



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

Chair, Scarborough Community Council
Chair, Board of Management of the Toronto Zoo
Chair, Toronto and Region Conservation Authority
Chair, Federation of Ontario Public Libraries
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 Councillor Paul Ainslie Scarborough-Guildwood

 Ward 24 Scarborough-Guildwood

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Date: August 13, 2024
To: Service Excellence Committee Members
Re: Transportation Services 311 Service Request Integration

Recommendation,

1. The Executive Committee request the General Manager, Transportation Services, and the Interim Executive Director, Customer Experience, to report on the overall practice of utilizing 311 Service Request numbers for transportation issues and their integration with Toronto Maintenance Management System numbers to make the process more efficient for residents, and report to the November 25, 2024, meeting of the Service Excellence Committee.

Background

I am writing to express regarding the lack of full integration between 311 and Transportation Services. This issue is creating additional work and inefficiency for both residents and Council Constituency offices.

Currently, when a constituent reports a transportation issue to 311, they are assigned a service request number. However, when our office follows up with Transportation Services using this number, they request a different number from their internal system, Toronto Maintenance Management System (TMMS). This discrepancy creates unnecessary delays and confusion for both residents and our staff.

The process we experience is as follows:

1. Constituents report transportation issues to 311 and are given a service request number.
2. Our office follows up with Transportation Services using the 311-service request number, only to be asked for the TMMS number.
3. Our staff must then contact 311 to obtain the TMMS number and forward it to Transportation Services.

This convoluted process is not only inefficient but also contradicts the City's mandate to integrate services and provide a seamless experience for residents.

I request that the committee investigate this issue and seek a report from Transportation Services outlining the reasons for the ongoing lack of integration with 311 and a detailed timeline for full integration.

Thank you for your attention to this matter.

Sincerely,

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

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