

Briefing Note on Referral of Item 2024.SE5.2

Date: November 22, 2024

To: Service Excellence Committee

From: Executive Director, Municipal Licensing and Standards

Wards: All

SUMMARY

On September 6, 2024, the Service Excellence Committee (SEC) directed Municipal Licensing and Standards (MLS) to prepare a briefing note for members of Council reviewing MLS and 311 customer service delivery processes ([2024.SE5.2](#)).

In response to this request, MLS has prepared a briefing note for dissemination to Members to Council that summarizes the issues noted in [2024.SE5.2](#), provides background on each issue, actions taken to-date, and several next steps to continue to enhance customer service delivery processes.

The briefing note is attached to this report and is being communicated to the Service Excellence Committee for information.

RECOMMENDATIONS

The Executive Director, Municipal Licensing and Standards recommends that:

1. The Service Excellence Committee receive this report for information.

FINANCIAL IMPACT

There is no financial impact resulting from this report.

DECISION HISTORY

On September 6, 2024, the Service Excellence Committee considered [Item 2024.SE5.2 - Service Delivery Between Municipal Licensing and Standards](#), a letter from Councillor Paul Ainslie on suggestions to improve customer service delivery processes to address delays, complex procedures, and unclear communication, and referred the Item to the Executive Director, Municipal Licensing and Standards with a request that a briefing note be prepared for Members of Council for the November 25, 2024 meeting of the Service Excellence Committee on the Item.

COMMENTS

Municipal Licensing and Standards (MLS) responds to a wide range of service requests (SRs) to resolve bylaw issues, improve community safety, and reduce public nuisances. Using a priority response model, MLS prioritizes more urgent SRs with health and safety concerns. This model sets service standards within which complainants should expect a first communication.

[2024.SE5.2](#) directed Municipal Licensing and Standards (MLS) to prepare a briefing note for members of Council reviewing MLS and 311 customer service delivery processes, including:

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

The briefing note is appended to this report as Attachment 1.

MLS and the Customer Experience Division (CXD), including the 311 team, have a shared commitment to continuous improvement, and regularly meet to identify enhancements to customer service delivery processes, including improving communication and processes around case updates, investigation outcomes, and notifying a complainant on cases being closed.

CONTACT

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SIGNATURE

Carleton Grant
Executive Director, Municipal Licensing and Standards

ATTACHMENTS

Attachment 1: Briefing Note - Referral of Item 2024.SE5.2