

QUESTION NO 9

**By Councillor Neil Ross for answer
by the Convener of the Finance and
Resources Committee at a meeting
of the Council on 17 September 2020**

The Council's main switchboard telephone number 0131 200 2000 has been restricted for emergency use throughout the pandemic. Various telephone numbers are being advertised on the Council's website under the heading 'Contact telephone numbers' but the lines are currently either operating for emergencies only or are closed because of reduced staff levels.

Question (1) When does the Council aim to re-open telephone lines for routine and general queries?

Answer (1)

Question (2) Are there indicative dates for re-opening the lines referred to above and, if so, what are they?

Answer (2)

Question (3) What plans does the Council have to publicise telephone access to non-emergency services, e.g. parking permits, for residents who either have difficulty using computers and smart phones or who don't have one?

Answer (3)