



**BRAMPTON**  
Flower City

**media release**

**Region of Peel**  
*Working for you*

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### **311 service in the City of Brampton and the Region of Peel**

BRAMPTON: Today, as part of Customer Service Week, the City of Brampton and Region of Peel are pleased to announce the introduction of 311 service. This easy-to-remember telephone number provides a single point of contact for citizens who have questions about local municipal government information, programs and services provided by the City and the Region.

Telephone representatives from the City of Brampton and the Region of Peel are available twenty four hours a day, seven days a week to assist with inquiries on such topics as parking, garbage and recycling, tax payments, building permits and recreation programs. This service is provided in more than 150 languages using telephone interpretation.

All regular City of Brampton and Region of Peel 10-digit telephone numbers still work. 311 is simply an additional easy-to-use option for customer service from the City of Brampton or Region of Peel.

Dialing 311 is free from a residential or business telephone line within the City of Brampton. Regular Bell Canada call rates apply when dialing 311 from a public pay phone within the City of Brampton. Cell phone carriers' regular air time charges apply when dialing 311 from a cellular or other mobile telephone device within the City of Brampton.

Residents are reminded in case of life-threatening emergencies or crimes to call 911.

"311 is making it easier for the public to connect with their local government," said Brampton Mayor Susan Fennell. "For the City of Brampton, it is important that we provide the highest standard of customer service for our citizens."

"The Cities of Brampton and Mississauga, and the Region of Peel worked in partnership in the development of the service," said Regional Councillor Gael Miles, Chair of the 311 Council Liaison Committee. "Testing of 311 has been going on throughout the summer to ensure it works effectively."

"Access to 311 for our residents is another example of the Region's commitment to delivering citizen-focused services," said Emil Kolb, Regional Chair. "It complements our existing 211 service for confidential referral to health and social services in Peel, and 911 which is reserved for Peel residents in life-threatening emergencies."

**About Brampton:** The 11th largest city in Canada, Brampton has a successful, well-diversified economy and is home to more than 8,000 businesses. The City continues to retain a Triple 'A' credit rating by Standard & Poor for the third consecutive year, reflecting its debt-free position, exceptional liquidity levels and excellent economy. The City's 2009 operating budget is \$400.8 million and approved



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funding for its overall capital program stands at \$700 million. Brampton celebrates its diverse population that represents people from more than 175 distinct ethnic backgrounds who speak over 70 different languages. Offering more than 6,000 acres of parkland, Brampton takes pride in being the Flower City of Canada and won the 2008 International Communities in Bloom competition. It is also the first city in the GTA and one of only 10 in North America to have been designated as an International Safe Community by the World Health Organization. For more information visit [www.brampton.ca](http://www.brampton.ca)

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***Media Contact:***

Gordon Smith  
Manager, Media Communications  
City of Brampton  
Phone: (905) 874-3426  
[gordon.smith@brampton.ca](mailto:gordon.smith@brampton.ca)

***Media Contact:***

Natalie Daniel  
Public Affairs Associate  
Region of Peel  
Phone: 905-791-7800, ext. 4478  
[natalie.daniel@peelregion.ca](mailto:natalie.daniel@peelregion.ca)