

Attachment F: Additional Data

Table 1: Noise Service Requests (Complaints) by Year and Ward (January 1, 2020 – November 30, 2023)

- Top 3 wards with the highest number of noise complaints in 2022 were: Spadina-Fort York, Toronto Centre, and University Rosedale

| Ward Name | 2020 | 2021 | 2022 | 2023 |
|-------------------------------|-------|-------|-------|-------|
| 01 - Etobicoke North | 338 | 527 | 478 | 430 |
| 02 - Etobicoke Centre | 318 | 428 | 497 | 423 |
| 03 - Etobicoke-Lakeshore | 663 | 741 | 904 | 819 |
| 04 - Parkdale-High Park | 557 | 788 | 954 | 906 |
| 05 - York South-Weston | 682 | 806 | 812 | 716 |
| 06 - York Centre | 361 | 459 | 556 | 451 |
| 07 - Humber River-Black Creek | 470 | 552 | 491 | 458 |
| 08 - Eglinton-Lawrence | 513 | 648 | 818 | 734 |
| 09 - Davenport | 795 | 971 | 1,103 | 1,093 |
| 10 - Spadina-Fort York | 1,581 | 2,112 | 2,556 | 1,913 |
| 11 - University-Rosedale | 1,163 | 1,523 | 1,630 | 1,540 |
| 12 - Toronto-St. Paul's | 593 | 808 | 872 | 948 |
| 13 - Toronto Centre | 875 | 1,233 | 1,697 | 1,472 |
| 14 - Toronto-Danforth | 670 | 1,026 | 925 | 881 |
| 15 - Don Valley West | 269 | 480 | 478 | 496 |
| 16 - Don Valley East | 289 | 380 | 487 | 343 |
| 17 - Don Valley North | 223 | 326 | 384 | 372 |
| 18 - Willowdale | 411 | 444 | 619 | 501 |
| 19 - Beaches-East York | 542 | 682 | 750 | 703 |

| Ward Name | 2020 | 2021 | 2022 | 2023 |
|-----------------------------|---------------|---------------|---------------|---------------|
| 20 - Scarborough Southwest | 507 | 595 | 632 | 667 |
| 21 - Scarborough Centre | 340 | 416 | 457 | 417 |
| 22 - Scarborough-Agincourt | 170 | 291 | 236 | 290 |
| 23 - Scarborough North | 160 | 252 | 227 | 207 |
| 24 - Scarborough-Guildwood | 329 | 393 | 465 | 410 |
| 25 - Scarborough-Rouge Park | 376 | 425 | 397 | 474 |
| Unknown - No Ward | 6 | 17 | 42 | 47 |
| Total | 13,201 | 17,323 | 19,467 | 17,711 |

Table 2: Service Request (Complaint) Response Time by Priority and Year

Notes:

- The target/priority response times are 24 hours for priority level 1, 5 days for priority level 2, and 7 days for priority level 3.
- The total number of service requests (SRs) responded to does not equal the total number of all service requests, as some service requests may be sent to other enforcement partners /City divisions for response or other operational reasons (e.g., complainant indicates that they only want to document the incident but not have it investigated).

| Priority | 2020 | | | 2021 | | | 2022 | | | 2023 | | |
|--------------|---------------------|--------------------------|---------------------------|---------------------|--------------------------|---------------------------|---------------------|--------------------------|---------------------------|---------------------|--------------------------|---------------------------|
| | Total SRs Responded | Avg Response Time (Days) | % Responded Within Target | Total SRs Responded | Avg Response Time (Days) | % Responded Within Target | Total SRs Responded | Avg Response Time (Days) | % Responded Within Target | Total SRs Responded | Avg Response Time (Days) | % Responded Within Target |
| 1 - High | 23 | 2.04 | 0.00% | 43 | 3.67 | 51.16% | 83 | 4.43 | 13.25% | 1 | 3 | 0.00% |
| 2 - Normal | 5,234 | 14.61 | 35.27% | 10,765 | 6.58 | 69.87% | 15,077 | 6.09 | 59.63% | 14,662 | 2.3 | 93.28% |
| 3 - Low | 1,952 | 8.39 | 68.49% | 2,283 | 5.8 | 87.17% | 2,001 | 7.64 | 59.87% | 1,683 | 2.44 | 95.07% |
| Total | 7,209 | 12.89 | 44.15% | 13,091 | 6.43 | 72.82% | 17,161 | 6.27 | 59.43% | 16,346 | 2.32 | 93.45% |

Table 3: Total Service Requests (Complaints) and Investigations by Noise Category (2022)

| Noise Category | Total Service Requests | Total Investigations | Proportion of Investigations to Service Requests |
|-----------------------------------|-------------------------------|-----------------------------|---|
| Amplified Sound | 9,890 | 6,933 | 70.1% |
| Construction Noise | 4,855 | 3,714 | 76.4% |
| Loading and Unloading Noise | 457 | 291 | 63.7% |
| Motor Vehicle Noise | 677 | 488 | 72.1% |
| Power Device Noise | 326 | 288 | 88.3% |
| Stationary Source Noise | 1,125 | 870 | 77.3% |
| Unreasonable and Persistent Noise | 2,137 | 1,220 | 57.1% |
| Total | 19,467 | 13,804 | 70.9% |

Table 4: Total Noise Charges and Total Fines Issued (2020 – December 21, 2023)

| Charges | 2020 | 2021 | 2022 | 2023 |
|----------------|-------------|-------------|-------------|-------------|
| Part 1 | 27 | 26 | 88 | 213 |
| Part 3/4 | 12 | 28 | 206 | 154 |
| Total | 39 | 54 | 294 | 367 |

| Fines Issued (Outstanding and Paid) | 2020 | 2021 | 2022 | 2023 |
|--|-----------------|-----------------|------------------|------------------|
| Total | \$13,950 | \$53,920 | \$144,750 | \$141,600 |

Table 5: Noise Exemption Permits Issued (2020 to November 30, 2023)

| | 2020 | 2021 | 2022 | 2023 (to Nov 2023) |
|---------------------|------|------|------|--------------------|
| Amplified Sound | 123 | 196 | 662 | 903 |
| Construction | 50 | 49 | 70 | 142 |
| Continuous Concrete | 79 | 78 | 130 | 168 |
| Other | 4 | 7 | 6 | 3 |
| Total | 256 | 330 | 868 | 1216 |

Table 6: Noise Complaints by Hour (January 1, 2020 – November 30, 2023)

- The most common hour interval when MLS received:
 - Amplified sound complaints was 11:00-11:59 pm, representing approximately 15% of all amplified sound complaints;
 - Construction complaints was 8:00-8:59 am, representing approximately 8.4% of all construction noise complaints;
 - Loading and unloading noise complaints was 6:00-6:59 am, representing approximately 10.8% of all loading and unloading noise complaints;
 - Motor vehicle noise complaints was 9:00-9:59 pm, representing approximately 6.3% of all motor vehicle noise complaints;
 - Power device noise complaints was 8:00-8:59 am, representing approximately 9.9% of power device noise complaints;
 - Stationary source noise complaints was 10:00-10:59 am, representing approximately 6.4% of power device noise complaints and;
 - Unreasonable and persistent noise complaints was 11:00-11:59 pm, representing approximately 7.7% of power device noise complaints.
- **Note:** This data represents the time when MLS received and opened the service request. This data does not represent the time when the complainant described the event/activity causing the noise disturbance to be occurring.

| Hour | Noise Complaint Type | | | | | | | Total |
|----------------------|----------------------|--------------------|-----------------------------|---------------------|--------------------|-------------------------|-----------------------------------|-------|
| | Amplified Sound | Construction Noise | Loading and Unloading Noise | Motor Vehicle Noise | Power Device Noise | Stationary Source Noise | Unreasonable and Persistent Noise | |
| 12:00 am to 12:59 am | 3,895 | 452 | 38 | 80 | 42 | 147 | 445 | 5,099 |
| 1:00 am to 1:59 am | 2,792 | 360 | 36 | 61 | 27 | 113 | 281 | 3,670 |
| 2:00 am to 2:59 am | 1,665 | 210 | 41 | 43 | 25 | 71 | 238 | 2,293 |
| 3:00 am to 3:59 am | 1,117 | 153 | 38 | 51 | 17 | 61 | 151 | 1,588 |
| 4:00 am to 4:59 am | 643 | 162 | 46 | 29 | 13 | 44 | 147 | 1,084 |
| 5:00 am to 5:59 am | 377 | 304 | 87 | 39 | 18 | 160 | 123 | 1,108 |
| 6:00 am to 6:59 am | 267 | 843 | 162 | 49 | 48 | 131 | 151 | 1,651 |
| 7:00 am to 7:59 am | 225 | 1,001 | 122 | 51 | 92 | 88 | 159 | 1,738 |
| 8:00 am to 8:59 am | 422 | 1,211 | 137 | 99 | 129 | 180 | 280 | 2,458 |
| 9:00 am to 9:59 am | 594 | 949 | 112 | 118 | 87 | 266 | 400 | 2,526 |
| 10:00 am to 10:59 am | 689 | 932 | 103 | 108 | 52 | 279 | 428 | 2,591 |
| 11:00 am to 11:59 am | 803 | 791 | 87 | 126 | 51 | 304 | 425 | 2,587 |
| 12:00 pm to 12:59 pm | 840 | 608 | 75 | 120 | 50 | 271 | 410 | 2,374 |
| 1:00 pm to 1:59 pm | 891 | 538 | 56 | 118 | 59 | 235 | 442 | 2,339 |

| Hour | Noise Complaint Type | | | | | | | Total |
|----------------------|----------------------|--------------------|-----------------------------|---------------------|--------------------|-------------------------|-----------------------------------|---------------|
| | Amplified Sound | Construction Noise | Loading and Unloading Noise | Motor Vehicle Noise | Power Device Noise | Stationary Source Noise | Unreasonable and Persistent Noise | |
| 2:00 pm to 2:59 pm | 923 | 453 | 54 | 122 | 49 | 237 | 400 | 2,238 |
| 3:00 pm to 3:59 pm | 1,088 | 392 | 61 | 96 | 55 | 242 | 382 | 2,316 |
| 4:00 pm to 4:59 pm | 1,184 | 334 | 41 | 92 | 43 | 215 | 410 | 2,319 |
| 5:00 pm to 5:59 pm | 1,214 | 289 | 35 | 88 | 42 | 211 | 371 | 2,250 |
| 6:00 pm to 6:59 pm | 1,394 | 273 | 29 | 110 | 28 | 170 | 333 | 2,337 |
| 7:00 pm to 7:59 pm | 1,650 | 1,048 | 23 | 98 | 101 | 202 | 350 | 3,472 |
| 8:00 pm to 8:59 pm | 1,947 | 789 | 19 | 92 | 93 | 200 | 372 | 3,512 |
| 9:00 pm to 9:59 pm | 2,400 | 694 | 28 | 138 | 64 | 173 | 408 | 3,905 |
| 10:00 pm to 10:59 pm | 2,965 | 901 | 15 | 118 | 70 | 179 | 489 | 4,737 |
| 11:00 pm to 11:59 pm | 5,312 | 757 | 49 | 135 | 51 | 164 | 634 | 7,102 |
| Total | 35,297 | 14,444 | 1,494 | 2,181 | 1,306 | 4,343 | 8,229 | 67,294 |