

No one answering phone at City Hall

Jun 25, 2009 04:30 AM

[Comments on this story](#) (10)

Jack Lakey

Staff Reporter

The strike by Toronto's civic employees is making it tough for The Fixer to get things fixed.

As the effects of a walkout by 30,000 city workers settle in, nobody is picking up the phone when we call to ask for a solution to problems directed to us by readers. And with the possibility the strike could go on for several weeks, that's not likely to change anytime soon.

We'll let you in on a secret, but keep it to yourselves: Our expertise is not in patching potholes or repairing park benches, but in knowing the right people to call in Toronto's vast bureaucracy. That's why we have a notepad and camera instead of a service truck full of tools.

We bring the problem to the attention of a city manager or supervisor, who sends out workers to assess the situation and fix it. If the problem can't be resolved right away, the manager calls back with an explanation and usually a date for when it will be fixed.

But with no workers to send out, there's not much chance of fixing things that would have been easily resolved just last week, so we ask for your patience until the strike ends.

Please continue to email or call us about problems in need of a fix; we'll hold them until the strike is over and forward as many as possible to the city.

The complaints will also help the *Star* understand how problems are growing as the strike continues, and what needs to be done about them later on.

For the TTC, Toronto Hydro, the Toronto Parking Authority, school boards and city agencies that have a separate workforce, it's business as usual. Keep the complaints coming.

This is also a good time for people in the 905 region to send in problems. The vast majority of complaints we deal with come from Toronto, where the infrastructure is generally older and under more stress than in the 905, but we'd be happy to take on whatever you send our way.

Sooner or later, it will be back to normal in Hogtown.

What's broken in your neighbourhood? Wherever you are in Greater Toronto, we want to know. To email us, go to thestar.com/thefixer and click on the "submit a problem" link. Or call us at 416-869-4823.