



April 14, 2026
Via Email
Executive Committee

RE: EX30.9 - Service Standard Dashboard: An Update on Static and Interactive Reporting Tools

Dear Mayor Chow, Vice Chair Malik and Councillors Ainslie, Bravo, Carroll, Colle, Fletcher, Matlow, Morley, Perks and Shan,

On behalf of **No More Noise**, I am writing to request further refinement of service performance standards as they relate to noise complaints made through 311.

As we noted in [our deputation](#) to the Service Excellence Committee on March 23 2026, **whether a noise complaint is actually resolved is not being tracked**. Marking each complaint as 'responded to' is not adequate because merely acknowledging a noise complaint does nothing to solve it.

In addition to tracking resolution, it would also be valuable to **report on how long it took** to resolve each noise complaint, and to **track resident satisfaction** on a 5-point scale with a brief survey to find out how effective the resolution was.

We urge Toronto's leaders to harness the opportunity in front of you with groups like No More Noise and other individuals who approach these urban public health issues with passion, experience, expertise and intelligence. Leverage our knowledge and skills to create or support apps to supplement 311 complaints, build transparency into reporting, improve processes, and get feedback with the closure of EVERY case.

Residents deserve effective noise reporting and resolution. Restoring urban calm is vital, as noise isn't just a nuisance—it's a public health risk linked to sleep loss, stress, and chronic diseases like hypertension and diabetes.

Measure those metrics - resolution, duration, satisfaction - to manage them. That's how you'll build a healthy and liveable world class city.

Thank you,

A handwritten signature in black ink on a light grey rectangular background. The signature reads 'Buday' in a cursive script.

Ingrid Buday
Founder and Executive Director, No More Noise

Cc: Mayor Chow
Vice Chair Malik
Councillor Ainslie
Councillor Bravo
Councillor Carroll
Councillor Colle
Councillor Fletcher
Councillor Matlow
Councillor Morley
Councillor Perks
Councillor Shan