

Request Related to 311 Calls Using the City of Toronto Telephone Exchange

Date: September 23, 2021

To: City Council

From: Deputy City Manager, Corporate Services and City Manager

Wards: All

SUMMARY

The Regional Municipality of Durham is implementing a 311 service as the primary source of contact for all non-emergency information and service requests. To move forward with this initiative Durham Region has requested a resolution from Toronto City Council to allow 311 calls made by its customers, residents, and businesses within the City of Toronto telephone exchange to be re-routed to the appropriate zone (Durham Region) for a 311 number to be generated by Bell Canada.

This report provides details regarding this request and recommends that City Council supports this routing of 311 calls to the appropriate zone.

RECOMMENDATIONS

The Deputy City Manager, Corporate Services and City Manager recommend that:

1. City Council indicate that it has no objection to the re-routing of 311 dialed calls originating from the overlap that exists between the City of Toronto and the geographical area of the Regional Municipality of Durham, on the understanding that where callers (customers, residents, and businesses) of the Region of Durham or the City of Toronto dial 311 erroneously from within these exchanges, they will be given an option of being transferred to the correct contact centre of the municipality, town or county in which they reside.

FINANCIAL IMPACT

There are no financial implications associated with the recommendation outlined in this report.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

This is a new initiative, and as such does not have an applicable decision history.

COMMENTS

In August 2021, the Region of Durham made a request to the City Manager for a resolution related to 311 calls using the City of Toronto Telephone Exchange. Details of the request can be found in the letter in Attachment 1. City staff have met with staff in the Region of Durham to further discuss the request.

The Region of Durham is moving forward with the implementation of a 311 service as the primary source of contact for all non-emergency information and service requests including issue reporting, issue status check and other related inquiries. The Bell Canada exchange boundaries for Durham Region and the City of Toronto are not exactly in-line with the municipal boundaries, resulting in some overlap in terms of 311 call routing. To address this, a process of redirecting calls to the appropriate municipality will be established. This process will be reviewed to assess impacts and make adjustments as needed.

To proceed with this process, the Region of Durham has requested a resolution from Toronto City Council that there shall be no objection to the routing of 311 dialed calls originating from the overlap that exists between the City of Toronto and the geographical area of the Regional Municipality of Durham, on the understanding that where callers (customers, residents, and businesses) of the Region of Durham dial 311 erroneously from within these exchanges, they will be given an option of being transferred to the contact centre of the municipality, town or county in which they reside. Staff have been advised that Region of Durham staff will be seeking a similar resolution from their council advising Bell Canada that it is agreeable to redirecting calls from Toronto callers to the City of Toronto contact centre.

City staff have reviewed and support this request.

CONTACT

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SIGNATURE

Josie Scioli
Deputy City Manager, Corporate Services

Chris Murray
City Manager

ATTACHMENTS

Attachment 1: Letter from the Regional Municipality of Durham, "Request for Resolution related to 311 calls using the City of Toronto Telephone Exchange"