

311 Online Service Requests: Service Standards

Service Request	Service Standard	Division	Topic
Household hazardous waste (schedule a pick-up)	14 days	Solid Waste Management	Waste collection
Bulky items - not picked up	3 days*	Solid Waste Management	Waste collection
Garbage - not picked up	3 days*	Solid Waste Management	Waste collection
Recycling - not picked up	3 days*	Solid Waste Management	Waste collection
Green Bin - not picked up	3 days*	Solid Waste Management	Waste collection
Yard waste - not picked up	3 days*	Solid Waste Management	Waste collection
Overflowing litter bin	24 hours	Solid Waste Management	Waste collection
New bins - resale home or new development	21 business days	Solid Waste Management	Bins
Green Bin - new occupant	5 business days	Solid Waste Management	Bins
Garbage Bin - additional	14 days	Solid Waste Management	Bins
Garbage Bin - exchange size	14 days	Solid Waste Management	Bins
Recycling Bin - additional	14 days	Solid Waste Management	Bins
Recycling Bin - exchange size	14 days	Solid Waste Management	Bins
Garbage/Recycling Bin - damaged	7 days	Solid Waste Management	Bins
Green Bin - damaged	5 business days	Solid Waste Management	Bins
Graffiti on private property	5 business days for investigation	Municipal Licensing & Standards	Graffiti & litter
Graffiti on a City road, sidewalk, or bridge	5 business days for investigation	Transportation Services	Graffiti & litter
Graffiti on a street litter bin maintained by the City	30 business days	Solid Waste Management	Graffiti & litter
Loose litter	3 days	Solid Waste Management	Graffiti & litter
Pothole	5 days	Transportation Services	Roads
Road damage	4 years	Transportation Services	Roads
Sidewalk damage	30 days	Transportation Services	Roads

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Traffic or street name sign - missing or damaged	2 weeks	Transportation Services	Roads
Pavement markings - missing or faded	2 weeks	Transportation Services	Roads
Pedestrian signal - timing issues	2 years to complete work, if approved	Transportation Services	Roads
Road - surface cleaning	4 weeks	Transportation Services	Roads
Catch basin - surface cleaning	72 hrs	Transportation Services	Roads
Water service - turn off	8 hours	Toronto Water	Water
Water service - turn on	8 hours	Toronto Water	Water
Water service valve - damaged	24 hours	Toronto Water	Water
Fire hydrant - damaged	8 hours	Toronto Water	Water
Fire hydrant - leaking	4 hours	Toronto Water	Water
Low water pressure	24 hours	Toronto Water	Water
No water	4 hours	Toronto Water	Water
Discoloured tap water	8 hours	Toronto Water	Water
Basement drain blocked or backed up	4 hours	Toronto Water	Water
Leaking water line - on private property	4 hours	Toronto Water	Water
Tree pruning	8 weeks for investigation	Urban Forestry	Trees
Tree removal	8 weeks for investigation	Urban Forestry	Trees
Tree planting	8 weeks for investigation	Urban Forestry	Trees
Sidewalk - slippery or needs snow ploughing	72 hrs after end of storm	Transportation Services	Winter issues
Bus stop - slippery or need snow ploughing	72 hrs after end of storm	Transportation Services	Winter issues
Walkway - slippery or needs snow ploughing	72 hrs after end of storm	Transportation Services	Winter issues
Bridge sidewalk - slippery	72 hrs after end of storm	Transportation Services	Winter issues
Driveway - blocked by ploughed snow	72 hrs after end of storm	Transportation Services	Winter issues
Snow piled too high	72 hrs	Transportation Services	Winter issues
Snow plough damage	5 days	Transportation Services	Winter issues
Property misuse - business operating from a residence	5 business days for investigation	Municipal Licensing & Standards	Property issues (bylaw enforcement)
Property misuse - frequent garage sales	5 business days for investigation	Municipal Licensing & Standards	Property issues (bylaw enforcement)

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Construction noise in a residential area	5 business days for investigation	Municipal Licensing & Standards	Property issues (bylaw enforcement)
Waste or dumping on private property	5 business days for investigation	Municipal Licensing & Standards	Property issues (bylaw enforcement)
Long grass or weeds on private property	5 business days for investigation	Municipal Licensing & Standards	Property issues (bylaw enforcement)
Fence problem on private property	5 business days for investigation	Municipal Licensing & Standards	Property issues (bylaw enforcement)
Poster or temporary sign problem	5 business days for investigation	Municipal Licensing & Standards	Property issues (bylaw enforcement)
Property standards investigation - garbage storage	5 business days to investigate the property and/or issue	Municipal Licensing & Standards	Property issues (bylaw enforcement)
Property standards investigation - insects/pests	5 business days to investigate the property and/or issue	Municipal Licensing & Standards	Property issues (bylaw enforcement)
Property standards investigation - lack of maintenance	5 business days to investigate the property and/or issue	Municipal Licensing & Standards	Property issues (bylaw enforcement)
Property standards investigation - private tree	5 business days to investigate the property and/or issue	Municipal Licensing & Standards	Property issues (bylaw enforcement)
Property standards investigation - snow/ice	5 business days to investigate the property and/or issue	Municipal Licensing & Standards	Property issues (bylaw enforcement)
Complaint: 311 Toronto	5 business days	311 Toronto	Complaints & comments
Compliment: 311 Toronto	5 business days	311 Toronto	Complaints & comments
Comment/suggestion: 311 Toronto	5 business days	311 Toronto	Complaints & comments
Complaint/comment: Roads - operations or staff	30 days (or 5 days if contractor staff)	Transportation Services	Complaints & comments
Complaint/comment: Water - operations or staff	5 business days for investigation	Toronto Water	Complaints & comments
Complaint: Accessibility of a City program or service	5 business days for transfer to appropriate division	311 Toronto	Complaints & comments

* If the call received before 2 p.m. on collection day, item picked up same day. If call received after 2 p.m. on collection day, item picked up next business day. The three day service standard includes administrative time to close the service request in the system.