



**NO MORE NOISE**  
**Toronto**

## **SE5.2 - Service Delivery Between Municipal Licensing and Standards and 311**

September 7, 2024

# No More Noise Toronto

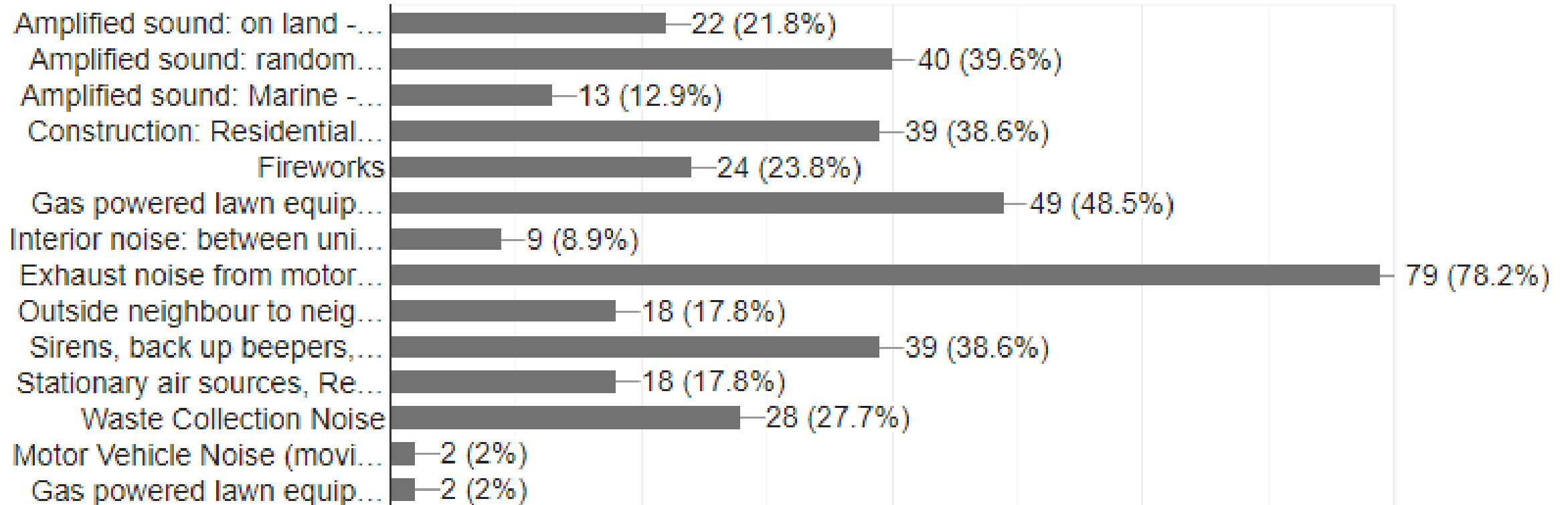
---

- Data and process oriented grassroots organization
- Collaborative approach to reducing the noises that wake us up, keep us up and disturb us day and night.
- With over 1,300 subscribers to Noise News and support of FoNTRA and FoSTRA, we represent 100,000's of residents.
- Right place & right time



# What noise sources disturb us

101 responses



# What I've heard

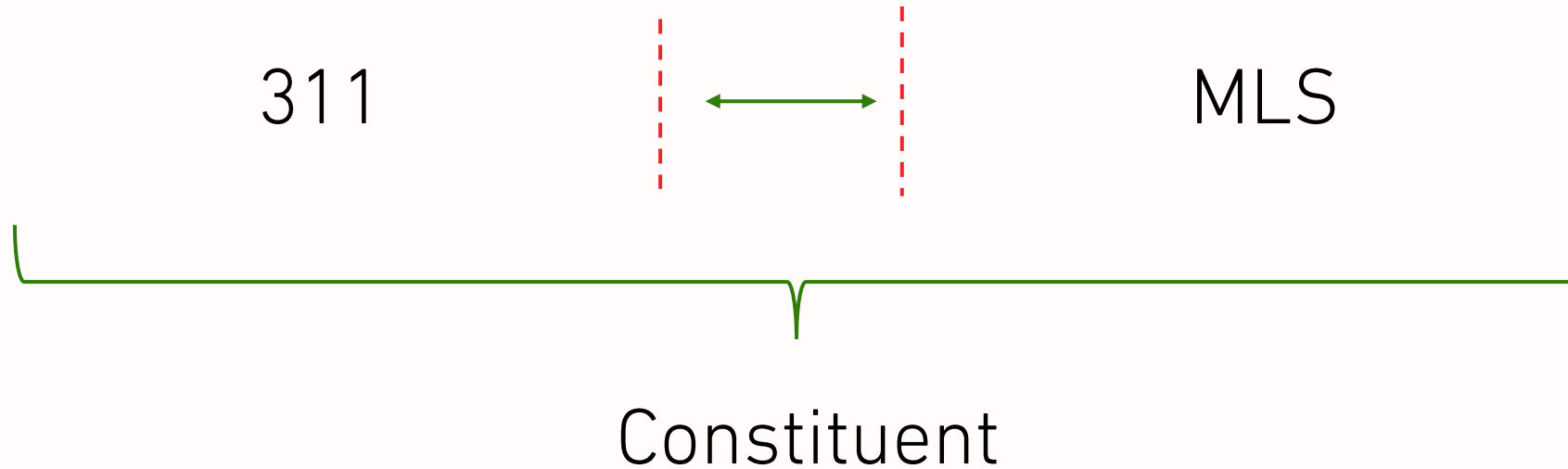
---

- We've had dialogues with ML&S, TPS, CXD and TPH heard us loud and clear this Spring.
- City Processes
  - Old software
  - Silos
- CXD
  - Implementation of Salesforce
- MLS:
  - Noise most complex and complicated bylaws to enforce - 10% of workload
  - Don't have manpower to properly address some noise issues – moving vehicles
- TPS:
  - Doesn't have the resources to reduce moving vehicle noise.
  - Recommends automated enforcement



# Reporting Noise

---



Report – Updates – Timely Resolution  
Understand the Process



# Constituent Experience

## Reporting Process

- Took too long
- Discouraged from reporting by staff
- Not treated with respect
- Made to feel like it is “my fault”
- Didn’t have all info
- Didn’t think anything would change
- Wanted to be anonymous
- Didn’t know what the process was

### 311 Service Request Workflow for Moving Vehicles



# Constituent Experience

---

## Enforcing Noise Bylaws

- Not in time
- Took too long to schedule
- Unclear process for measurement
- Invasive – evening visits in a home
- Uncomfortable,
- Nothing changed
- Bylaw not enforced



# Recommendations

---

- Create separate workflow for noise
- Improve processes,
  - Make reporting easy
  - Anonymous – with disclaimer
  - Standard tracking number
  - Automate – text parsing, comms
- Reduce the number of reports
  - Area sound level monitoring
  - Automated noise enforcement
  - Manage noise to protect health

## 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](#)





# Unnecessary Noise is a

---

Health Issue

Climate Issue

Equity Issue



# Let's Create a Better Toronto by Reducing Noise

---



[www.nomorenoisetoronto.com](http://www.nomorenoisetoronto.com)

