

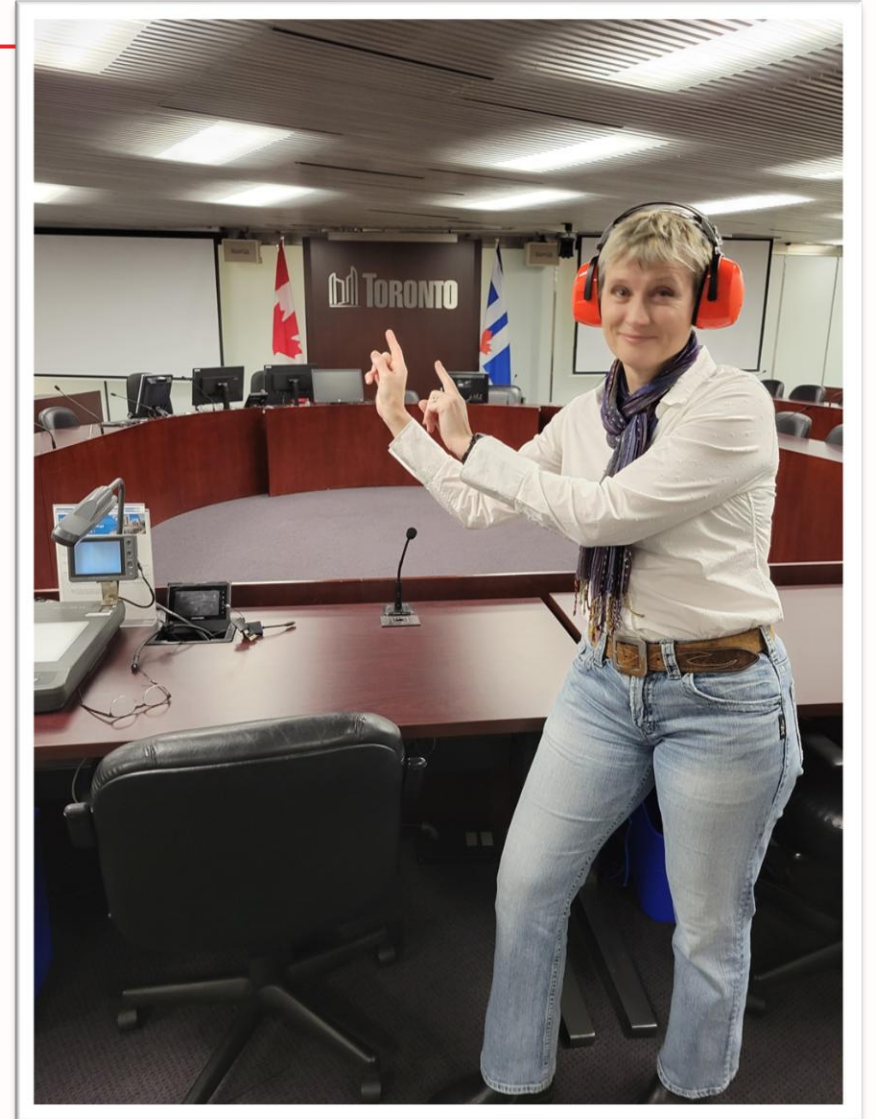


SE10.1, Enhancing Transparency and Accountability of City Service Data: Update on Performance Reporting, Access, and Implementation.

November 20, 2025

No More Noise

- Federal Not-for-Profit
- 1,000s of supporters
- Strong Board + Leadership Team
- Looking for funding to purchase technology to demonstrate proofs of concept.
- I have listened and read 100s of emails about the city's processes regarding noise reporting and enforcement.
- Good relationship with city - EWGNE



Transparency

QA+A-

[Services & Payments](#)[Community & People](#)[Business & Economy](#)

[City of Toronto](#) / [311 Toronto](#) / [About 311](#) / 311 Service Standard Dashboard

311 Service Standard Dashboard

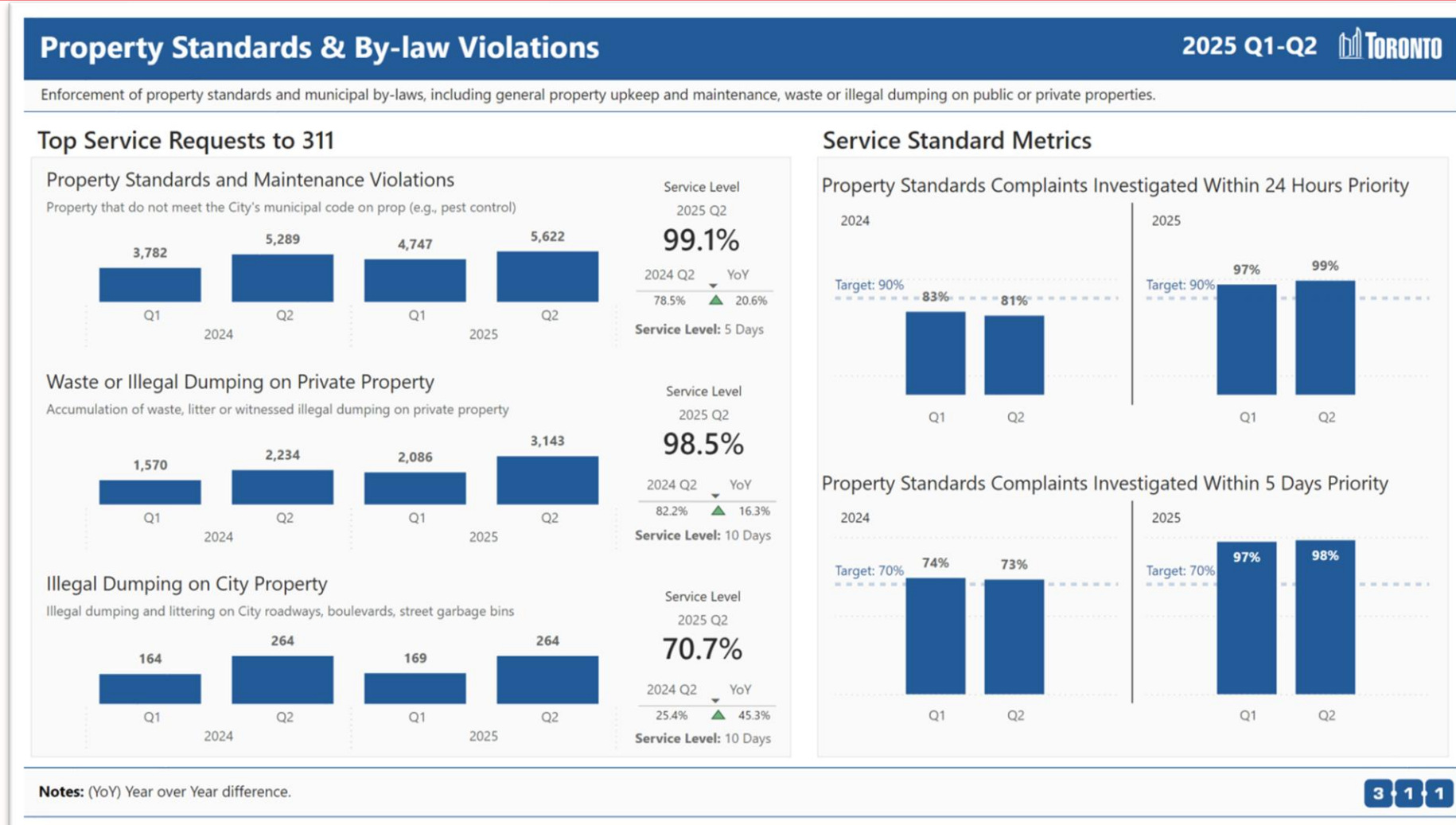
This service standard dashboard provides data on service request volumes and performance across key services submitted through 311 Toronto. Topics covered include the most common service requests related to:

- Property standards
- Noise and amplified sound
- Graffiti
- Dead wildlife pickup
- Garbage collection and bin overflow
- Potholes
- Trees and pruning

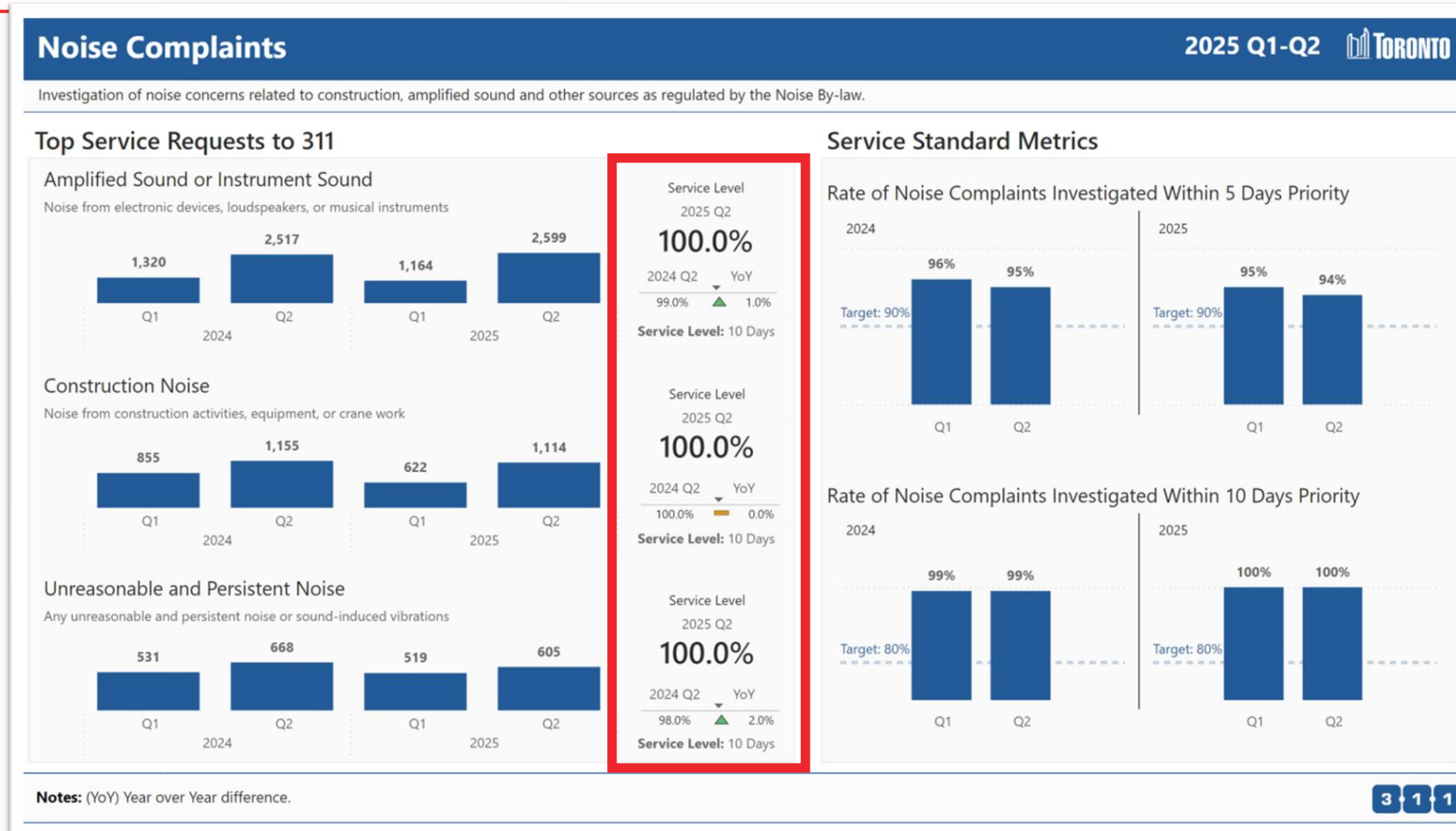
[View service standard data for Q1-Q2 2025](#) 



Service Level Dashboard



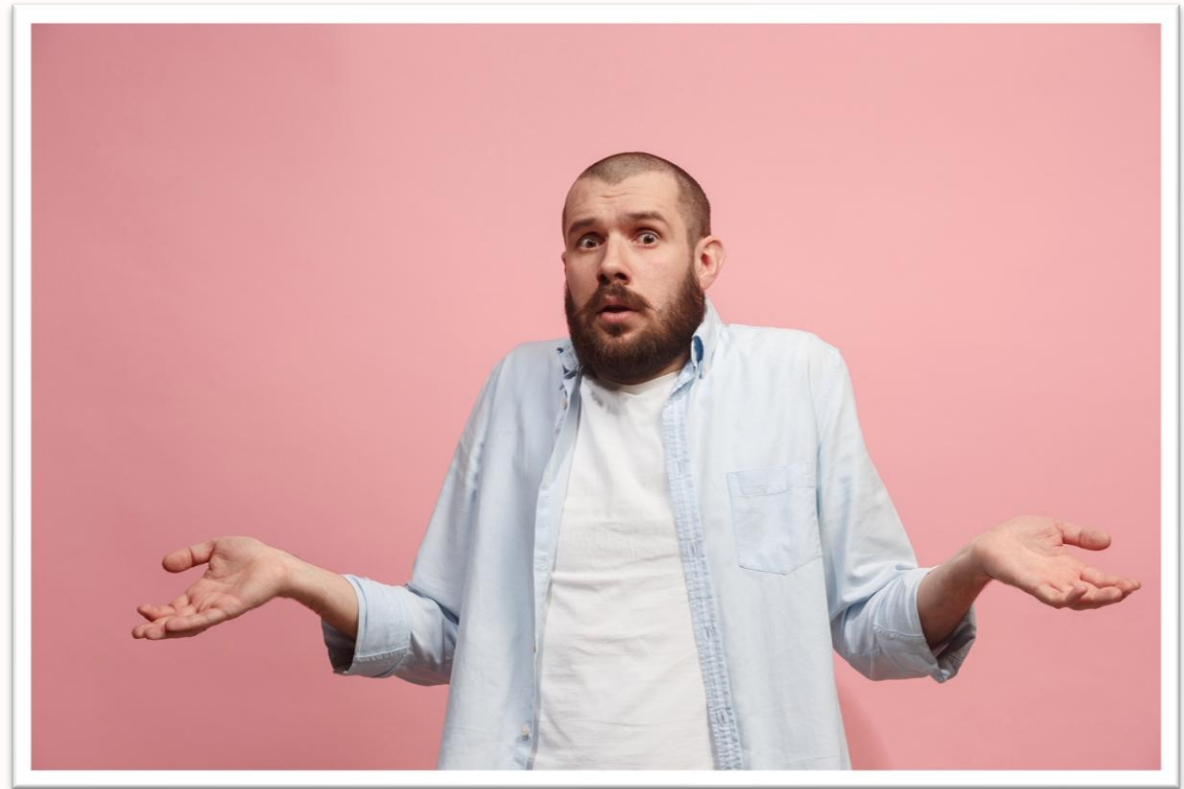
Service Level Agreements - Noise



How?

Do you have a lower score for non moving objects than you do for noise reports?

They are not more complicated.
They are not more complex.



Accountability:

Words are chosen carefully

Service Standards

Removal

- Is an **action** leading to resolution

Investigation

- Is a **process of inquiry** not necessarily resolution

#	Service Category	Description	Relevant City Division(s)
1	311 Responsiveness (Call Wait Times)	The average time the public must wait to speak with a 311 Customer Service Representative for non-emergency City services and information.	Customer Experience Division (311)
2	Dead Animal Collection	Removal of dead wildlife and domestic animals on public or private property.	Municipal Licensing & Standards
3	Waste Removal	Removal of waste, including the cleanup of illegal dumping on city road allowance, servicing of overflowing street litter bins, and responding to missed residential waste collection.	Solid Waste Management Services Transportation Services
4	Graffiti Removal	Removal of graffiti vandalism from City or private property to maintain a clean & beautiful city and comply with the Graffiti By-law.	Transportation Services Municipal Licensing & Standards
5	Noise Complaints	Investigation of noise concerns related to construction, amplified sound and other sources as regulated by the Noise By-law.	Municipal Licensing & Standards

What is being measured?

- Does this meet the criteria?

Case assigned?

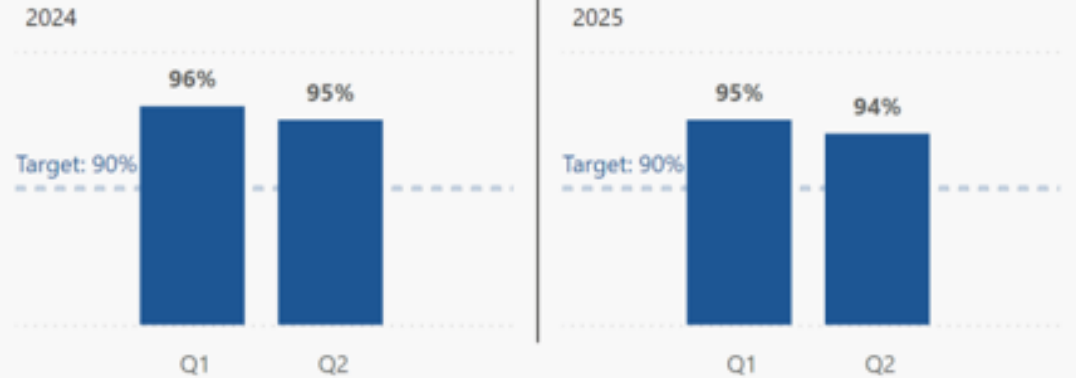


This is not
good enough.

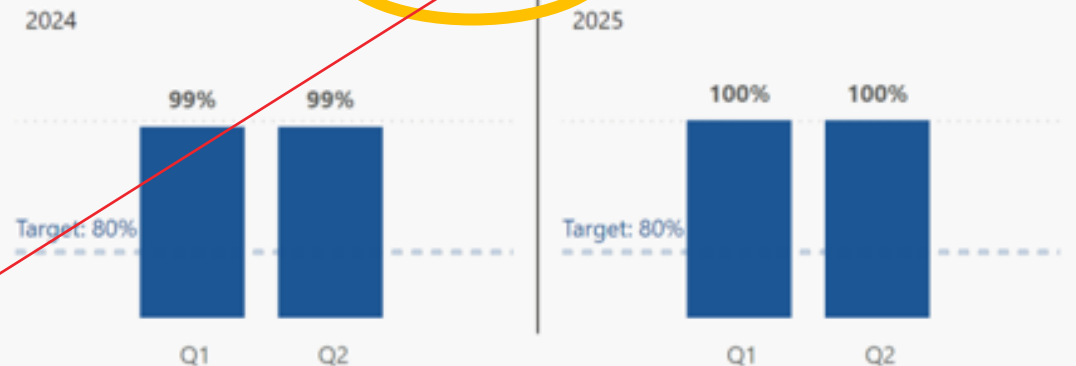
Past tense?

Service Standard Metrics

Rate of Noise Complaints Investigated Within 5 Days Priority



Rate of Noise Complaints Investigated Within 10 Days Priority



Noise Service Level Standards

March 2024

Q: Are there SLS's for noise?

A: No, it's too complicated, too many variables

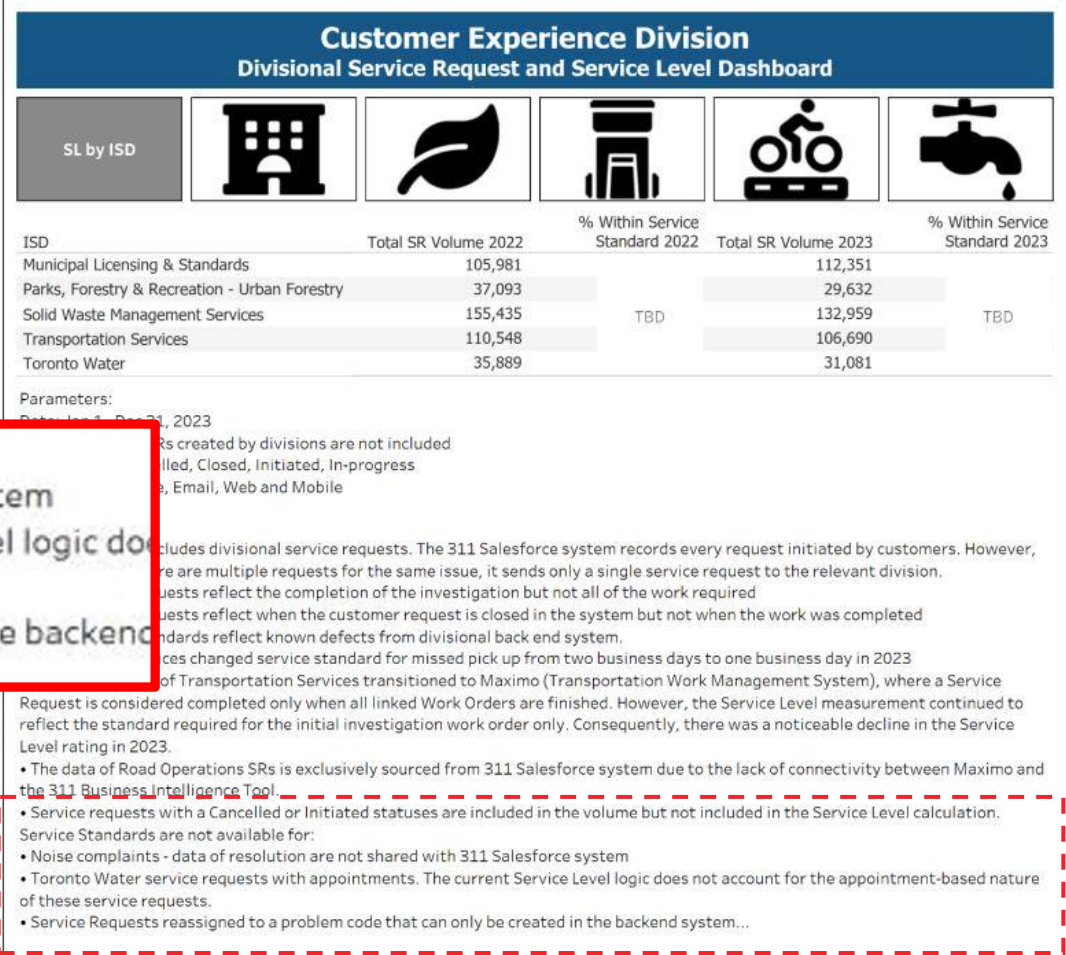


Figure 4: Customer Experience Division – Sample Divisional Service Request and Service Level Dashboard (All Divisions)

This is not good enough.

Health Impacts of Noise

Physical Manifestations of ***NOISE STRESS***

-  Delayed cognitive development in children
-  Psychological triggers for individuals with PTSD
-  Lower threshold for noise resulting in sleep disturbance
-  Increased heartrate
-  Changes in immune system



-  Anxiety
-  Annoyance, mood shifts
-  Elevation of cortisol production
-  Hypertension
-  Myocardial infarction
-  Vasoconstriction
-  Elevated blood pressure
-  Elevated adrenaline levels

Conclusion

- Make solving noise issues as important as removing dead animals and graffiti.
- Work with us to modernize, so that you can complete investigations and have resolution in 10 days.
- Accountability for RESOLVING noise issue must be improved.
- You need to measure the right thing.
- If you don't protect residents from noise pollution who does?

Let's Create Better Cities by Reducing Noise



www.nomorenoisetoronto.com