



# PAUL AINSLIE

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CHAIR, GENERAL GOVERNMENT COMMITTEE  
CHAIR, SCARBOROUGH COMMUNITY COUNCIL  
CHAIR, FEDERATION OF ONTARIO PUBLIC LIBRARIES  
CHAIR, TORONTO AND REGION CONSERVATION AUTHORITY  
NIGHT ECONOMY CHAMPION, CITY OF TORONTO

Date: January 28, 2025

To: General Government Committee Members

Title: 311 Enhancements

#### Recommendations

1. General Government Committee Request the Executive Director Customer Experience Division (CXD) to report back to the May 12, 2025, General Government Committee to update on concerns regarding the current functionality and usability of the City of Toronto's 311 service detailed here.

This letter outlines concerns regarding the current functionality and usability of the City of Toronto's 311 service, which significantly impact the efficiency and effectiveness of the 311 service. I am requesting the Customer Service Division (CXD) to investigate these concerns, report back on its findings, and work to implement the necessary improvements to enhance the 311-user experience and improve service delivery to Toronto residents.

1. **Parks and Recreation Integration:**
  - o Despite ongoing efforts, the full integration of Parks and Recreation services within the 311 system has not yet been achieved.
  - o This continues to hinder efficient service delivery and resolution of resident concerns related to park amenities.
2. **Reporting Utility Box Issues:**
  - o The 311 system currently lacks the functionality to report issues with utility boxes belonging to providers like Toronto Hydro, Rogers, and Bell.
  - o This forces residents, including myself, to rely on their Constituency Offices to address these issues, often resulting in the Constituency Office simply contacting 311.
3. **Graffiti Reporting Issues:**
  - o The 311 app presents several usability challenges related to graffiti reporting:
    - The "emergency" prompt for all graffiti reports is inappropriate and lacks nuance.
    - The "hateful" prompt for graffiti on Astral litter bins lacks options for "Maybe" or "Uncertain," potentially hindering accurate reporting.
    - Reporting graffiti on street litter bins results in an error message ("Not Found") within the app search engine.
  - o While I acknowledge that the issue with reporting graffiti on street litter bins has been addressed, I request confirmation that this issue has been fully resolved.
4. **Missing Graffiti Reporting Options:**
  - o The 311 app currently lacks options for reporting graffiti on utility poles. This omission hinders the ability of residents to report this type of vandalism.
5. **Fax Number Prompt:**
  - o The 311 system continues to prompt users to provide their fax number during contact information entry. This outdated request should be removed.
6. **SRO "Contact 311" Prompt:**
  - o When searching for Service Request Orders (SROs) for "graffiti removal in progress," the system often directs users to "Contact 311." This creates unnecessary confusion and delays in accessing information.

Sincerely,

Paul W. Ainslie  
City of Toronto, Councillor  
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