

City Council

Notice of Motion

MM35.12	ACTION			Ward: All
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Increase in 311 Toronto Service Request Reports and Accountability Measures - by Councillor Kristyn Wong-Tam, seconded by Councillor Paul Ainslie

** Notice of this Motion has been given.*

** This Motion is subject to referral to the Executive Committee. A two-thirds vote is required to waive referral.*

Recommendations

Councillor Kristyn Wong-Tam, seconded by Councillor Paul Ainslie, recommends that:

1. City Council request the General Manager, 311 Toronto in collaboration with relevant municipal divisions, to report back through the 2022 budget process with a plan on how to better integrate City divisions into an automatic 311 Service request reporting process, and the necessary funding to facilitate this request.
2. City Council direct the General Manager, Municipal Licensing and Standards, the General Manager, Solid Waste Management Services, the General Manager, Toronto Water, the General Manager, Transportation Services and the General Manager, Parks, Forestry and Recreation to submit monthly update reports to the Executive Committee outlining important service request levels and trends.
3. City Council request the General Manager, 311 Toronto to report to the General Government and Licensing Committee in the fourth quarter of 2021 on the action taken on the recommendations.

Summary

311 Toronto provides a critical service to the residents of Toronto, therefore transparency about the implementation, accountability and reporting of 311 service requests is integral to the function of the City. Understanding what kinds of service requests are being made, and analyzing the data from 311 helps offices understand what kind of service improvements are necessary, and help inform budget and governance decisions.

While there is reasonably high satisfaction from initial contact with 311, more can be done to provide better and more responsive customer service. While it is possible to manually track the status of an individual service request, residents are in a position where they must continually

follow up. A more integrated system that would give residents automatic updates on the status of their service requests would go a long way in creating better customer service. This update should also include updated staff information.

In order to build on the existing 311 Toronto protocols, better integration, transparency and reporting from individual divisions in response to service requests is necessary for resident and customer satisfaction. A monthly report to the Executive Committee from each division would be instrumental in understanding how many service requests each division receives, and the average amount of time it takes to resolve service requests. This would provide valuable information for staffing levels and service satisfaction, and help identify Divisional performance as it relates to service delivery.

This Motion requests the General Manager, 311 to work with relevant municipal divisions and report back through the 2022 budget process with a plan on how to better integrate City divisions into an automatic reporting process, and the necessary funding to facilitate this request.

It also requests a new, regular monthly report from each major division to the Executive committee, outlining the number of service requests.

Background Information (City Council)

Member Motion MM35.12