

NOTICE OF MOTION

Ward-Based Maintenance Teams

Moved by: **Councillor Anthony Perruzza** _____

Seconded by: **Councillor Nick Mantas** _____

SUMMARY:

The City of Toronto delivers essential local maintenance services through multiple divisions, including road repair, tree maintenance, grass cutting, and waste collection. Residents of Toronto consistently identify slow response times, repeated service requests, and lack of coordination as key frustrations with local maintenance services.

Routine issues such as potholes, overgrown grass, minor tree maintenance, litter, and illegal dumping often require multiple service requests across different divisions, increasing costs and delaying resolution. A more coordinated, neighbourhood-focused approach to service delivery has the potential to reduce duplication, improve response times, and deliver better value for taxpayers.

Local residents, BIAs, and community organizations have direct, on-the-ground knowledge of maintenance priorities and can help the City respond more effectively. A clean, beautiful, well maintained city must be a priority.

RECOMMENDATIONS:

1. City Council direct the City Manager report to the next meeting of City Council on a pilot program to establish a Ward-Based Maintenance Team, composed of City staff trained and equipped to perform:
 - a. Litter collection and illegal dumping clean up;
 - b. Grass cutting and landscaping;
 - c. Minor tree trimming and debris removal;
 - d. Pothole and minor sidewalk repair; and
 - e. General public realm maintenance.
2. The Ward-Based Maintenance Team pilot be designed to
 - a. use existing staff and resources, with a focus on improving coordination across divisions.
 - b. include a locally informed work plan, developed in consultation with the ward Councillor, resident associations and community groups, and Local Business Improvement Areas.
 - c. be implemented in four wards across the City with one in each Community Council District.

3. That the report on the Ward-Based pilot program include:
 - a. Operational feasibility within existing collective agreements;
 - b. Opportunities to integrate existing staff and resources;
 - c. Opportunities to reduce 311 service backlogs and repeat calls;
 - d. Cost implications and potential efficiencies; and
 - e. Potential Service level improvements and response times.

Date: April 22, 2026