
**ADMINISTRATION COMMITTEE
AND e-CITY COMMITTEE
AGENDA
MEETING 1**

Date of Meeting:	Tuesday, November 9, 2004	Enquiry:	Yvonne Davies
Time:	2:10 p.m.		Committee Administrator
Location:	Committee Room 2		416-392-7039
	2nd Floor, City Hall		ydavies@toronto.ca
	100 Queen Street West		
	Toronto		

Communications/Reports:

1. Improved Service to the Public through Introduction of “3-1-1” (All Wards)

Report (November 3, 2004) from the Chief Administrative Officer outlining the next steps for the introduction of the “3-1-1” (non-emergency) service delivery strategy previously approved by Council. “3-1-1” will simplify public access to City services through a single gateway over the telephone and on the City Web site, using modernized, streamlined service processes, and by implementing an electronic tracking system to monitor all customer service requests from receipt to completion. Implementation over a three-year period will mitigate risk factors and allow maximum use of existing City resources, and minimize new resources required to introduce the full “3-1-1” service model.

Recommendations:

It is recommended that:

- (1) the introduction of a Toronto “3-1-1” customer service model be phased-in over the next three years to successfully manage each phase of implementation, build early public confidence in the service, and allow for sufficient time to complete internal business process reviews;
- (2) the “3-1-1” improved customer services contained in Appendix “A”, be implemented by a Phase One launch of the “3-1-1” Service Gateway on the City Web site in December, 2005; a Phase Two launch of the expanded services to be

provided by telephone in June, 2006 and, a Phase Three enhancement of “3-1-1” programs and services by December 2007 as Council may direct for implementation;

- (3) an external validation process on the “3-1-1” project plan and transition steps be implemented at a cost not to exceed \$60,000;
- (4) the amount of \$0.835 million be submitted for pre-approval for “3-1-1” business transformation and infrastructure development start-up activities in order to meet the Phase 1 launch of “3-1-1” Service Gateway on the Web site by December 2005;
- (5) the consolidated 2005, 2006 and 2007 estimated “3-1-1” capital budget requests outlined in Appendix “B” and the 2005 and 2006 estimated “3-1-1” operating budget requests outlined in Appendix “C” be forwarded to the Budget Advisory Committee for consideration;
- (6) the Chief Administrative Officer report to Council on any amendments to the 2005, 2006 and 2007 “3-1-1” capital and the 2005 and 2006 operating budgets that impact on the introduction of the “3-1-1” service;
- (7) the Chief Administrative Officer report back to Council by the end of 2006 following the implementation of the “3-1-1” consolidated call centre on potential efficiencies and savings;
- (8) the Chief Administrative Officer report to Council on the outcome of the Canadian Telecommunications and Radio-Television Commission (CRTC) “3-1-1” decision; and
- (9) the appropriate City Officials be authorized and directed to take the necessary action to give effect thereto.