

THE CITY OF TORONTO

City Clerk's Office

**Minutes of the Administration Committee
and e-City Committee Joint Meeting**

Meeting 1

Tuesday, November 9, 2004

The Administration Committee and the e-City Committee held a joint meeting on November 9, 2004, in Committee Room 2, City Hall, Toronto, at 2:25 p.m.

Administration Committee	
Councillor	2:25 p.m.
Councillor Michael Walker, Chair	X
Councillor Janet Davis, Vice-Chair	-
Councillor Shelley Carroll	X
Councillor Frank Di Giorgio	-
Councillor Rob Ford	-
Councillor Doug Holyday	X
Councillor Frances Nunziata	X
Councillor Sylvia Watson	X
e-City Committee	
Councillor Milczyn, Chair	X
Councillor Brian Ashton	-
Councillor Mike Del Grande	-
Councillor Adam Giambrone	X
Councillor Doug Holyday	X
Councillor Cliff Jenkins	-
Councillor Jane Pitfield	X
Councillor David Soknacki	-

* Members were present for all or part of the meeting.

Councillor Walker in the Chair.

Declarations of Interest Pursuant to the Municipal Conflict of Interest Act.

None declared.

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

The Committees considered a 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;

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- (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.

The Committee also considered a report (November 8, 2004) from the Chief Administrative Officer reporting to Council on the recent Canadian Radio-television and Telecommunications Commission (CRTC) decision to approve the "3-1-1" three-digit dialing code for access to non-emergency municipal government services.

Recommendation:

This report is for the information of Council.

The Works Committee was meeting at the same time as the Administration Committee and because some of the members of e-City Committee are also members of the Works Committee, it was not possible to maintain quorum long enough to continue the joint meeting.

On motion by Councillor Giambrone, the Administration Committee and e-City Committee referred the matter back to the Administration Committee for consideration and report to City Council.

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The Committees adjourned the meeting at 2:30 p.m.

Chair