



STAFF REPORT INFORMATION ONLY

Follow-Up – 311 Toronto – Full Potential For Improving Customer Service Has Yet To Be Realized

Date:	February 3, 2012
To:	City Council
From:	City Manager
Wards:	All
Reference Number:	

SUMMARY

The City Manager was requested to report directly to City Council on the number of employee positions which have been redeployed City-wide over the last 5 years as a result of the implementation of new technology, as was the case with various 311 employees.

This report advises that staff is not able to report out at this time. The information will be provided to City Council in the third quarter of 2012.

SIGNATURE

Joseph P. Pennachetti
City Manager