



## Corporate Services

The Deputy City Manager reports directly to the City Manager in delivering internal corporate services. The Office of the Deputy City Manager consists of Business Performance Management, City-Wide Strategic Initiatives, Strategic Construction Projects and Corporate Security and manages the Divisions of 311 Toronto, Environment and Energy, Facilities Management, Fleet Services, Information and Technology and Real Estate Services.

Through its 24/7 Contact Centre, 311 Toronto provides residents, businesses and visitors with access to City services, programs and information by phone, e-mail, fax or mail. The 311 website ([toronto.ca/311](http://toronto.ca/311)) provides access to a wide range of online services, including service requests and tracking and links to mobile apps to use for some service requests.

The division's Project Management Office leads the further development and enhancement of 311 Toronto and provides coordination and support of corporate-wide customer service improvement initiatives.

Metro Hall  
12<sup>th</sup> fl., 55 John St.  
Toronto ON M5V 3C6

### Support Assistants

Michelle Carnovale ..... 397-9915  
Afeida Khan ..... 397-0282

Facsimile ..... 397-9919

## Information & Business Development

### Director

Gary A. Yorke ..... 338-7789

### Administrative Assistant

Christina Grandal ..... 338-6450

## Finance & Business Services

Metro Hall  
12<sup>th</sup> fl., 55 John St.  
Toronto ON M5V 3C6

### Manager

Jag Gill ..... 397-7340

### Supervisor

Janice Poon ..... 397-0487

### Budget & Operations Analyst

Naresh Kumar ..... 392-4923

### Supervisor

Tracy Smith ..... 397-1381

### Web Communications Coordinator

Terry Clark ..... 397-1830

### Business Analysts

Gerald Canlas ..... 397-0314

Abdi Osman ..... 397-5366

Ivy Shao ..... 397-7772

### Research Analysts

Gillian Arendse ..... 338-2054

Minas Pinelis ..... 392-5130

Effie Rakovalis ..... 397-7765

Dorothy Silver ..... 397-9133

Nooshin Vassef-Hayes ..... 397-7611

## Operations

### Managers

Lucy Espinola-Rocha ..... 397-9718  
 Julie Giagiari ..... 338-6469  
 Rosanne Rinella-Pariselli ..... 392-9165

### Supervisor

Lee Dempsey ..... 971-4989  
 Sharmaine Dickson ..... 397-0194  
 Denise Fletcher ..... 971-4960 x13111  
 Joseph Grande ..... 971-4980  
 Ione Joseph ..... 971-4860  
 Anthony Liberio ..... 971-4960 x13229  
 Louise Patterson ..... 971-4960 x13143  
 Nakia Philips ..... 971-4960 x12183  
 Samuel Samuel ..... 971-4960 x13260  
 Ada Sinclair ..... 971-4978  
 Jason Wai ..... 971-4982

### Research Analyst

Nadia Rigione-Maffei ..... 971-4960 x13090

## Quality & Performance

### Manager

Esther Noboa ..... 397-1294

### Supervisor

Pam Hodgson ..... 971-4984

## 311 Project Management Office

### Manager

Heather Callahan ..... 392-5277

### Business Analysts

Geasuddin Ahmed ..... 397-1931  
 Ellen Espino ..... 397-0755  
 Shellina Haji ..... 338-6456  
 Hamideh Zakeri ..... 397-1176

### RFR Developer

Vinod Madakasira ..... 397-1587

### Senior Systems Integrator

Volodymyr Ienkalov ..... 397-1588  
 Indika Perera ..... 397-4064

### Software & Infrastructure Tester

Surender Kumar ..... 397-1675

### System Development Specialists

Mladen Jokic ..... 397-9013

### Work Package Leader

Ilanko Sivarajah ..... 397-1397