



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.

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