



**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  
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 Councillor Paul Ainslie Scarborough-Guildwood

 Ward 24 Scarborough-Guildwood

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Date: August 14, 2024  
To: Service Excellence Committee Members  
Re: Service Delivery Between Municipal Licensing and Standards and 311

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

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