



NO MORE NOISE
Toronto

Service Excellence Committee

SE3.2 - 311 Toronto - Framework for Reporting and Dashboards

May 31, 2024

No More Noise Toronto



- Ingrid Buday, founder of No More Noise Toronto
- I started this group to advocate for more acceptable, healthy soundscapes
- Over 1,300 members
- Take a data centered approach by collecting crowdsourced information and also taking sound level measurements from people's homes
- We are collaborating with the City to find solutions to reduce urban noise.



311 is the Front Door to the City



- Where most people will have most of their interactions with the City
- The data collector and data keeper of all who visit
- You are the first step in protecting our health when it comes to noise.



Physical Health Outcomes

From TPH Healthy Aging Summary

Of Noise:

- Obesity
- Coronary Artery Disease
- Hypertension
- Arrhythmia
- Diabetes
- Heart Failure
- COPD

Percentage of People Living with Chronic Conditions by Age Groups

Chronic Conditions	Ages 65-74 years	Ages 75+ years
Hypertension ²⁶	57%	83%
Diabetes ²⁷	30%	38%
Chronic Obstructive Pulmonary Disease ²⁸	15%	23%

Leading Causes of Hospitalization Among Toronto Adults 65 Years and Older in 2022³⁰

Adults 65 to 74 years		Adults 75 years and older	
Cause of Hospitalization	Percentage	Cause of Hospitalization	Percentage
Circulatory	18%	Circulatory	19%
Digestive	11%	Injury and Poisonings	10%

Leading Causes of Death Among Toronto Adults Aged 65 Years and Older in 2021²

Adults 65 to 74 years		Adults 75 years and older	
Cause of Death	Percentage	Cause of Death	Percentage
Ischemic heart disease	13%	Dementia and Alzheimer's Disease	16%
COVID-19	11%	Ischemic heart disease	12%

From [How Loud is Too Loud](#): Sørensen and colleagues (2011a) reported that in people over 64.5 years of age, exposure to every 10 dBA (Lden) increase in residential road traffic noise was associated with a 27 percent higher risk for stroke.

Mental Health Outcomes

- Mental Health
 - Annoyance
 - Depression
 - [Sleep Disturbance](#)
 - [Alzheimer's Disease](#)
 - [Dementia](#)
 - [Loneliness](#)

Light and noise pollution 'are neglected health hazards', say peers

Neighborhood Noise May Increase Dementia Risk

Just 10 decibels more daytime neighborhood noise is associated with 36 percent higher odds of mild cognitive impairment and 30 percent higher odds of having Alzheimer's disease.

WHO declares loneliness a 'global public health concern'

The World Health Organization has launched an international commission on loneliness, which can be as bad for people's health as smoking 15 cigarettes a day



Why people are unsatisfied

What have been your challenges reporting noise?



A GREAT Opportunity

- I understand how powerful this software is.
- I configured Workday and the vacation module.
 - Example Business process:

Worker type -> employee type -> yrs of service -> pay grade -> position -
> vacation entitlement -> less taken -> balance

- An example noise business process:

Noise type -> time reported-> time occurred-> allowed/not allowed->
Assign priority -> report to MLS

- Wizards can guide people through the reporting process



Let's Talk Data: What is measured is managed



Framework for data

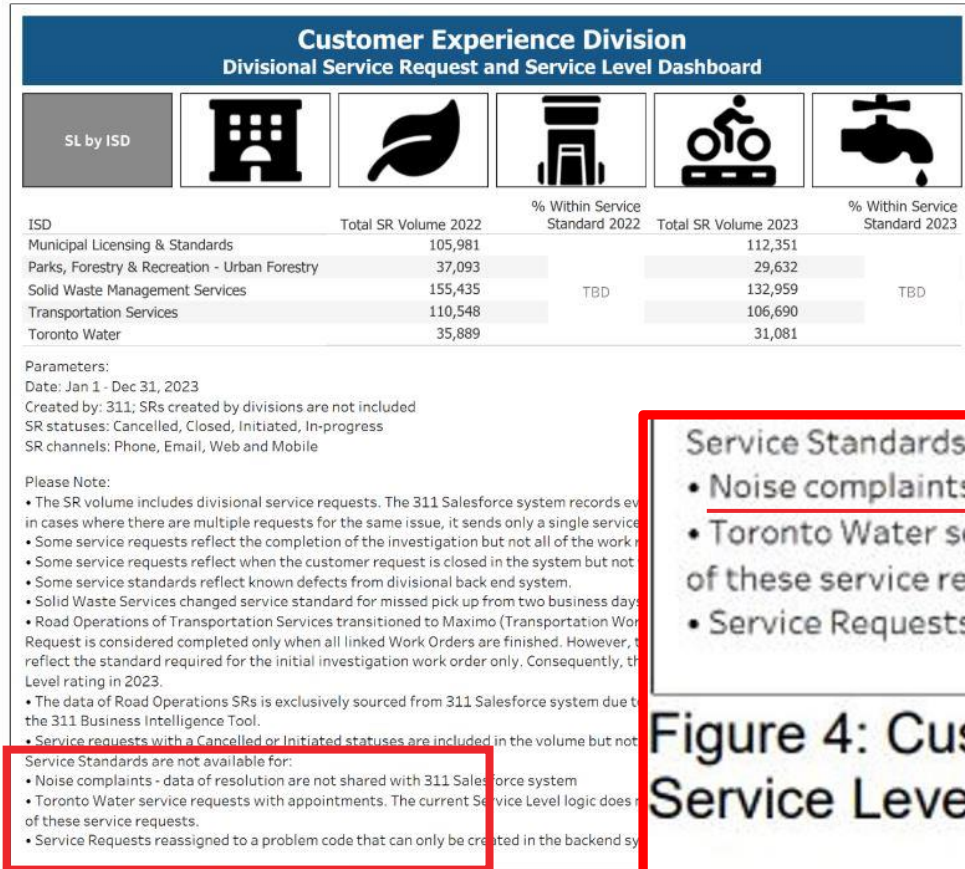
A framework for future reports to highlight emerging trends, seasonal, cyclical, and geographic patterns, or trajectories.

CXD proactively generates insights to assist in identifying emerging SR and general inquiry trends, seasonal, cyclical, and geographic patterns, or trajectories

You must collect
ALL of the data!



Communicate Service Level Standards



- How will the noise reporter know the outcome if not part of Salesforce?
- Are there SLA's for noise?

Service Standards are not available for:

- Noise complaints - data of resolution are not shared with 311 Salesforce system
- Toronto Water service requests with appointments. The current Service Level logic does not account for these service requests.
- Service Requests reassigned to a problem code that can only be created in the backend system.

Figure 4: Customer Experience Division – Sample Divisional Service Request and Service Level Dashboard (All Divisions)



Recommendations

- Separate the noise workflow from the others
 - Moving vehicles
- Collect all noise reports at all times
- Create good business processes
- Work with members of the public to find solutions – user testing
- Share the data through the Open Data Portal
- Reduce the number of noise reports

Bylaw Violations and Property Issues		
Business Related Complaints	Construction Activities	Encroachment on Road Allowance
Garbage Set Out Time/Location	Grass and Leaves	Idling - Not Exempt
Illegal Dumping	Illegal Parking	Noise Complaints
Parks	Property Issues	Signs & Posters
Water Discharge / Mud Tracking on Street Allowance		



Managing Noise Supports

- Public Health
 - Health impacts are well understood and documented
- TransformTO:
 - Safer and more pleasant streets for active and public transit
- CafeTO
 - Makes our streets more pleasant places to linger and support local businesses
- Night Economy
 - Ensures that residents have a good sleep, night workers can sleep during the day
- Statement of Commitment to Accessibility
 - Noise creates an additional barrier for those with disabilities
- Streetscape Improvement Program
 - create safe and attractive retail areas
- Others



Let's Create a Better Toronto by Reducing Noise



www.nomorenoisetoronto.com

