



Through its 24/7 Contact Centre, 311 Toronto provides residents, businesses and visitors with access to City services, programs and information by phone, e-mail, fax or mail. The 311 website (toronto.ca/311) provides access to a wide range of online services, including service requests and tracking.

The division also coordinates and supports the corporate-wide initiative to improve customer service across all divisions, Project Management Office and its work with the 311 Service Office.

311 Toronto

The City of Toronto's 311 Project Management office is responsible for the full implementation and coordination of the 311 Customer Service Strategy.

Metro Hall
311 Contact Centre
3rd fl., 55 John St.
Toronto ON M5V 3C6

Facsimile.....397-9919

Director
Neil Evans338-7789
Administrative Assistant
Joyce Scheurwater.....397-9915

Finance and Business Services

Manager
Therese Damaso338-2404
Supervisor, Business Services
vacant971-4981
Budget & Operations Analyst
Vacant
Support Assistants
Kelly Ho971-4960 x16019
Afeida Khan971-4986

311 Contact Centre

2nd fl., 55 John St.

Managers
Julie Giagiari338-6469
Lucy Espinola-Rocha (Acting).....971-4976

Supervisors

Sherry Ann Bissessar-Maraj.....971-4979
Sam Gillen971-4977
Pam Hodgson , Facility Booking397-5147
Priscilla Lai971-4983
Stacey Reece.....971-4980
Ada Bielow Sinclair971-4978
Andrew Waters.....971-4985

Information & Business Development

2nd fl., 55 John St.

Manager

Heather Callahan392-5277

Supervisor

vacant

Research Analysts

Tracy Smith971-4960 x16025
Vacant.....971-4960 x16023

Business Analyst

Lupe Sanchez971-4960 x 16027

311 Project Management Office/Service Office

Managers

James Gillen392-3696
Patricia MacDonell.....392-8591

Work Package Leaders

Joseph Baines886-1892
Katerina Granton 971-4960 x16027
Esther Noboa971-4960 x16017
Kevin Porter392-9075

Business Analysts

Karina Mehta338-5646
Elizabeth Bakhtiyari338-5646