



SE12.1 - Simplifying
the 311 Intake
Experience

May 14, 2026

About us

- A federal not for profit
- A leadership team of 19 people
- Data driven and process oriented
- Supported by 1000's +++
- Creating collaborations across City divisions to help
- Member of Night Economy External Working Group



Restore Urban Calm



Thank you

- Front End Redesign
 - Making reporting noise easier will improve data and support better decisions
- Closing the Loop
 - For noise this includes improving the SLA
 - Improving enforcement



NMN Email Campaign

Over 50 emails
in 2 days!



Sources of Noise

- **Vehicular Noise:** Loud modified cars, motorcycles, and backfiring mufflers.
- **Establishments & Events:** Amplified music from bars, second-story patios, DJ equipment, and large venues like Rogers Stadium.
- **Construction & Maintenance:** Early morning construction starting as early as 6:15 am or 6:30 am, 24/7 garbage/recycling trucks and leaf-blowers.
- **Public Spaces:** Amplified sound, raves in ravines, and motorized watercraft (jet skis).
- **Infrastructure & Equipment:** Excessive vibrations and noise from rooftop A/C units and loose, clacking manhole covers.



Failures in Reporting System

- **Delayed Responses:** Reports are often acknowledged days later, long after the noise has ceased. In one extreme case, a 2025 complaint was not addressed until May 2026.
- **Inaccurate Resolutions:** Users reported receiving automated notifications that a problem was "fixed" when no action had actually been taken.
- **Misinformation:** Residents were sometimes given the names of desk clerks instead of bylaw officers or told 311 does not handle certain complaints that they actually do.
- **Reporting Barriers:** we may not know where the source of noise is, don't have all of the information, the burden is on the impacted resident.



Enforcement & Jurisdictional Issues

- **The "Silo" Effect:** Residents are frequently caught between 311, the police, and councillor offices, with each entity referring the complainant to the other.
- **Staff Availability:** Bylaw officers are frequently reported as unavailable during peak noise hours, such as late nights (11 pm–7 am) or weekends.
- **Noise Exemption Permit Issues:** There is a perceived "rubber-stamping" of noise exemption permits, even when companies do not display the permits or follow conditions.
- **Measurement Concerns:** Complainants criticized "unscientific" or "unsupportive" noise readings, such as measuring background noise on a busy street to offset the noise of a violation on a quiet street.



How Residents Feel

- Deeply disappointed and frustrated
- Dismissed and ignored
- Sense of hopelessness ("What's the Use")
- Betrayed by "Smoke and Mirrors"
- Anxious and stressed
- Exhausted by the "Runaround"
- Infuriated by delays
- Feeling burdened by evidence requirements



Suggested Improvements

- **Noise Task Force:** Creating a coordinated task force that connects 311 reporting with enforcement across all jurisdictions.
- **Proactive Prevention:** Closing road access to parks like Humber Bay Park West after hours, sound level monitoring and alerts.
- **Better Parking Enforcement:** Use parking tickets to curb motorcycle congregations in pedestrian zones.
- **Policy Changes:** Allowing officers to take noise readings from sidewalks rather than requiring entry into residents' homes.



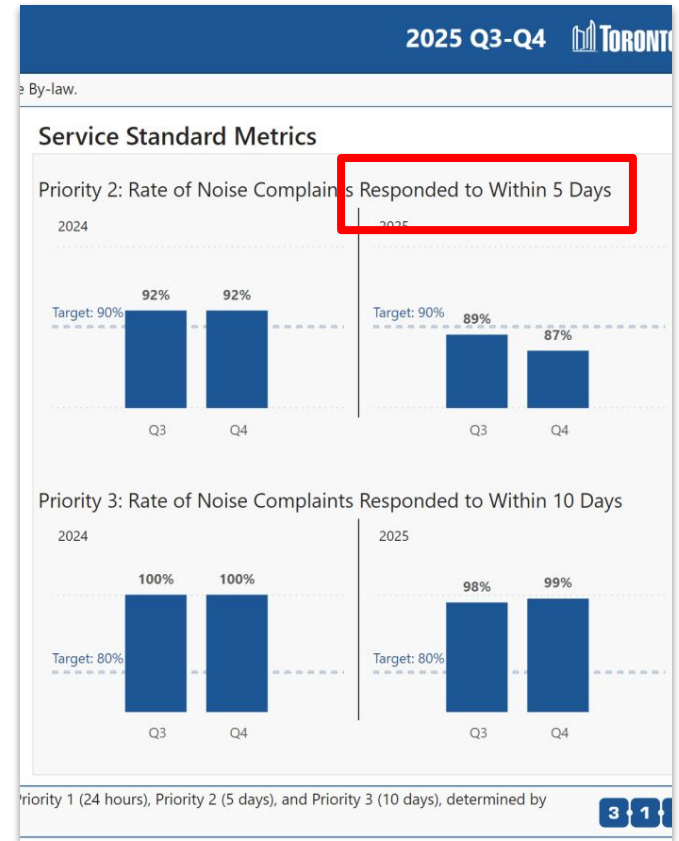
“311 is only as effective as the divisions responsible for resolving complaints. When those divisions fail, residents do not see separate departments—they see a City that is not working.”



Improve the SLA

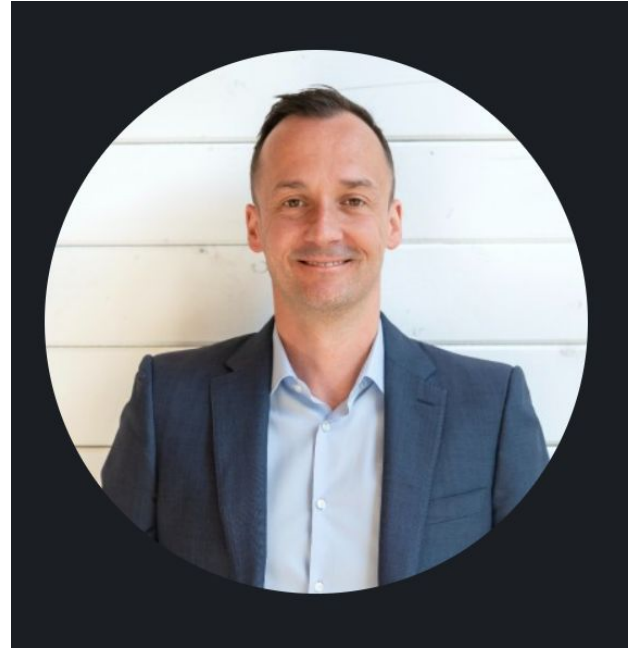
Investigated -> Responded to

This is not resolution.



Welcome - Sean McGowan

- New Executive Director of MLS
- Past Experience: Director, Commercial Inspection and Enforcement Branch, Province of Ontario





Cities don't need to be loud.

