

TO: Community and Protective Services Committee

FROM: Becca Amendola

RE: 5th Meeting of the CPSC, March 18, 2024, Item 2 (2.6) on the Agenda, Business Licensing By-law and Fireworks By-law — Amendments

I am writing to request that a noise complaint button/tab be added to the Service London online portal.

Many individuals attended the public participation meeting on August 15th, 2023 to address the plethora of fireworks bylaw violations that have occurred throughout their time living in London. This group, arguably the first group to bring this topic to the council, has been effectively **ENTIRELY** ignored in the development of this new bylaw. These individuals came out to share vulnerable experiences of facing stress, pain, and even genuine fear in the event of these fireworks violations. Yet the council's response at the time was not to acknowledge the growing issue of violations, but to instead introduce two additional fireworks holidays, effectively increasing the chances of these violations happening more often.

Thus, I request that the council implement a new button/tab on the Service London Portal to allow individuals to make reports after hours when they face fireworks violations and any other noise violations according to our local bylaws.

The current system fails to accommodate a multitude of barriers to reporting. Firstly, many people believe that like the hospital, accessing police services should be restricted to extreme emergency cases only. Thus they will not follow through the recorded prompts on the city noise complaint line when it directs people to report to the police. Further, some individuals simply have bad associations with police and thus will avoid reporting issues simply to avoid interacting with the police.

Additionally, the current system fails to accommodate individuals who have limited communication devices. The fact is many low-income individuals can't afford to support a full phone plan, but they can maintain a mobile device with internet access. Thus, these individuals effectively **CAN NOT** make noise complaints to city hall in any way because the only format to collect these complaints is by phone.

Thus, for these various accessibility reasons, as well as the issues of basically **ALL** fireworks violations occurring after hours, it is only logical to add a button on the Service London Portal for noise complaints.

With regard to concerns about triaging complaints, I respect that some reports may require LPD intervention and in those cases, it makes sense to forward those complaints to the police. But there's a high likelihood that if it's a police matter, people **WILL** call the police first. Further, the police already send non-police complaints to the city, so why shouldn't the city simply do the reverse when it's necessary?

In conclusion, there is currently no accessible format for Londoners to make noise complaints to the city after office hours have closed. Thus, the implementation of a noise complaint button will increase accessibility and give Londoners more options when city hall is closed and they don't feel comfortable contacting the police. Please consider this addition to the Service London website, not just for impoverished Londoners or authority-adverse Londoners but also for anyone in between that we may not be aware would benefit from increased accessibility to reporting lack of noise by-law respect or accountability.

Thank you for your time and consideration