

***8.3.3 Discussion Item at the request of Regional Councillor Santos, re:
Update on 311 System and Integration Improvements**

Jan 14, 2026

Moved by Cl Santos

That staff be requested to report with a status update on 311 system and integration improvements, to include project timeline and planned departmental integration actions, along with investigation with respect to the potential for ward councillors to have notification of 311 complaints and resolution details, and confirmation of system change for council members to have ability to initiate 311 actions via their office on behalf of residents, such report to be brought forward by the February 18, 2026 Committee of Council meeting.

Carried