



NO MORE NOISE
Toronto

Service Excellence Committee

SE6.1 - 311 Toronto - Framework for Reporting and Dashboards

November 25, 2024

No More Noise Toronto

- We are a grassroots organization that focuses on noises that wake us up, keep us up and disturb us day and night.
- We take a data and process-oriented approach to our activism and advocacy.
- We collaborate with city divisions and Councillors to reduce noise pollution
- We have almost 1,600 subscribers to Noise News and support of FoSTRA and FoNTRA.



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.



311 Business Intelligence

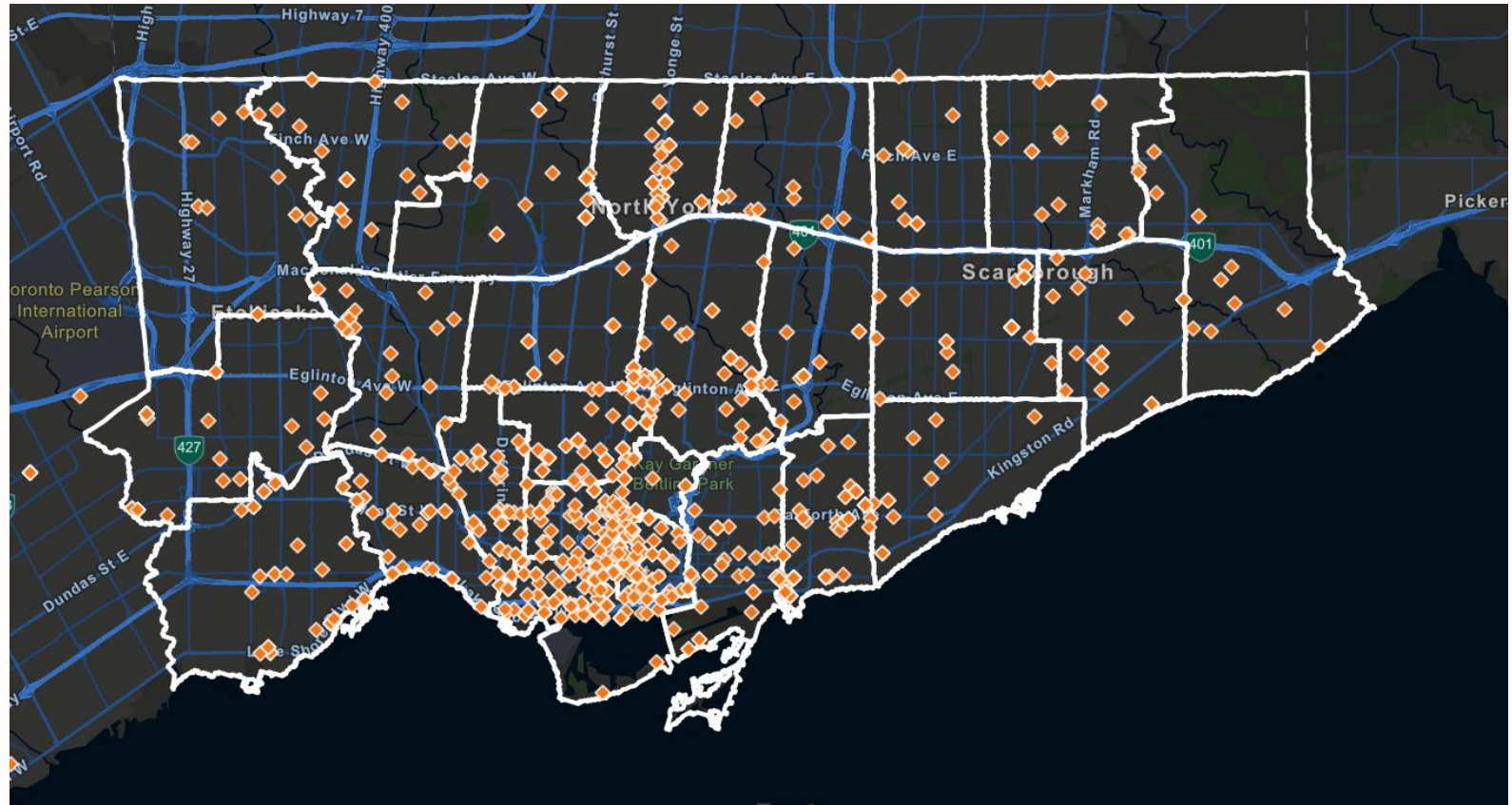
- Data consolidation, analysis, and reporting
- Integrated with key systems
- Captures data for MLS – Includes Noise + Animal Services?



Thank you, Councillor Ainslie

Noise Exemption Permits as of August 2024

- Make maps, tables are not helpful.
- Visualize noise complaints with a map by type.
- Create a dynamic dashboard to dig into the details.



Fix the intake

- Need to fix the noise reporting process
- The UI is terrible – like it was designed to need help to use it!
- You won't have accurate data as long as this is the process

311 Service Request Workflow for Moving Vehicles



Amplified Sound
coming soon!



Why people are unsatisfied

What have been your challenges reporting noise?

Need to
Build
Trust

a social worker warned me
311 won't take report your life unbearable
needed data i didn't have no followup
the landlord can make neighbours ok with noise discrimination
lack of knowledge don't knowing how economy trumps all
unsupportive unsure of exact location frustrating inconsistent difficult to dial 311
confusion info required time difficult lack of accountability content
attitude delays empty words none no immediate action poor service tardy response
complexity overwhelmed cumbersome no support no response no way to complaint
safety edc initiatives uncertain who cares doubt
lack of regulation unresponsive useless
accountability nothing is done to stop n process doesn't work
ignorance discouraged from staff
finger pointing councillor on committee
nothing is done we are collateral damage
don't have required info there is no response
law enforcers dont enforc



Recommendations

- Separate the noise workflow from the others
 - Amplified Sound
 - Moving vehicles
 - Priority Action Response
- Collect all noise reports at all times
- Noise is the most complex for MLS to enforce.
- Work with members of the public to find solutions – user testing
- 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 barriers 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

