

# TORONTO 311 Toronto

## Corporate 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  
3<sup>rd</sup> fl., 55 John St.  
Toronto ON M5V 3C6

Facsimile ..... 397-9919

Director  
Gary A. Yorke ..... 338-7789  
Administrative Assistant  
Michelle Carnovale ..... 338-6450

## Finance & Business Services

Metro Hall  
3<sup>rd</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  
Support Assistants  
Michelle Carnovale ..... 397-9915  
Afeida Khan ..... 397-0282

## Information & Business Development

Supervisor  
Tracy Smith ..... 397-1381  
Web Communications Coordinator  
Terry Clark ..... 397-1830  
Business Analysts  
Ivy Shao ..... 397-7772  
Jesse Sahota ..... 392-2907  
Research Analysts  
Gillian Arendse ..... 338-2054  
Effie Rakovalis ..... 397-7765  
Dorothy Silver ..... 397-9133  
Nooshin Vassef-Hayes ... 971-4960 x 13256

## Operations

Managers  
Lucy Espinola-Rocha ..... 397-9718  
Julie Giagiari ..... 338-6469  
Rosanne Rinella ..... 392-9165  
Supervisor  
Sharmaine Dickson ..... 397-0194  
Tyler Hadley ..... 971-4977  
Pam Hodgson ..... 971-4984  
Ione Joseph ..... 971-4860  
Anthony Liberio ..... 971-4975  
Jonathan Ng ..... 971-4979  
Nicola Pryce ..... 971-4861  
Samuel Samuel ..... 971-4985  
Jason Wai ..... 971-4982

Keisha Wright..... 971-4988

Research Analyst

Nadia Rigione-Maffei ..... 971-4960 x13145

## Quality & Performance

Manager

Esther Noboa ..... 397-1294

Supervisor

Jeannine Bryan ..... 971-4983

Louise Patterson ..... 971-4978

Business Analyst

Arlin Dixon..... 971-4960 x13134

Coordinators

Hodan Abdi ..... 971-4960 x13172

Alwin Cheung..... 971-4960 x13268

Emmanuel Galeas..... 971-4960 x13163

Collette Lennie ..... 971-4960 x13024

Judy May Sabadin ..... 971-4960 x13329

Fazeel Singh ..... 971-4960 x13178

## 311 Project Management Office

Manager

Heather Callahan ..... 392-5277

Business Analysts

Muhammad Abid..... 397-1587

Geasuddin Ahmed ..... 397-1931

Souleyman Balde.....

Ellen Espino ..... 397-0755

Alma Gjinish ..... 338-7836

Shellina Haji ..... 338-6456

Senior Systems Integrator

Volodymyr Ienkalov..... 397-1588

Ruby Li..... 397-0807

Abdi Osman..... 397-5366

Indika Perera..... 397-4064

Software & Infrastructure Tester

Surender Kumar ..... 397-1675

System Development Specialists

Larisa Fedorova..... 338-5646

Mladen Jokic ..... 397-9013

Work Package Leader

Ilanko Sivarajah..... 397-1397

Hamideh Zakeri ..... 397-1176