

## 2016 OPERATING BUDGET BRIEFING NOTE

### 311 Toronto –20 Most Common Service Requests and General Inquiries

#### Background:

311 Toronto is the preferred first point of contact and gateway for residents, businesses and visitors, providing them with easy access to non-emergency information about City services and programs, 24 hours a day, seven days a week.

At its meeting on January 11, 2016, the Budget Committee requested that the Director, 311 Toronto provide a briefing note detailing the top 20 most common general inquiries and service requests for 2014 and 2015 handled by 311 Toronto.

The top general inquiries and service requests may vary year over year due to weather anomalies, acts of nature, and issues that are impacting residents.

#### Key Issues:

##### *Service Requests:*

311 Toronto initiates and tracks service requests for the following City Divisions: Transportation Services, Toronto Water, Solid Waste Management, Municipal Licensing & Standards and Urban Forestry. Service Requests are captured using the Lagan Enterprise Case Management (Lagan ECM) application based on the type of service requested by the customer and forwarded to the appropriate divisional work management system for fulfillment.

Table 1 and Table 2 below provide a summary of the top 20 Service Requests received by the 311 Toronto in 2015 and 2014.

**Table 1: Top 20 Service Requests (2015)**

Rank	Service Request	Volume
1	Residential Organic Bin / Replace Damaged	28,520
2	Cadaver Wildlife Animal – Pickup	15,301
3	Injured / Distressed Wildlife Animal – Report	12,364
4	Property Standards (Investigation by ML&S)	12,215
5	Residential: Garbage Bin: Exchange to Medium	11,717

Rank	Service Request	Volume
6	General Tree Pruning	10,346
7	Residential Furniture / Not Picked Up	10,291
8	Residential: Garbage Bin: Exchange to Small	10,145
9	Noise (Investigation by ML&S)	9,086
10	Sewer Service Line-Blocked	8,521
11	Residential Garbage / Not Picked Up	8,292
12	Road - Pot hole	8,283
13	Residential Recycle / Not Picked Up	8,045
14	Residential Organic Green Bin / Not Picked Up	7,591
15	Residential: Bin: Repair or Replace Body/Handle	6,868
16	Storm Clean Up (Forestry)	6,342
17	Water Service Line-No Water	6,139
18	Waste (Investigation by ML&S)	5,510
19	Missing/Damaged Traffic Signs	5,510
20	Water Service Line-Turn Off	5,475

**Table 2: Top 20 Service Requests (2014)**

Rank	Service Request	Volume
1	Residential Organic Bin / Replace Damaged	27,858
2	Road - Pot hole	18,934
3	Property Standards (Investigation by ML&S)	14,947
4	Residential Furniture / Not Picked Up	12,201
5	Operator / Operations Complaint	11,421
6	General Tree Pruning	10,837
7	Storm Clean Up (Forestry)	10,577
8	Cadaver Wildlife Animal – Pickup	9,942
9	Sewer Service Line-Blocked	9,918
10	Residential Garbage / Not Picked Up	8,503
11	Residential Recycle / Not Picked Up	8,019
12	Residential Organic Green Bin / Not Picked Up	6,951
13	Publication Request - Solid Waste	6,869
14	Residential: Bin: Repair or Replace Body/Handle	6,558
15	Noise (Investigation by ML&S)	6,527
16	Water Service Line-Turn Off	5,762
17	Catch Basin - Blocked / Flooding	5,141
18	Stemming (Forestry)	5,106
19	Injured / Distressed Wildlife Animal - Report	4,936
20	Road - Cleaning/Debris	4,638

**General Inquiries:**

311 Toronto responds to general information requests for all City divisions using the 311 Knowledge Base, which is the backbone of the 311 Toronto service model. The 311 Knowledge Base is a centralized repository for content about the City of Toronto’s services and programs.

Table 3 and Table 4 provide a summary of the top 20 information requests received by 311 Toronto in 2015 and 2014. There are over 15,000 solutions (i.e. pages) in the 311 Knowledge Base.

**Table 3: Top 20 Contact Centre Knowledge Base Searches (2015)**

Rank	Solution Name	Count
1	Waste Wizard - What To Do With Your Waste Materials	24,716
2	SWM - Garbage Collection Issues - Collection Delays - Collection Changes	21,954
3	Residential - Bulky Item - Furniture - Metal Items - Appliances - Collection Requirements	19,284
4	Solid Waste Drop-Off Depots - Transfer Stations - Commercial Accounts - Residential Waste – Fees	18,020
5	Recreation Programs - Toronto FUN Guide - Program Registration - Registration Dates - Advance Account Credit	17,158
6	Permits - Building Permits - Demolition - Applications - Requirements - Forms	15,556
7	Bylaw Enforcement - Noise Complaints	14,255
8	Residential - Garbage - Recycling - Bin Exchange	13,545
9	Green Bin - Residential & RUAC - Missing or Damaged	12,975
10	Stray Animal - Wildlife - Injured - Distressed - Sick - Requiring Medical Assistance	10,958
11	Residential & RUAC (Residential Above Commercial) - Garbage Collection - Collection Fees - Rebates - Billing	9,967
12	Outdoor Skating Rinks & Arenas - Locations - Schedules - Notices - Closures	9,843
13	Dead Animal Removal - On City or Private Property	9,237
14	Water Billing - Utility Bill - Waste Collection Billing	9,145
15	Toronto Police - Police Divisions - Police Stations - Non-Emergency	8,083
16	Residential - Recycling - Blue Bin - Missed Collection - Overflow Recycling	7,740
17	Bylaw Enforcement - Parking Regulations	7,735
18	Swimming Pools - Locations - Hours of Operation - Leisure Swim - Lane Swim - Fees - Notice of Pool Closures - Extended Hours	7,657
19	Hydro - Emergencies - Downed Hydro Lines - Live Wires - Low Hanging Power Lines - Power Outages	7,356
20	Child Care - Applying For Child Care - Subsidy & No Subsidy - Eligibility Assessment - Day Care Centres	7,131

**Table 4: Top 20 Contact Centre Knowledge Base Searches (2014)**

Rank	Solution Name	Count
1	Permits - Building Permits - Applications - Requirements - Forms	14,989
2	Recreation Programs - Toronto FUN Guide - Program Registration - Registration Dates - Advance Account Credit	12,833
3	Water Meter Program - Automated Water Meters	12,813
4	Residential - Bulky Item - Furniture - Metal Items - Appliances - Collection Requirements	12,731
5	Solid Waste Drop-Off Depots - Transfer Stations - Commercial Accounts - Residential Waste – Fees	11,973
6	SWM - Garbage Collection Issues - Collection Delays - Collection Changes	11,189
7	Waste Wizard - What To Do With Your Waste Materials	10,112
8	Bylaw Enforcement - Noise Complaints	9,169
9	Water Billing - Utility Bill - Waste Collection Billing	8,102
10	Construction Reports - Daily Activities - Contractor Job Locations - CWP - Utility – Notices	7,614
11	Hydro - Emergencies - Downed Hydro Lines - Live Wires - Low Hanging Power Lines - Power Outages	7,479
12	City of Toronto Parks - Location - Park Supervisors - Facilities	7,072
13	Municipal General Election - Casting Your Vote - How To Vote - Voting Places - Qualifications - Eligibility - Who Can Vote	6,897
14	Water Meter - Leaks and After Hours Emergencies	6,841
15	Buildings Plans - Obtaining Building Records - Records of Building Permits - Plans – Surveys	6,840
16	Green Bin - Residential & RUAC - Missing Or Damaged	6,714
17	Mechanical Leaf Collection	6,223
18	Outdoor Skating Rinks & Arenas - Locations - Schedules - Notices - Closures	6,205
19	Child Care - Applying For Child Care - Subsidy & No Subsidy - Eligibility Assessment - Day Care Centres	6,099
20	Permits - On-Street Parking Permits	5,709

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