

NoMoreNoise ***Toronto!***

SE2.2 - Complaints and Compliments - Process Enhancements

March 19, 2024

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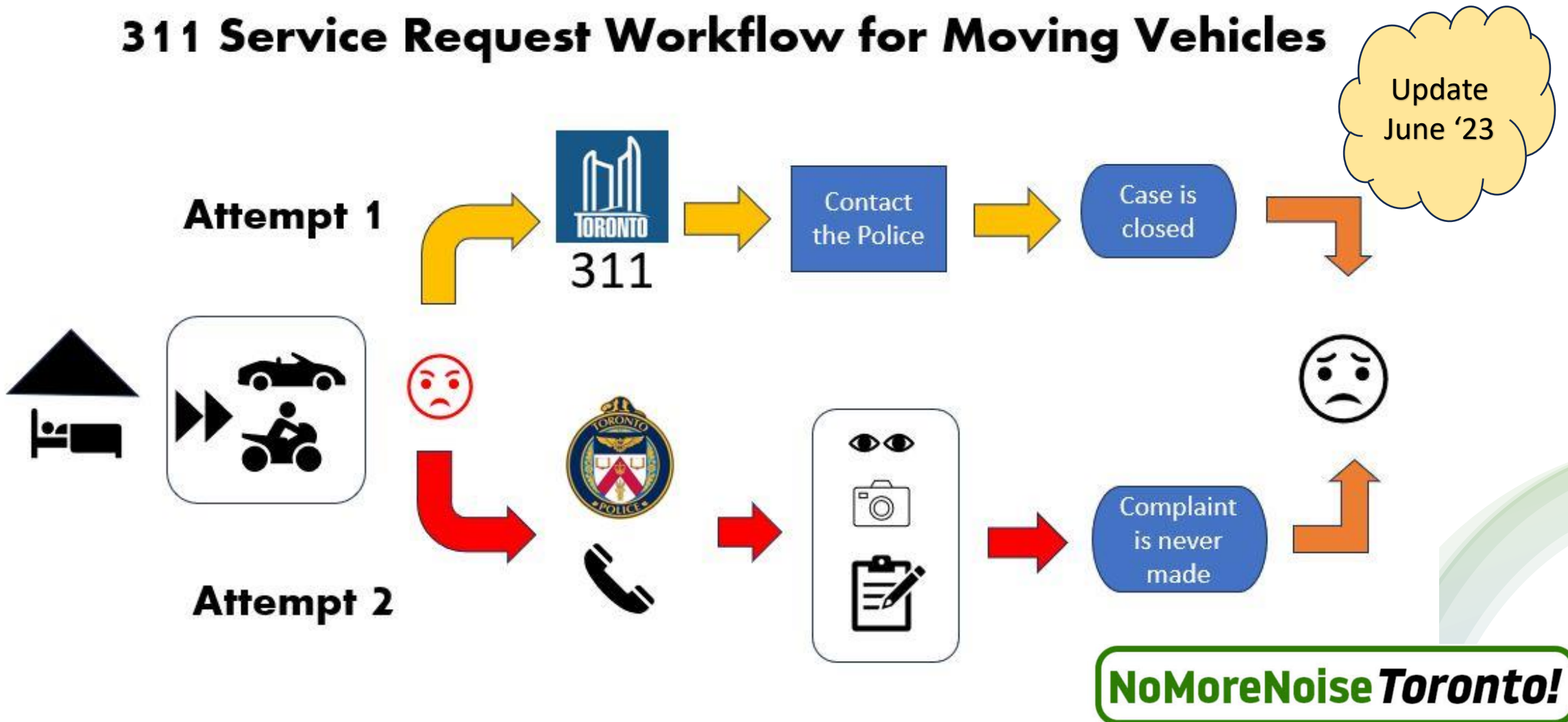
- Ingrid Buday, Founder
- Have a background in process design, data & IT
- Founded this group over 1.5 years ago after I learned that I am not the only one who is experiencing significant health issues due to noise and is frustrated by the reporting process.
- I've created a data centered approach around understanding the noise we live with by
 - measuring sound from people's homes with meters for over 2 years
 - Collecting crowdsourced "Not 311" Noise Reports to fill the gaps that exist in the current process



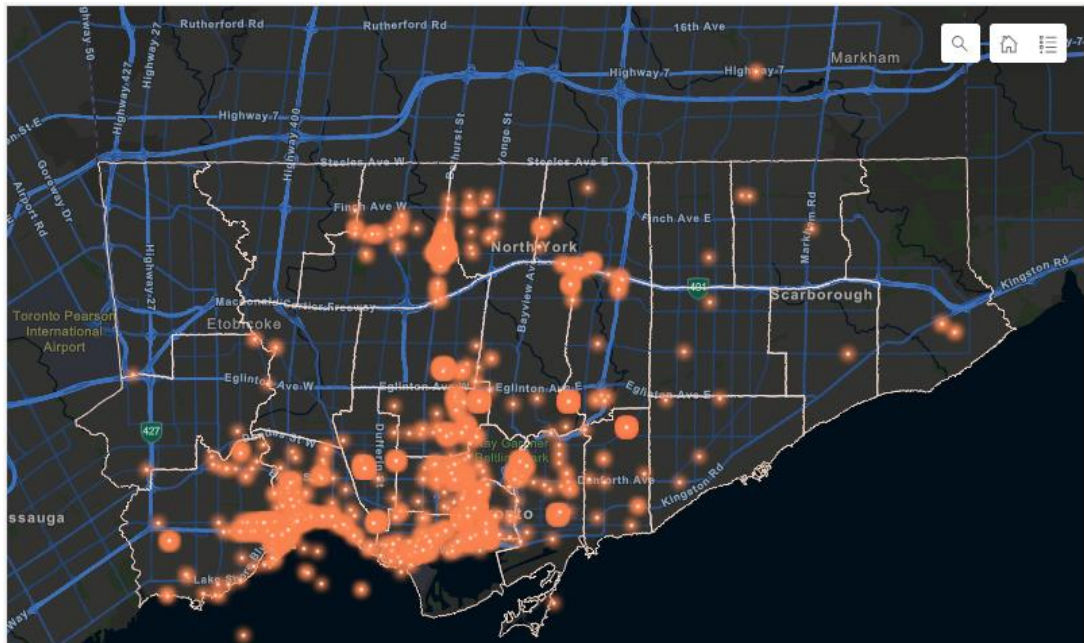
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An example: A vehicle wakes us up at 3 am:

311 Service Request Workflow for Moving Vehicles



“Not 311” Noise Report



Noise Source by Percentage

A breakdown of the sources of noise found in our reports.



Single Motor Vehicle	63.04%
Single Motorcycle	16.31%
Multiple Motor Vehicles	6.25%
Multiple Motorcycles	5.58%
Other	4.83%
Power Devices	3.99%

Total Reports

including 2022 & 2023

10,491

as of March 18, 2024

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Reporting Noise Needs to be Fixed

- Most people don't know that the City can't do anything regarding moving vehicles.
- There is no effective data transfer between the City & TPS for enforcement
- The reporting process is ineffective for most noise sources, so we have stopped reporting
- This has increased our frustration and stress, making matters worse.
- I would say most if not all of the NMNT members do not have confidence in the city.



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Compliments and Complaints

- Great opportunity for both the City and the residents of Toronto
- I hope the No More Noise Toronto members will be vocal in telling you what works and what doesn't work.
- We have a Lunch and Learn on Tuesday April 2 to kick start this conversation.


Noise Reporting: Challenges and Solutions

Share your feedback with the City on how Noise Reports can be handled better!

➤ April 2, 2024
➤ Online event: 12 pm to 1 pm



Ingrid Buday,
Founder, No More Noise Toronto



Gary Yorke, Executive Director of
Customer Experience Division (311)

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The Future

I'm excited because:

- I have implemented software
- Familiar with workflows
- I want to have a hand in creating a best in class end to end framework for communicating noise problems.
- Action defeats apathy

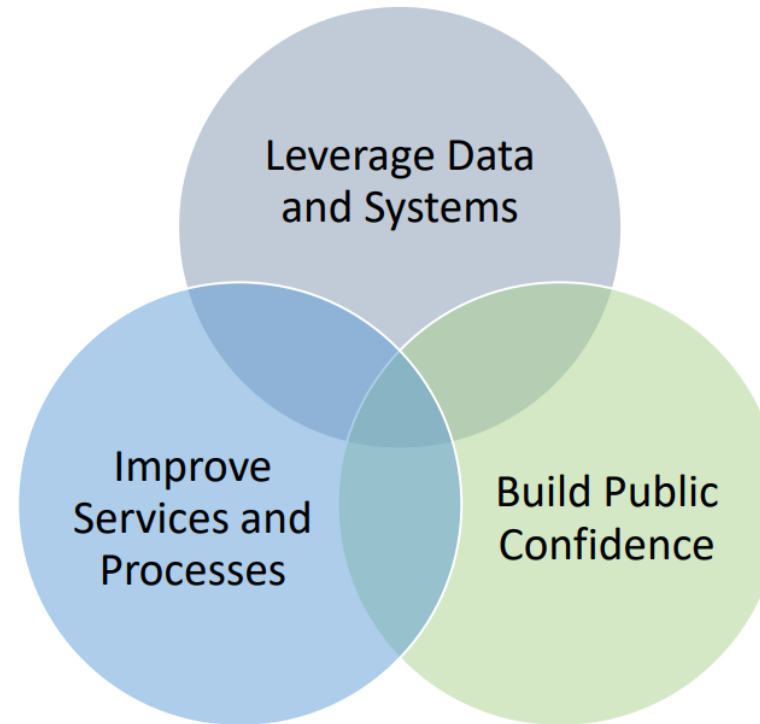
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Service Excellence Committee

Mandate

The Service Excellence Committee is a Special Committee whose primary focus is better leveraging 311 data to understand how we can improve City services and be more responsive to the needs of all Torontonians.

Responsibilities



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Final Thoughts

The improvements you can make downstream are limited if you don't fix the source.

- Make a Noise Report easy to complete
- Allow for pictures, video and anonymous reporting.
- Accept all noise reports and use filters
- Share that information with other divisions and the public.

We want to trust and have confidence in our city to protect and improve our health.

A Noise Report is not a Service Request, it is a cry for help.

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Create a Better Toronto by Reducing Noise

www.nomorenoisetoronto.com

