



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  
311 Contact Centre  
3<sup>rd</sup> fl., 55 John St.  
Toronto ON M5V 3C6

Facsimile.....397-9919

Director  
Gary A. Yorke .....338-7789  
Assistant  
Christina Grandal ..... 338-6450

## Finance and Business Services

Manager  
Jag Gill .....397-7340  
Supervisor  
Janice Poon .....397-0487  
Budget & Operations Analyst  
Naresh Kumar .....392-4923  
Support Assistants  
Michelle Carnovale .....397-9915  
Afeida Khan .....397-0282

## Information and Business Development

Manager  
Heather Callahan .....392-5277  
Supervisor  
Tracy Smith .....397-1381  
Web Communications Coordinator  
Terry Clark .....397-1830  
Business Analysts  
Gerald Canlas .....397-0314  
Hinda Hassan.....397-1384  
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
Priscilla Lai.....	397-1287

### Supervisors

Lee Dempsey .....	971-4989
Sharmaine Dickson.....	397-0194
Denise Fletcher.....	971-4960 x13111
Ione Joseph.....	971-4860
Anthony Liberio .....	971-4960 x13229
Shawn Morgan .....	971-4960 x13020
Louise Patterson .....	971-4960 x13143
Nakia Philips .....	971-4960 x12183
Albert Ruvuza.....	971-4960 x13185
Ada Sinclair .....	971-4978
Jason Wai .....	971-4982

### Research Analyst

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

## Quality and Performance

### Manager

Esther Noboa .....	397-1294
--------------------	----------

### Supervisors

Pam Hodgson .....	971-4984
-------------------	----------

## 311 Project Management Office

### Manager

Alexander Ilin .....	397-1416
----------------------	----------

### Project Managers Work Package Leaders

Anika Harford.....	397-1176
Ilanko Sivarajah.....	397-1397

### Senior Systems Integrator

Volodymyr Ienkalov .....	397-1588
--------------------------	----------

### Business Analysts

Geasuddin Ahmed .....	397-1931
Shellina Haji .....	338-6456
Hilary Kerr .....	397-4064
Maggie Mao .....	397-0807
Roshini Ramoutar.....	397-0755

### System Development Specialists

Mladen Jokic .....	397-9013
--------------------	----------