

MEMORANDUM

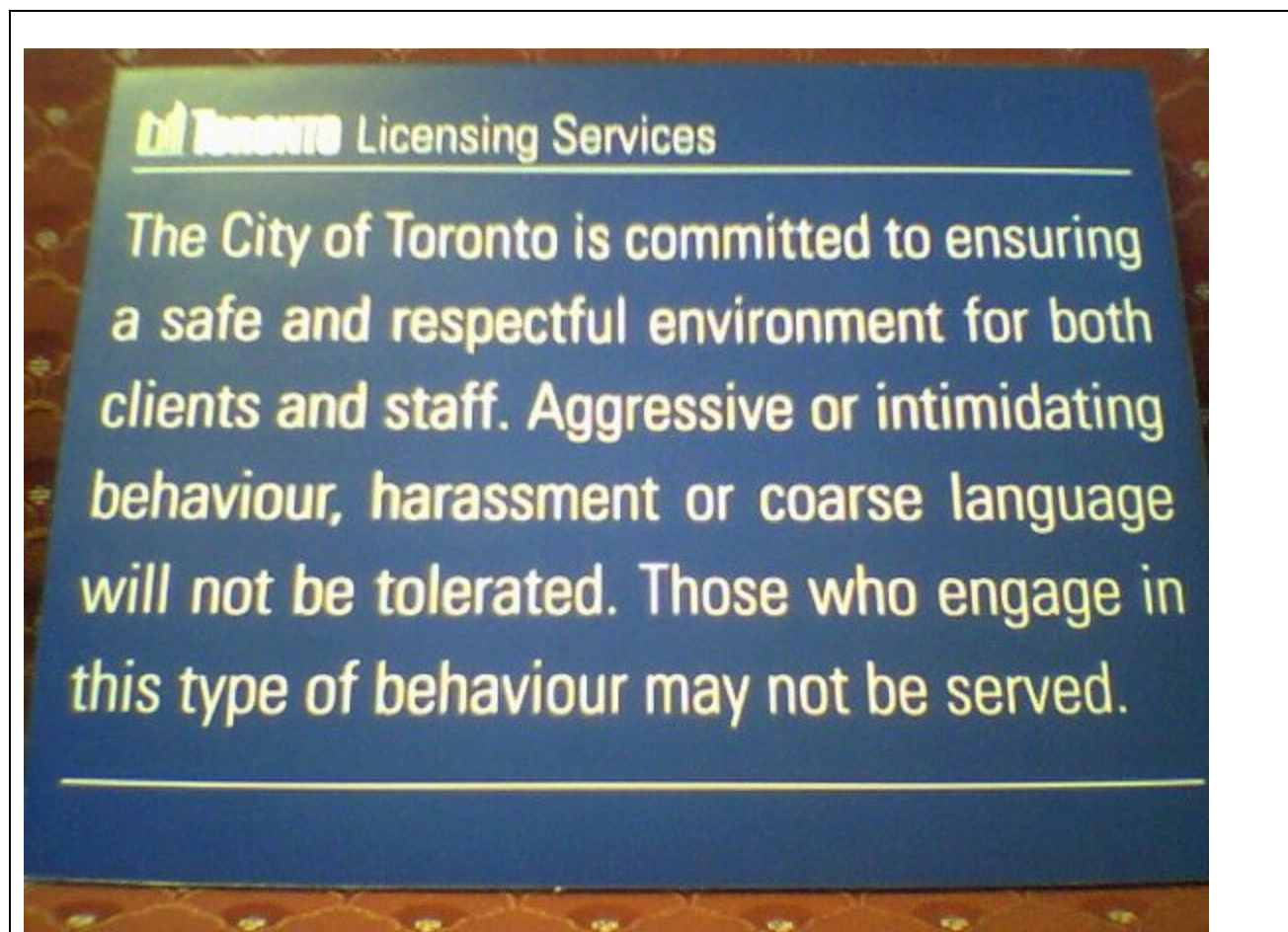
DATE: January 20, 2009

TO: Chair and Members of the Government & Management Committee

RE: MAKING CITY HALL CUSTOMER FRIENDLY

There are a number of situations where the citizens of Toronto have to interact with the City by renewing a license, paying a tax bill or a parking ticket.

Many of these interactions are unpleasant; eg. a sign in the licensing renewal office reads:



In one instance, people are faced with long lineups and bureaucratic requirements that have them walking away, shaking their head with a distinctly unpleasant opinion of their local government.

The best way to deal with this is to review each of these facilities from a customer perspective and recommend changes that will make Toronto customer friendly.

RECOMMENDATIONS:

1. That the City Manager be directed to establish an internal Working Group to review all facilities where citizens make payments to the City with a view to making them more customer friendly; and
2. That the working Group be steered jointly by the Chairs of the Government Management Committee and the Municipal Licensing & Standards Committee and report to Council through their respective Committees as appropriate.

HOWARD MOSCOE

Ward 15 Councillor

Eglinton-Lawrence

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