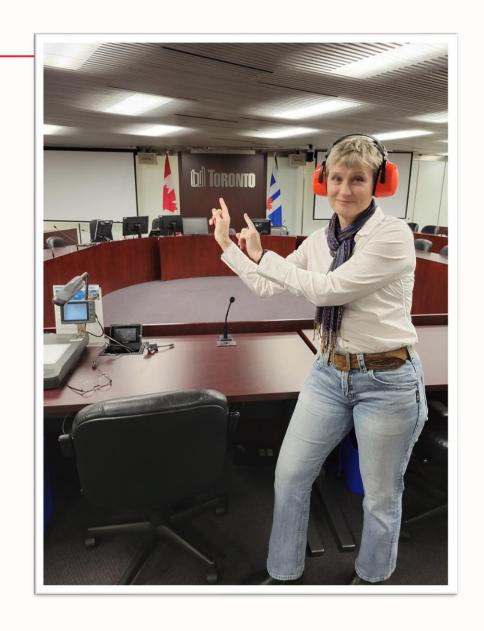


SE10.1, Enhancing Transparency and Accountability of City Service Data: Update on Performance Reporting, Access, and Implementation.

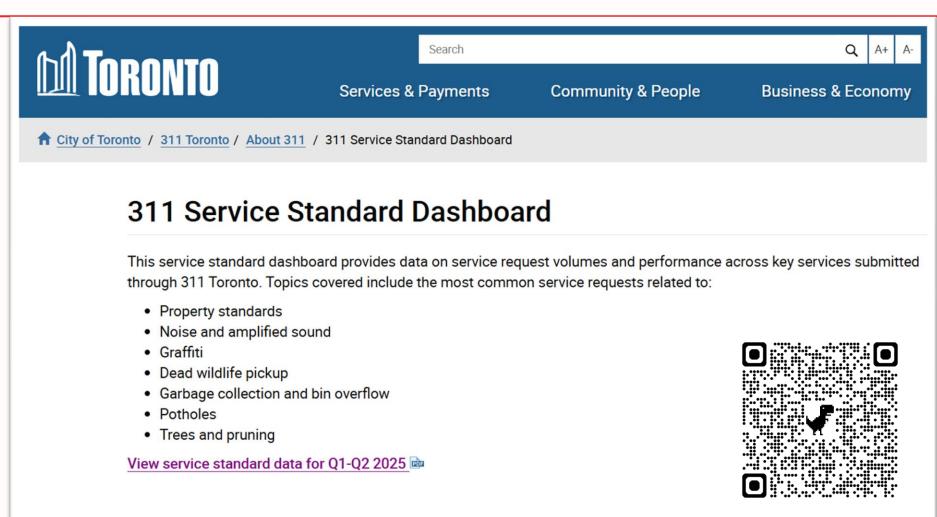
November 20, 2025

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

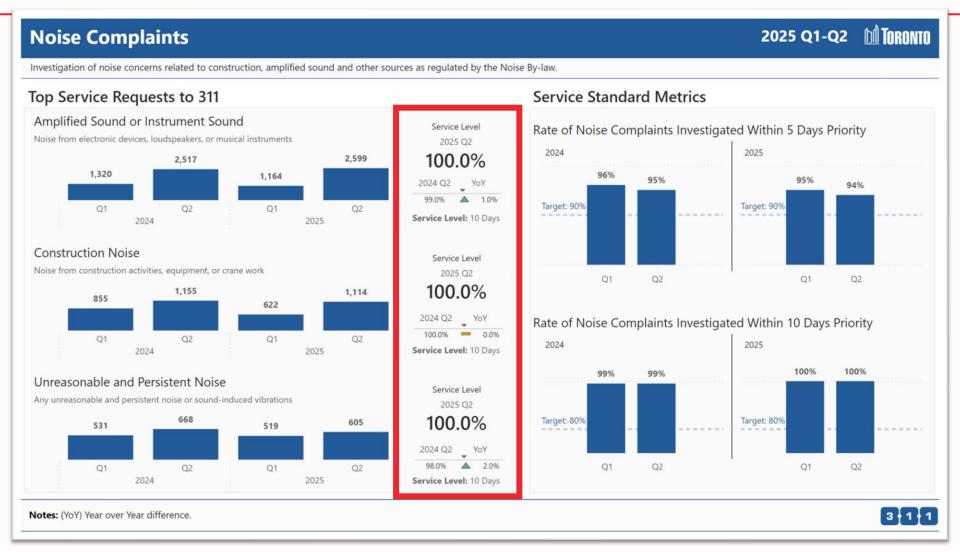


Service Level Dashboard



https://www.toronto.ca/home/311-toronto-at-your-service/311-frequently-asked-questions/311-service-standard-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 demectic 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?

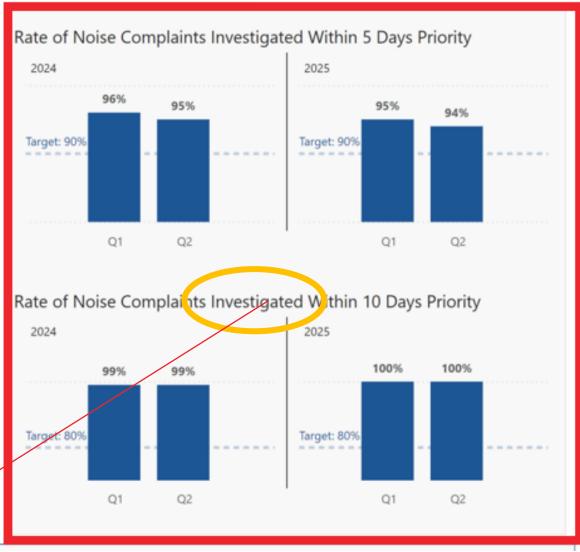
Case assigned?



This is not good enough.

Past tense?





Noise Service Level Standards

March 2024

Q: Are there SLS's for noise?

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

SL by ISD Total SR Volume 2022 Standard 2022 Total SR Volume 2023 Municipal Licensing & Standards Parks, Forestry & Recreation - Urban Forestry 155,435 132,959 Solid Waste Management Services 110,548 106,690 Transportation Services Toronto Water 31.081 Parameters:

Service Standards are not available for:

- · Noise complaints data of resolution are not shared with 311 Salesforce system
- Toronto Water service requests with appointments. The current Service Level logic documents and Salesforce system records every request initiated by customers. However, of these service requests.
- Service Requests reassigned to a problem code that can only be created in the backence had reflect known defects from divisional backend system.

This is not good enough.

re are multiple requests for the same issue, it sends only a single service request to the relevant division. uests reflect the completion of the investigation but not all of the work required

uests reflect when the customer request is closed in the system but not when the work was completed

Customer Experience Division Divisional Service Request and Service Level Dashboard

ces changed service standard for missed pick up from two business days to one business day in 2023 of Transportation Services transitioned to Maximo (Transportation Work Management System), where a Service

Request is considered completed only when all linked Work Orders are finished. However, the Service Level measurement continued to reflect the standard required for the initial investigation work order only. Consequently, there was a noticeable decline in the Service

- The data of Road Operations SRs is exclusively sourced from 311 Salesforce system due to the lack of connectivity between Maximo and
- Service requests with a Cancelled or Initiated statuses are included in the volume but not included in the Service Level calculation
- Noise complaints data of resolution are not shared with 311 Salesforce system

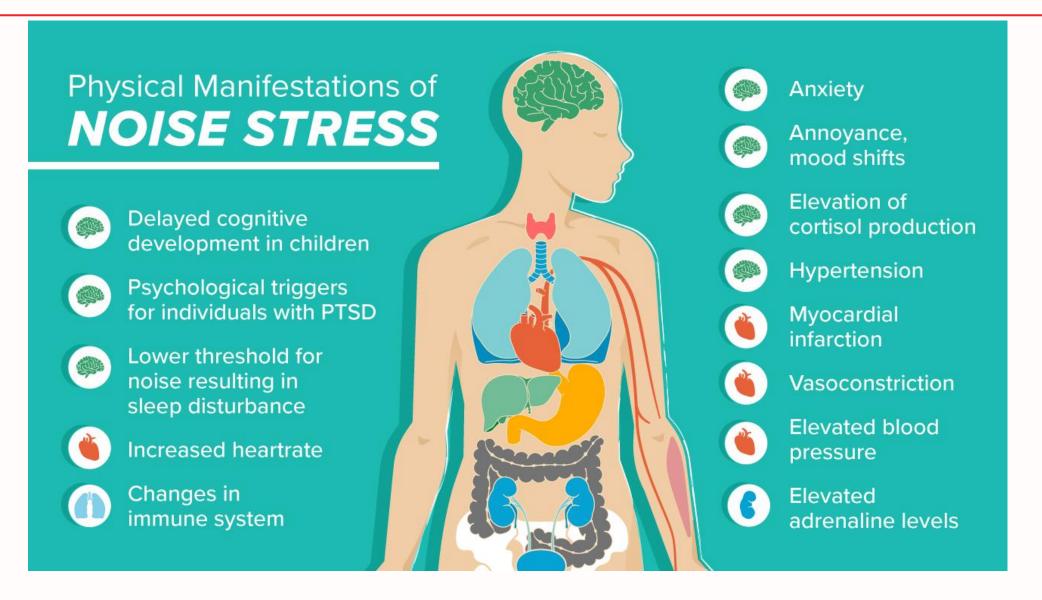
s created by divisions are not included lled, Closed, Initiated, In-progress

. Email. Web and Mobile

- . Toronto Water service requests with appointments. The current Service Level logic does not account for the appointment-based nature
- Service Requests reassigned to a problem code that can only be created in the backend system.

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

Health Impacts of Noise



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