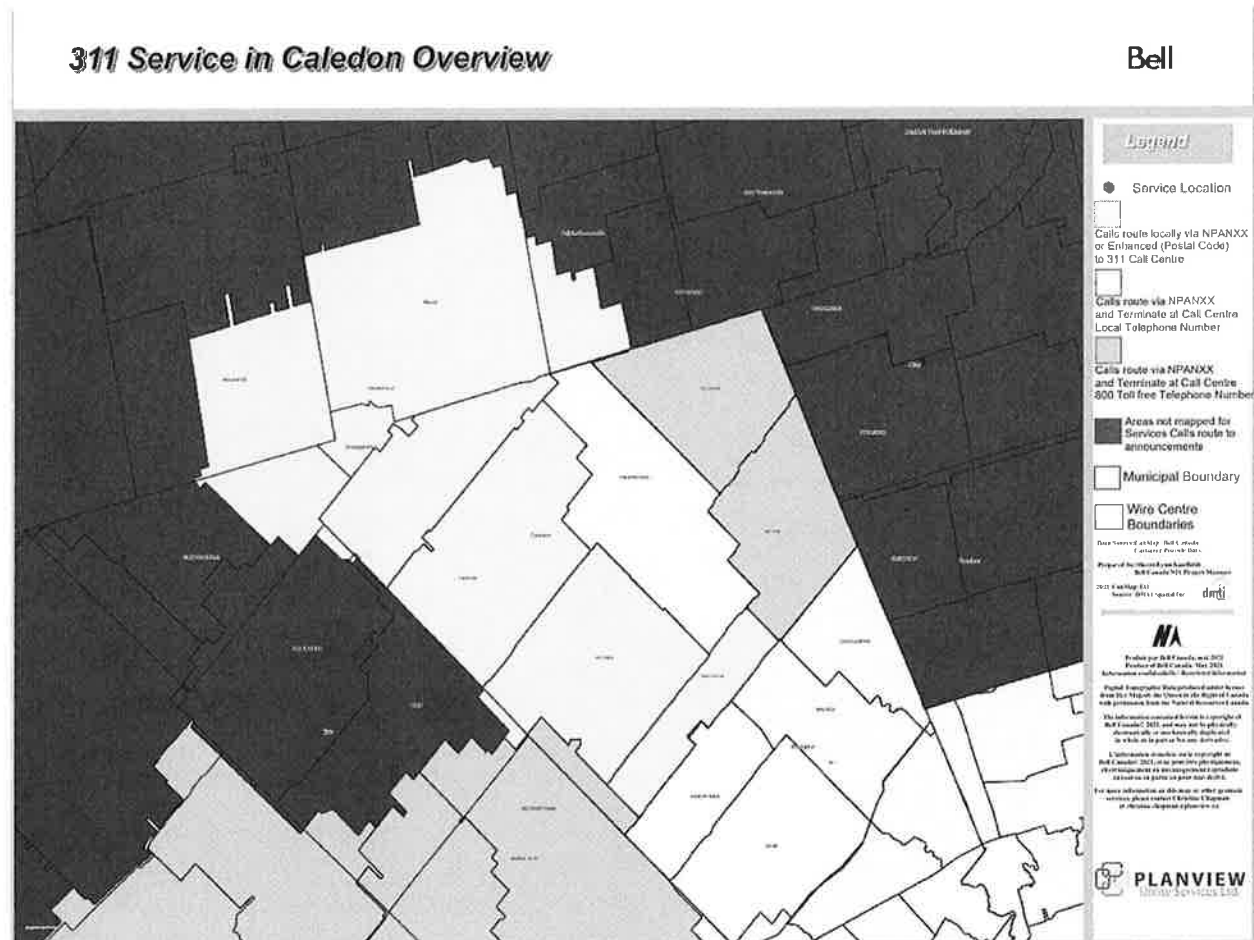
Note: The current N11 Distribution list found at CNAC.ca will be used to distribute the notice.

Town of Caledon 311 Implementation Notice – May 2020 Distribution List	
AHS	patricia.chambers@ahs.ca
Allstream	cathy.mcgouran@allstream.com
Allstream	kim.isaacs@allstream.com
Bell Canada	bell.regulatory@bell.ca
Bell Canada	francois.tessier@bell.ca
Bell Canada	laurie.bowie@bell.ca
Bell Canada	leo.santoro@bell.ca
Bell Canada	sherri-lyn.kauffeldt@bell.ca
Bell Canada	sunny.tung@bell.ca
Cogeco	telecom.regulatory@cogeco.com
Comwave	snagulan@comwave.net
Distributel	regulatory@distributel.ca
Freedom Mobile	CoreCSEngineering@FreedomMobile.ca
Fibernetics	rschleihauf@fibernetics.ca
Iristel	abadea@iristel.com
Iristel	mpreda@iristel.com
Iristel	team.regulatory@iristel.ca
ISP Telecom	planning@isptelecom.net
Leidos	browng@leidos.ca
Leidos	cleggf@leidos.ca
Leidos	comried@leidos.ca
Leidos	khares@leidos.ca
Leidos	lessardn@leidos.ca
Leidos	walshkel@leidos.ca
Primus	AHe@primustel.ca
Primus	IDulay@primustel.ca
Québecor	regaffairs@quebecor.com
Rogers Communications	Gerry.Thompson@rci.rogers.com
Rogers Communications	rwi_gr@rci.rogers.com
SaskTel	dave.day@sasktel.com
SaskTel	document.control@sasktel.com
SaskTel	judy.kachuik@sasktel.com
Shaw Communications	ken.shackleton@sjrb.ca
Shaw Communications	tnotntelephony@sjrb.ca
Télimphone	eric.boer@teliphone.com
Télimphone	n11@teliphone.com
Telus	John.mackenzie@telus.com
Telus	N11ProductManagement@telus.com
TekSavvy	ddolan@teksavvy.ca
TekSavvy	gblais@teksavvy.ca
Vidéotron	carrier.relations@videotron.com
Wightman Telecom	jferguson@wightman.ca

Appendix B: Town of Caledon Map



Appendix C: Bell Canada Postal Code Exchange Map for the Town of Caledon



Appendix D: Matrix Identifying Impacted Exchange Areas

Call Centre
Location: CALEDON

Wire Centre: City of Caledon
Exchange Area: Caledon

Wire Centre	Exchange Area	Local/Toll	Routing Options	Municipality	Sign off Required	Existing Routing	Caledon
							%age
Caledon	Caledon	Local	Basic/Enhanced	Erin	Yes	No	97.87%
Victoria	Victoria	Local	Basic/Enhanced	Erin		No	98.90%
Georgetown	Georgetown	Toll	Basic/Enhanced			Oakville	0.66%
Snelgrove	Snelgrove	Local	Basic/Enhanced	Brampton	Yes	No	99.95%
Hurontario	Brampton	Local	Basic/Enhanced			Brampton	0.05%
Caledon East	Caledon East	Local	Basic/Enhanced	NA		No	100.00%
Castlemore	Castlemore	Local	Basic/Enhanced			Brampton	0.06%
Bolton	Bolton	Toll	Basic/Enhanced	NA		No	100.00%
Palgrave	Palgrave	Toll	Basic/Enhanced	NA		No	100.00%
Kleinburg	Kleinburg	Toll	Basic/Enhanced	Vaughan	No	No	0.19%
Nobleton	Nobleton	Toll	Basic/Enhanced	King	Yes	No	0.83%
Schomberg	Schomberg	Toll	Basic/Enhanced	King, New Tecumseth, Bradford West Gwillimbury	No	No	0.11%
Orangeville	Orangeville	Local	Basic/Enhanced	Orangeville	Yes	No	8.08%

Note Georgetown is currently Basic routed to Toll Free Call Centre Number in the 311 Oakville Call Centre