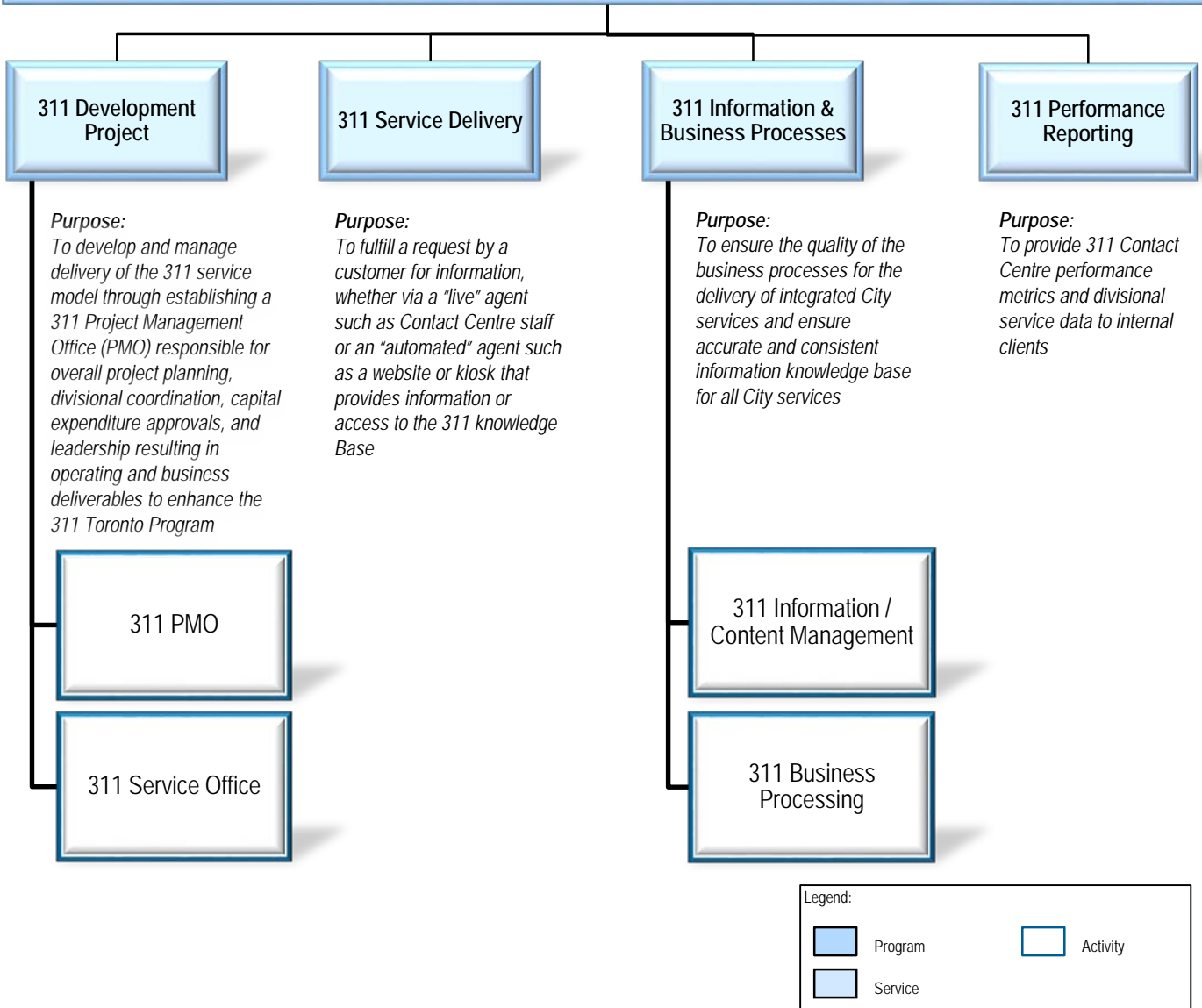


311 Toronto

To ensure a single-point-of-access to non-emergency City of Toronto program and service inquiries for all residents, businesses and visitors, in order to provide convenient, prompt, accurate and reliable City government information and requests for service to the public, while making the best use of staff expertise, resources and technology.



Service Customer

311 Development Project

- Staff - City Divisions
- Staff - Agencies and Boards

Indirect (Beneficiary)

- Residents
- Businesses
- Visitors

311 Service Delivery

- Staff - City Divisions
- Staff - Agencies and Boards
- Contact Customers

Indirect (Beneficiary)

- Residents
- Businesses
- Visitors

311 Information & Business Processing

- Staff - City Divisions
- Staff - Agencies and Boards

Indirect (Beneficiary)

- Residents
- Businesses
- Visitors
- Provincial & Federal Governments
- Special Purpose Bodies
- Not-for-Profit / NGOs