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**The Regional  
Municipality of  
Durham**

Office of the CAO

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905-668-7711  
1-800-372-1102  
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[durham.ca](http://durham.ca)

**Elaine Baxter-Trahair  
Chief Administrative  
Officer**

August 11, 2021

Chris Murray  
City Manager  
City of Toronto  
100 Queen Street West  
Toronto, ON  
M5H 2N2

Dear Mr. Murray:

**RE: Request for Resolution related to 311 calls using the City  
of Toronto Telephone Exchange**

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**Purpose:**

The Regional Municipality of Durham would like to request a resolution 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.

**Overview:**

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.

As advised by Bell Canada, the Bell exchange boundaries are not precisely in-line with the actual municipal boundaries. As shown in the attached map provided by Bell Canada, there is always a common overlap in terms of 311 call routing. This means that callers located between the Bell exchange boundaries for Durham Region and the City of Toronto who dial 311 can be erroneously connected to either municipal service centre.

The interim resolution will be for the Service Durham contact centre agent to immediately warm transfer the caller to the appropriate municipality. Conversely, calls erroneously connected to the City of Toronto would be warm transferred by the municipality to Durham Region. Also, in accordance with CRTC regulation, call routing arrangements will be negotiated and approved prior to implementation by impacted local municipalities, towns, counties, and cities based on the exchange boundaries.

Therefore, it is recommended that the City of Toronto determine and provide a telephone number to re-direct all erroneous calls. Equally, if there are any erroneous calls in the overlap, meant for the Region of Durham, please forward those calls to: **906-668-7711 (toll-free 1-800-372-1102)**.

**Cost Implication:**

There is currently no cost implication for any of the impacted local municipalities, towns, counties, or cities.

**Recommendation for Resolution:**

That the council of the City of Toronto agree 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 an 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.

**An approval and sign-off document will be required from every town, county, or municipality to move forward with the Region's 311 Implementation Initiative. We kindly request a response by October 1, 2021.**

Sincerely,

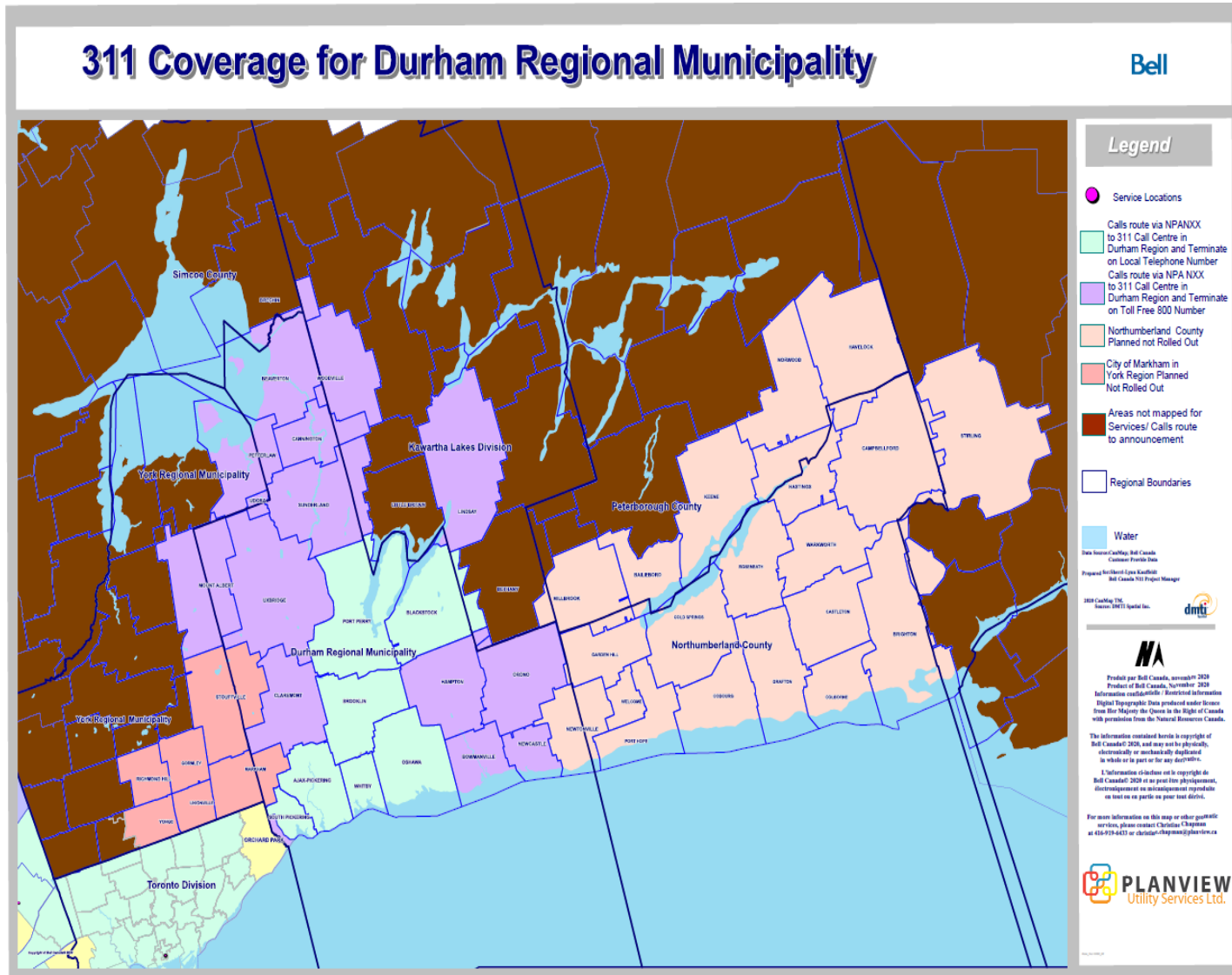


Elaine Baxter-Trahair

Chief Administrative Officer

See Appendix 1: Bell Exchange Boundary Area Map for 311 Coverage for the Region of Durham.

## Appendix 1 - Bell Exchange Boundary Area Map for 311 Coverage for the Region of Durham



If you require this information in an accessible format, please call 1-800-372-1102 extension 2103