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2014 OPERATING BUDGET BRIEFING NOTE

Notifying Councillor's Offices of 311 Related Service Requests

At the December 11, 2013 meeting, the Budget Committee requested:

That the Director, 311, provide a briefing note to the December 20, 2013 Budget Committee meeting on what process would be required to notify Councillor's offices of all service requests to 311 in their wards.

When constituents call their Councillors regarding problematic service requests, Councillor staff have indicated that they require additional information about the specific service requests. Councillors have indicated that they would also like to have information on service requests that are initiated by 311 within their Wards.

Key Points:

- 75% of all calls to 311 are for general inquires and do not require the collection of personal information.
- Councillors can act on behalf of their constituents and gain access to service request information if they have the service request tracking number and other information (name, address, email address) contained in the service request.
- In 2009, a Privacy Information Assessment (PIA) was conducted on 311 to advise how personal information will be collected and handled. This PIA was reviewed by the Privacy Commissioner of Ontario. It stated that release of personal information to Councillors could only be done with prior consent from the customer.
- Consent from each customer to share personal information is required for every service request prior to making personal information available to the Councillors.
- In order to gain consent from the caller at the time of the contact, additional resources are required to reconfigure 311 scripts and generate an email to the appropriate Councillor's Office.
- Call Handle Time will increase as 311 CSRs will have to explain to callers the reason that their information will be shared with the Councillor's Office.
- Councillors and councillor staff have access to all information regarding service requests with the exception of information protected by privacy (name and tracking number as per

MFIPPA). Detailed service request data is provided through the 311 Business Intelligence Tool.

- 311 Toronto will increase its efforts in communicating the value of training all Councillors on the effective use of the 311 Business Intelligence Tool and how this tool can address their requirements for information on service requests in their Wards. However, 311 Toronto cannot move forward on implementing a process that forwards personal information collected by 311 to Councillors Offices.

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Date prepared: December 16, 2013