



NO MORE NOISE
Toronto

SE4.3 - Toronto At Your Service - Service Request Expansion and Contact Centre Consolidation

July 19, 2024

Ingrid Buday

Noise Bylaws

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Noise

In a city as large and vibrant as Toronto, certain levels of noise are reasonable and reflect life in a densely populated city. The [Noise Bylaw](#)  balances the city's vibrancy with the needs of residents and visitors, and provides time restrictions and sound level limits for various types of noise.



CERTIFIED TRUE COPY
John D. Elvidge, City Clerk

Digitally signed document
Use PDF reader to verify

2024-07-18



Concern:

“Data from noise complaints related to moving motor vehicle noise is crucial for the planning of enforcement initiatives with Toronto Police Services.

Please [contact 311 to submit all noise complaints](#) so that the complaint data can be used to **inform enforcement.**”

<https://www.toronto.ca/city-government/public-notices-bylaws/bylaw-enforcement/noise/>



Let's solve this:

311 Service Request Workflow for Moving Vehicles



Informing Enforcement



How and how often does the data get transferred?



Why is this important?

- Moving motor vehicle noise is out of control all over the city.
- Most disturbing noise source by double over the next one (amplified sound)
- Over 92% of residents are above the WHO guideline for noise levels at night, based on 2016 numbers
- Noise is 10% of ML&S workload and most complex & challenging
- Animal Services has been onboarded – what stage is Noise Reporting?
What is the roadmap?



ML&S

- ML&S – 18% of calls are for opening a complaint (SE4.4 Compliments & Complaints)
 - What % of these are noise?
- Solved through logical and outcome-oriented process mapping and implementation

The following table is a list of remaining divisions, that have received the highest number of 311 calls inquiring about opening a complaint since November 2021.

Division	# Calls	% Calls
Municipal Licensing & Standards (excluding Toronto Animal Services)	1621	18%
Transportation Services (excluding Road Operations)	1527	17%
Parks, Forestry & Recreation	1417	16%
Revenue Services	1337	15%
Toronto Shelter & Support Services	1086	12%



Recommendations

- Examine the noise reporting process in detail.
 - Intake process
 - Allow for anonymous reporting
 - Allow for autofill
 - Less screens!
 - Receive all noise reports at all times
- Rebuild the 311 -> MLS ->TPS data transfer or move it to TPS entirely.
- Ensure that noise report tracking numbers keep the resident informed.
- Communicate the processes to the public.



Let's Create a Better Toronto by Reducing Noise



www.nomorenoisetoronto.com

