



## STAFF REPORT ACTION REQUIRED

### Coordination and Demonstration of Service Improvements – 311 Toronto / Toronto Hydro

<b>Date:</b>	February 5, 2016
<b>To:</b>	Government Management Committee
<b>From:</b>	Director, 311 Toronto
<b>Wards:</b>	All
<b>Reference Number:</b>	P:\2016\Internal Services\311\Gm16001-311 (AFS # 22614)

### SUMMARY

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The purpose of this report is to provide background information on a presentation to the Committee on coordination of service improvements between 311 Toronto and Toronto Hydro during power outage emergency events.

The Committee will hear a presentation from the Director, 311, Gary Yorke and the Executive Vice-President & Chief Customer Care & Conservation Officer, Toronto Hydro, Chris Tyrrell that will provide an overview of the coordination of customer communication and engagement of services offered by 311 Toronto (311) and Toronto Hydro (TH) during a power outage or emergency event. The presentation will include a demonstration of a call received through 311 and the steps that are taken to engage services in response to the call.

### RECOMMENDATIONS

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**The Director, 311 Toronto recommends that:**

- 1. The Government Management Committee receive this report for information.**

## **Financial Impact**

The adoption of this report's recommendations will have no financial implications.

The Deputy City Manager & Chief Financial Officer has reviewed this report and agrees with the financial impact information.

## **DECISION HISTORY**

At its meeting on November 9, 2015 the Government Management Committee received the report (October 23, 2015) from the Director, 311 Toronto on Toronto Hydro's agreement with 311 Toronto for outage emergencies.

The report can be found at:

<http://www.toronto.ca/legdocs/mmis/2015/gm/bgrd/backgroundfile-85120.pdf>

The October 23, 2015 report advised that 311 and TH would provide a demonstration of a call received through 311 and the steps that are taken to engage services in response to the call.

The Memorandum of Understanding (MOU) was implemented in April 2015. The MOU between 311 Toronto and Toronto Hydro establishes clear direction on the steps to be taken during a power outage or emergency event with a focus on improving the customer experience. In October, 2015 the agreement was updated. The revision in October enhanced the agreement to include; TH would ensure that 311 is made aware of all minor outage emergencies that occur at the Ward or within-Ward scale.

The updated signed agreement can be found at:

(October 21, 2015) Attachment - Memorandum of Understanding (MOU) - 311 Toronto and Toronto Hydro Partnership Agreement (Update)

<http://www.toronto.ca/legdocs/mmis/2015/gm/bgrd/backgroundfile-85169.pdf>

At its meeting on November 13, 14, 15 and 18, 2013 City Council requested the City Manager and the Deputy City Manager & Chief Financial Officer to report to the Government Management Committee, on a more coordinated approach between 311 Toronto and Toronto Hydro which would assist 311 Toronto in responding to Toronto residents during emergency events within the City.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2013.EX35.1>

## **COMMENTS**

Since the events of 2013 (flood and ice storm), 311 and TH staff have been working collaboratively and have made significant progress to address and improve the customer experience at each call center during power outage emergency events.

A comprehensive review of each organization's operation and customer service needs has been completed, including the identification of communication and service gaps and opportunities to improve the customer experience.

A strategy has been developed to better integrate 311 and TH communication systems, which has been formally documented and executed in a MOU.

**CONCLUSION**

The amended Memorandum of Understanding (MOU) has established clear direction on the steps to be taken during a power outage or emergency event.

**CONTACT**

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**SIGNATURE**

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Gary A. Yorke  
Director, 311 Toronto

**ATTACHMENT**

Amended Memorandum of Understanding (MOU)