



Councillor Paul W. Ainslie
City of Toronto Councillor
Ward 24 Scarborough-Guildwood

Chair, General Government and Licensing Committee
Chair, Board of Management of the Toronto Zoo



Email: councillor_ainslie@toronto.ca

Website: www.paulainslie.com

Councillor Paul Ainslie Scarborough-Guildwood

Ward 24 Scarborough-Guildwood

@Ainslie_ward24

Date: October 4, 2021
To: General Government and Licencing Committee Members
Re: Municipal Licensing & Service 311 Updates

Recommendation:

The Chair, General Government and Licensing Committee recommends that:

1. The General Government and Licensing Committee request the Executive Director, Municipal Licensing and Standards to report to the November 30, 2021 General Government and Licensing Committee meeting on how to ensure that updates from 311 Toronto provided to the public, City Staff and Council Member Offices include the Service Request number and the original complaint.

Background:

311 Service Request (SR) numbers are provided upon the start of a complaint to track complaints. Municipal Licensing & Services (MLS) do not include SR numbers when providing updates on 311 files, excluding the original complaint and Service Request (SR) number.

When Municipal Licencing & Services are asked to produce the original SR number, their current practice is to create a new SR number to inquire about the original complaint and SR number. This practice is time-consuming, adds to the 311 call centre workload and delays files from being closed. The original SR number should always follow a complaint from its origin to closure, allowing each party to ensure a file can be closed.

Having the original SR number is needed. Councillor offices receive several complaints from residents where full addresses are not given, in these scenarios intersections are provided. When updating on the file, Municipal Licencing & Services assigns an exact address excluding the original SR number given by 311 to track the complaint, not connecting the update to the original complaint.

For connectivity and clarity, Municipal Licencing & Services should be made to include the Service Request (SR) number and original complaint when working and updating on a 311 file.

Sincerely,
Paul W. Ainslie
City of Toronto Councillor
Ward 24 Scarborough-Guildwood