

February 26th, 2007

Councillor Gloria Lindsay Luby, Chair
General Government Committee
Toronto City Hall
100 Queen Street West, Suite B31
Toronto ON M5H 2N2

Dear Councillor Lindsay Luby:

RE: MOTION REGARDING IBMS SYSTEM ACCESS

I am writing to request that the attached motion be added to the next agenda for the General Government Committee.

If you have any questions please do not hesitate to call. Thank you.

Sincerely,

Cesar Palacio
Toronto City Councillor
Ward 17 – Davenport

**NOTICE OF MOTION
GENERAL GOVERNMENT COMMITTEE**

City Council Read-Only Access to the IBMS System		
Moved by:	Councillor Cesar Palacio	

SUMMARY:

The Integrated Business Management System (IBMS) is an online tool used by City staff that tracks a multitude of applications, requests for service and other important matters throughout the City and allows staff to quickly determine the status of a complaint, investigation, or request for service. City Councillors and their office staff currently do not have access to this database, but should.

City Councillors' offices are the primary access point for hundreds of residents per day to ask questions and request assistance from the City of Toronto. As opposed to other levels of government, where residents will call the appropriate Ministry directly, when a resident of Toronto has a City problem the first person they call is often their City Councillor.

It is embarrassing for Councillors and frustrating for residents when Councillors' offices do not have, at their fingertips, basic information such as outstanding MLS Orders on a property, the status of a tree-pruning request, or whether a no-permit file has been started with the buildings division for a property. This consumes thousands of hours of time for Councillors' staff to call and email requesting this information and updates on the status of these files, and for staff from these departments to respond to Councillors' inquiries, which comes at the expense of front-line service to residents. An hour spent updating a Councillors' staff on the status of several investigations is an hour less on the road working.

Many City departments including Buildings, Planning, MLS, Parks, Forestry & Recreation, City Clerks, Fire Services and Economic Development, already have access to this database. Furthermore, a stated goal of IBMS is "to explore further opportunities to integrate IBMS as a support tool for interdepartmental processes" (Planning and Transportation Committee Report 5, Clause 4, 2004).

As trustees as the City, and as the ones both expected by residents and required by law to ensure that City operations are being carried out well and in a timely manner, it is critical that Councillors and their staff have access to this information, even if only in a "read-only" format.

RECOMMENDATIONS:

1. That staff report to the next meeting of the General Government Committee on the feasibility of allowing Councillors and their staff "read-only" access to the IBMS system.

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