

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

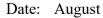
Chair, Scarborough Community Council Chair, Board of Management of the Toronto Zoo Chair, Toronto and Region Conservation Authority Chair, Federation of Ontario Public Libraries Night Economy Champion, City of Toronto

Email: councillor ainslie@toronto.ca Website: www.paulainslie.com

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To:

August 14, 2024

Service Excellence Committee Members

Service Delivery Between Municipal Licensing and Standards and 311 Re:

## Recommendation,

1. The Executive Committee request the Executive Director, Municipal Licensing and Standards, and the Interim Executive Director, Customer Experience, to report on the service delivery discrepancies between Municipal Licensing and Standards and 311, and report to the November 25, 2024, meeting of the Service Excellence Committee.

## Background

I am formally requesting a comprehensive review of the Municipal Standards and Licensing and 311 customer service delivery processes to address delays, complex procedures, and unclear communication.

To address these concerns, I propose that the committee request a detailed report outlining the current process, identifying bottlenecks, and proposing recommendations for improvement. This report should include:

- Discrepancies between Estimated Time of Arrival (ETA) provided by 311 and Municipal Licensing and Standards (MLS).
- Lack of communication regarding case assignments and investigation outcomes from MLS.
- Challenges in contacting MLS to obtain case updates.
- Instances of cases being closed without notifying the complainant.

These issues demonstrate the need for a thorough review to identify and address root causes. By conducting this review, the committee can enhance service delivery, reduce costs, and improve the overall constituent experience.

Thank you for your attention to this important matter. I look forward to working with the committee to find solutions.

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