

## City Council

### Notice of Motion

MM24.11	ACTION			Ward: All
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**Annual report to City Council by 311 - by Councillor Mike Colle,  
seconded by Councillor James Pasternak**

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

*\* This Motion is subject to referral to the General Government and Licensing Committee. A two-thirds vote is required to waive referral.*

### Recommendations

Councillor Mike Colle, seconded by Councillor James Pasternak, recommends that:

1. City Council direct the Director, 311 Toronto to submit an annual update report directly to City Council outlining important service issues and trends.
2. City Council direct the Director, 311 Toronto to send a quarterly Briefing Note to all City Councillors summarizing quarterly trends and findings from a 311 perspective.

### Summary

Since 311 interacts with over 300,000 Toronto residents every year and provides a wide range of vital City Services, it is important that there be an annual presentation by 311 officials to City Council in order to better inform Members of Council and the residents of Toronto about the vital service and operation of this key City link with the people of Toronto.

### Background Information (City Council)

Member Motion MM24.11