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**City Council**

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**Notice of Motion**

MM51.4	ACTION			Ward: All
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**Installation of Visual Customer Service Tools at Toronto City Hall - by  
Councillor Stintz, seconded by Councillor Jenkins**

*\* Notice of this Motion has been given.*

*\* This Motion is subject to referral to the Government Management Committee. A two thirds vote is required to waive referral.*

**Recommendations**

Councillor Stintz, seconded by Councillor Jenkins, recommends that:

1. City Council request the City Manager, in collaboration with 311 Customer Service, to monitor the customer service needs of people physically visiting Toronto City Hall and, if deemed necessary, work toward the creation and installation of information signage, a computer system or other customer service tools that are clear, understandable, user-friendly and help people better navigate City Hall.

**Summary**

City budget constraints for 2010 resulted in the removal of staff from the former Access Toronto desk just inside the front entrance of Toronto City Hall. Since the removal of these staff members, I have witnessed people trying to navigate the first-floor rotunda area without success. Many of these people end up at the Security Desk asking questions. Security staff is not set-up to take these types of inquiries, nor should they be as that is not their responsibility.

The introduction of user-friendly signage, a computer system or other customer service tools are required around the customer service desk in order to assist people in finding their destination(s) at City Hall.

(Submitted to City Council on July 6 and 7, 2010 as MM51.4)