



**May 12, 2025**

**RE: GG21.20 - Response to Request for Targeted 311 Enhancements**

Dear General Government Committee,

Many Toronto residents are frustrated by the complex and cumbersome process of logging noise reports with 311. The enhancements in this report do not address noise pollution which is a public health issue.

Noise pollution robs Toronto residents of sleep and the ability to rest and relax in their homes. The health impacts are significant from lost productivity to increases of depression and anxiety, diabetes and all the way to strokes and heart attacks.

Residents of Toronto deserve better. Noise reporting should:

- Have a choice between reporting anonymously or not
- Be its own workflow and be routed with priority to ML&S
- Have larger file size capacity for pictures and video
- Have a larger radius for the pin on the map to indicate the noise source
- Have two pins, one for the noise source the other for location where the noise was heard
- If the resident agrees, set up a profile to streamline the reporting process.
- Be shorter and take less time to complete.

Toronto Public Health and other city divisions look to 311 reporting for data, this is not a comprehensive data set. People simply stop reporting because:

- Don't want to leave their address for privacy reasons (with understanding that there can't be updates)
- Get frustrated with the current process and may only report once or twice and stop
- Their noise is not able to be reported properly, for example moving motor vehicles noise or it is too far away.

As long as the 311-noise reporting process is broken the city will not be able to make accurate assessments of the noise pollution problem in Toronto. You will never be able to have a good assessment of this issue with a broken intake system.

As our city becomes more dense this problem will only get worse. A reliable, efficient noise reporting process is the first step to controlling noise pollution. You need to get ahead of this issue, now.

Thank you,

Ingrid Buday

Founder, No More Noise Toronto