

Here is a list of telephone numbers that can be accessed during a snowfall. This list allows Councillors to contact or transfer calls to the appropriate staff in North York District.

### **Public**

**311 Call Centre or 416-338 SNOW (7669)** for road conditions

During the course of a snowfall, the public can use this number to obtain snow ploughing updates, to let staff know if a street has not been ploughed or for any other concerns. This number is operational during snow ploughing operations only and is updated every 3 hours.

**311 Call Centre (24/7 – Arterial and Expressway)**

### **Customer Service E-Mail Address**

(Type in: Transportation - CS)

#### **North York District - Customer Service**

This e-mail address is located on the City of Toronto GroupWise Address Listing and will be monitored by Customer Service personnel, Monday to Friday 8:30 a.m. to 4:30 p.m. All complaints received via e-mail will be entered as a Service Request on the Toronto Maintenance Management System (TMMS) database for tracking purposes.

### **By-Law Enforcement**

#### **311 Call Centre**

(To register complaints relating to property owners pushing snow back onto streets or sidewalks. This number is operational between 8:30 a.m. – 4:30 p.m., Monday to Friday).

### **Seniors Snow Clearing Assistance**

#### **FOUR SEASONS CONNECTIONS (416) 447-5074**

(For seniors who require assistance to clear snow from their private driveways and walkways.) This number is operation between 9:00 am – 5:00 pm, Monday to Friday. Pre-registration is required during the summer directly with Four Seasons office.

### **Seniors Program**

Seniors' program for residents in the former City of York area or former Borough of East York where sidewalks are to be cleared by the residents, the seniors' program provides assistance to those residents and 65 years and older, or those with physical disabilities. To register, please call 416-392-7768.