

## City Council

### Notice of Motion

MM7.10	ACTION			Ward: All
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### **Making Sense of 311 Reporting - by Councillor Chris Moise, seconded by Deputy Mayor Jennifer McKelvie**

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

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

### **Recommendations**

Councillor Chris Moise, seconded by Deputy Mayor Jennifer McKelvie, recommends that:

1. City Council direct the Executive Director, Customer Experience Division, in collaboration with the General Manager, Parks, Forestry and Recreation, to expand support for 311 complaints to include the operations and maintenance of parks and facilities within them, and to report back on the progress this expansion, including financial implications, during the next Annual Report to City Council.

### **Summary**

311 Toronto is known to residents as the one-stop reporting location for issues across the City - including By-law and property violations, graffiti removal, tree maintenance, and many other common service requests.

However, residents can often come out of the process of filing a service request confused or frustrated. A resident has the ability to report graffiti on a park garbage bin, but is unable to report graffiti on the park's sign or any benches within. This is one of many service area gaps where information could be provided from residents to relevant City divisions through the convenience of 311.

This Motion seeks to ensure that residents have the convenience of reporting general park maintenance and operational issues through the 311 system. This will expand the usefulness of 311 and will provide residents additional reasons to interact with our services.

### **Background Information (City Council)**

Member Motion MM7.10