

File No.: 04-1000-20-2017-248

July 12, 2017

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of June 28, 2017 for:

Most current policy and procedure of how 3-1-1 handles calls (i.e. transferring calls).

After consulting 3-1-1, we were provided with the following information:

The City of Vancouver's Quick Find Directory is the reference used for employee contact information. If a department has specified in Quick Find that calls must go through an Executive Assistant, or needs to be put through to a specific person, 3-1-1 follows those instructions.

The policy at 3-1-1 is to always warm transfer calls unless asked not to do so by the business unit. If this is the case, their protocol to transfer is always the same:

- Request the name of the caller and reason for the call;
- Use the conference function;
- Inform the person receiving the call the name of the caller and what the call is about;
- Return to all participants on the call;
- Announce to the caller that:
 - the connection is successful;
 - the name of the City staff member they have online;
 - City staff position (if appropriate), say that they can help; and,
 - prompt the City employee to speak first.
- The City employee will say a few words to indicate they know what the call is about;
- The CSR disconnects at the same time as the employee takes over; and
- If voicemail is reached, advise the caller that transfer will be to voicemail and to leave their name and number for call back.

3-1-1 does not cold transfer calls unless explicitly told to do so by the department. This may be due to a queue, or due to the reason the person is calling is legally confidential (VPD).

3-1-1's goal is to connect the caller with the individual they are requesting and will always ask for the reason for the call so that the person on the receiving end can be prepared for when they speak with the caller. It is possible for the caller to say that they do not want to say why they are calling. However, 3-1-1 finds callers receive better service when they are able to provide that information in advance about why the person is calling.

Under section 52 of the Act you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your request. The Act allows you 30 business days from the date you receive this notice to request a review by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number assigned to your request (#04-1000-20-2017-248); 2) a copy of this letter; 3) a copy of your original request for information sent to the City of Vancouver; and 4) detailed reasons or grounds on which you are seeking the review.

Please do not hesitate to contact the Freedom of Information Office at foi@vancouver.ca if you have any questions.

Yours truly,



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