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.

311 Development 311 Information & 311 Performance 311 Service Delivery Project **Business Processes** Reporting Purpose: Purpose: Purpose: Purpose: To ensure the quality of the To develop and manage To provide 311 Contact To fulfill a request by a delivery of the 311 service customer for information, business processes for the Centre performance model through establishing a whether via a "live" agent delivery of integrated City metrics and divisional 311 Project Management such as Contact Centre staff services and ensure service data to internal Office (PMO) responsible for accurate and consistent or an "automated" agent such clients overall project planning, as a website or kiosk that information knowledge base for all City services divisional coordination, capital provides information or expenditure approvals, and access to the 311 knowledge leadership resulting in Base operating and business deliverables to enhance the 311 Toronto Program 311 Information / 311 PMO Content Management 311 Business 311 Service Office Processing Legend: Program Activity

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
- BusinessesVisitors

311 Information & Business Processing

Service

- Staff City Divisions
- Staff Agencies and Boards

Indirect (Beneficiary)

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