

Historical 311 Data Analysis

Overview

Administration set search parameters within the 311 system to identify event related inquiries received during dates associated with selected annual festivals and events from 2017-2019 (pre-pandemic), to support the engagement and get a better understanding of the scope of issues and concerns. This included single and multi-day festivals, concerts, walk/runs and parades where attendance exceeded 10,000 people. Nearly 100,000 311 inquiries were collected and analyzed during this timeframe, with just over 1 per cent directly related to the festivals and events.

Info gathered

Citizen inquiries.

- More inquiries in 2017 likely due to increased activity from significant milestones including Canada's 150th anniversary.

Category	#	Description/Examples of inquiries
General	247	Asking for general event info <ul style="list-style-type: none"> - What events are happening today - Upcoming events - Long weekend activities - Festival info
Date/Time	153	Asking for start/end times, opening dates, etc. <ul style="list-style-type: none"> - What time does parade start - How long is the event? - Schedule info - When is the festival
Closures	150	Asking about road/pathway closures either before event date or during event. <ul style="list-style-type: none"> - Where is the parade closure? - How to get around the event - Closure/detour inquiry <p>Note: some ask for the closure/detour information earlier. Some arrive and see that the roads are closed, then ask about what's going on.</p>
Fireworks	82	Asking about firework times, updates, etc. <ul style="list-style-type: none"> - Fireworks status - Fireworks info - Where to watch fireworks - What time are the fireworks
Tickets	23	Two subcategories: tickets and contact. <ul style="list-style-type: none"> - contact info - Is today free - where to purchase tickets
Parking	18	Asking about parking areas, fares, etc. <ul style="list-style-type: none"> - Where to find handicapped parking

Category	#	Description/Examples of inquiries
		<ul style="list-style-type: none"> - Cost of parking - Is there parking for fireworks? - stat holiday parking rates
Transit	10	Asking about transit routes/fares <ul style="list-style-type: none"> - Train times - Transit pricing to specific stations

Noise

Citizens with noise complaints.

- Specific to activity in and around street festivals, there is an increase of complaints from communities.

Category	#	Description/Example
Music	93	Complaints about the music specifically, usually tied to music festivals. <ul style="list-style-type: none"> - Music from festival is too loud - Very loud bass levels from event - Music from event travelling really far
Late	54	Complaints that specifically state the noise has gone too far into the night. <ul style="list-style-type: none"> - Music playing until 3am - Festival is going too late
Not Event Related	46	Noise that may not be from events directly. (Ex. Many pubs/clubs/houses get noisier during summer season.) <ul style="list-style-type: none"> - Pub has very loud music - Outdoor speakers past midnight - Loud music in park
General	30	Having general noise complaints with music, people, etc. <ul style="list-style-type: none"> - Sound complaint for festival - Festival has gotten too loud - Noise is really loud
Early	6	Complaints that specifically state the noise has started too early in the day. <ul style="list-style-type: none"> - Festival has loud music very early - Testing their equipment at 8am

Closures (/Parking)

Citizen concerns around road/pathway closures and parking.

- Complaints mainly about missing or improper detour signs, or people parking where they shouldn't be.

Category	#	Description/Example
Upset/Concerned	29	People upset or concerned about detours or road/pathway closures. <ul style="list-style-type: none"> - No detour signage - Detour directs user to a closed pathway

Category	#	Description/Example
		<ul style="list-style-type: none"> - Blocking off downtown core for an event is ridiculous - Traffic jam because of event road closures - Needs temporary speed signs in this area because traffic is detoured from Centre St. - No access to the golf course to watch fireworks, why is it closed? - Prince's Island is still closed after event is finished
Parking Issues	9	Upset or concerned about parking and vehicles. <ul style="list-style-type: none"> - Has concerns with festival parking - Parking on private property - Vehicles parked in no parking zone - Parking in loading zone - Cars blocking the road
Not Notified	7	People upset about not being notified of road/pathway closures. <ul style="list-style-type: none"> - Park is closed, not informed - Why is the road closed? - Caller needs to know the reason for closure

Garbage

Citizen garbage complaints.

- There may be a correlation between garbage bins being full and garbage being strewn but they have been divided into two categorized (full vs. strewn) in case there is a different reason.

Category	#	Description/Example
Full	53	Saying that garbage bins are overflowing and need to be emptied. <ul style="list-style-type: none"> - Garbage bins are full and overflowing - Large mess from overflowing bin
Strewn	27	Saying that garbage is all over the place. <ul style="list-style-type: none"> - Garbage all over field - People left a mess in the area
Other	6	Different complaints about garbage, mostly about people leaving other debris. <ul style="list-style-type: none"> - Lots of debris scattered - Frequent issues with people hitting the garbage can - Garbage thrown behind fence
Horse Poop	4	Leftover horse poop Horse dropping <ul style="list-style-type: none"> - Horse feces in bike lane

Loiter/People

Citizens concerned about loitering/activity.

- Activity and complaints happen year-round but there is an increase around event times. Besides comments around public urination, the drugs/alcohol, camping and general comments below can't be definitively linked to any events even though there's about a 50% increase in 311 inquiries during July/August (main event season).

Category	#	Description/Example
Urine	7	People urinating where they shouldn't be. <ul style="list-style-type: none"> - Observed urinating in public - Urinating on Scotsman's hill and back alleys
Drugs/Alcohol	38	Concerns/complaints about people drinking or taking drugs in public. <ul style="list-style-type: none"> - Using/consuming liquor in public - Drinking in public/unauthorised place - Smoking cannabis
Camping	87	About people camping/setting up living spaces in parks and public spaces. <ul style="list-style-type: none"> - Person found camping in City park - Homeless camp set up in park - Group of people have campsite set up
General	6	General loitering problems. <ul style="list-style-type: none"> - People in back alley frequently loitering - Loitering under pedestrian bridge

Signs/Barricades

Citizen concerns about signs and barricades.

- People call to have signs and barricades picked up after events.

Category	#	Description/Example
Pick Up	26	People requesting signs and barricades to be picked up after event. <ul style="list-style-type: none"> - Road block signs still here after event - Temporary bike rack for festival not picked up - Request for pick-up of no parking signs/barricades left over from parade
Missing/Wrong Place	8	People requesting signs/barricades be in place or be moved to the right place. <ul style="list-style-type: none"> - Barricades and sandbags requested - Concerned that the no parking temporary signs haven't arrive yet - Supposed to be temporary signs that say "resident parking only" - Pylons on the wrong side of the road
Moved/Damaged	4	Barricades needing to be replaced/moved back. <ul style="list-style-type: none"> - Barricades were damaged earlier - Barricades, sandbags, pylons blocking pedestrian traffic in this general area - Barricade has been moved
Reason	2	People wondering why signs have been placed. <ul style="list-style-type: none"> - Why are there no parking signs posted on their street? - Why the no parking signs are there as it is ruining their business