



TORONTO 311 Toronto

Internal 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) 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
3rd fl., 55 John St.
Toronto ON M5V 3C6

Facsimile.....397-9919

Director
Gary A. Yorke338-7789
Assistant
Christina Grandal 338-6450

Finance and Business Services

Manager
Jag Gill397-7340
Supervisor
Janice Poon397-0487
Budget & Operations Analyst
Naresh Kumar392-4923
Support Assistants
Michelle Carnovale397-9915
Afeida Khan397-0282

Information and Business Development

Manager
Heather Callahan392-5277
Supervisor
Tracy Smith397-1381
Web Communications Coordinator
Terry Clark397-1830
Business Analysts
Gerald Canlas397-0314
Hinda Hassan.....397-1384
Abdi Osman.....397-5366
Ivy Shao.....397-7772
Research Analysts
Gillian Arendse.....338-2054
Minas Pinelis392-5130
Effie Rakovalis397-7765
Dorothy Silver 397-9133
Nooshin Vassef-Hayes397-7611

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
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Quality and Performance

Manager

Esther Noboa	397-1294
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Supervisors

Pam Hodgson	971-4984
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311 Project Management Office

Manager

Alexander Ilin	397-1416
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Project Managers Work Package Leaders

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

Senior Systems Integrator

Volodymyr Ienkalov	397-1588
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Business Analysts

Geasuddin Ahmed	397-1931
Hilary Kerr	397-4064
Maggie Mao	397-0807
Roshini Ramoutar.....	397-0755

System Development Specialists

Mladen Jokic	397-9013
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