

## **Response Times and Service Levels for Various City Divisions**

**Date:** April 30, 2018  
**To:** Executive Committee  
**From:** Interim City Manager  
**Wards:** All

### **SUMMARY**

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City Council requested the City Manager to report on 311 response times and service levels in the downtown core; on service levels for the following operations - park maintenance, litter cleaning operations, graffiti removal, road operations, property standards and by-law enforcement; and on the amount of money being spent by the six largest Business Improvement Areas in downtown Toronto on cleaning and maintaining city streets, laneways, parks and city-owned buildings.

This report provides various response times and service levels as requested by City Council. 311 Toronto, Parks, Forestry and Recreation, Economic Development and Culture, Municipal Licensing and Standards, Transportation Services and Solid Waste Management Services were consulted in the preparation of this report.

### **RECOMMENDATIONS**

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The Interim City Manager recommends that:

1. Executive Committee receive this report for information.

### **FINANCIAL IMPACT**

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There are no financial impacts arising from the report.

## DECISION HISTORY

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On February 12, 2018, City Council adopted, with amendments, EX31.2 - 2018 Capital and Operating Budgets, and requested the following: 311 response times and service levels in the downtown core; service levels for park maintenance, litter cleaning operations, graffiti removal, road operations, property standards and by-law enforcement; and the amount of money being spent by the six largest Business Improvement Areas in downtown Toronto on cleaning and maintaining city streets, laneways, parks and city-owned buildings.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.EX31.2>

## COMMENTS

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This report provides information regarding response times and service levels from the following service areas: 311 Toronto, Parks, Forestry and Recreation, Economic Development and Culture, Municipal Licensing and Standards, Transportation Services and Solid Waste Management Services.

### 311 Toronto

All service levels and standards are available on the 311 Toronto website through the Business Intelligence (BI) portal. These records are openly shared with the public and Councillors as a part of the transparent governance and open data initiatives. While the BI is a robust tool, its reporting mechanism is aligned to the City's current ward boundaries and is not configured to run on the boundaries of the Business Improvement Areas (BIA).

The BIA boundaries requested are reasonably captured within the 3 wards of Ward 20 – Trinity Spadina, Ward 27 – Toronto Centre Rosedale, and Ward 28 – Toronto Centre 28.

Attachment 1 contains the BIA boundaries in comparison to the ward boundaries. Attachment 2 contains summaries of the service request data by overall volume, year, division, and service standard.

### Parks, Forestry and Recreation

The Parks branch maintains a suite of assets and amenities that range from general parkland and sports fields to benches, bake ovens, BMX bike facilities, fire pits, as well as infrastructure such as washroom buildings, park lighting and drinking fountains. Each asset is maintained to generally accepted industry and specific standards, however, the general service standards for all assets is that they are in good working order with no hazards present. Sports fields and general parkland have standards that specify grass

height, colour and density. Horticulture feature standards stipulate acceptable percentage of weeds, dead or damaged plants and general plan health.

Category	Service Level Description (per 2018 budget analyst notes, except where noted)
Sports Fields	General services, turf maintenance and litter pick-up on a weekly basis during peak season.
Parks Horticulture Beds	Regular maintenance as required. Horticulture beds rejuvenated on an as needed schedule.
Natural Parkland & Trails	Annual inspections for natural areas as per grass cutting schedule and regular maintenance for trails, bridges & life rings. Life stations inspected monthly.
General Parkland & Trails	General services, turf maintenance and litter pick-up as per the grass cutting schedule. Maintain standards for cleaning of facilities, repairs and inspection and winter maintenance.
Park infrastructure, features and amenities (washroom buildings, playgrounds, fire pits, field lighting, drinking fountains, etc.)	In good and working condition; clean and tidy; safe; free of graffiti, litter and debris*  *Per parks maintenance manuals

## Economic Development and Culture

BIAs exist to improve, beautify and maintain city-owned property beyond the City's standard. In 2018 the six largest Downtown BIAs budgeted a combined \$3.3 million (22% of expenditures) towards the cleanliness, amenity and maintenance of their districts. These expenditures include:

- Highly visible projects which provide greater amenity and enhancement to these districts such as flower baskets, planters, and seasonal lighting;
- Maintenance and fees associated with capital improvements, such as replacement or repair of lighting or street furnishings, banner replacements, hydro for supplementary street and pedestrian lighting, permit fees, etc.; and
- Basic cleanliness expenditures including graffiti and poster removal, pole wraps, sidewalk pressure washing, and BIA maintenance crews and other contractors.

Though much of these expenditures (floral programs, seasonal lighting, etc.) are clearly above the City's standard, the efforts of BIAs such as the Downtown Yonge through their Clean Streets Team offset the City's basic costs by supplementing litter clean-up, removal of posters and graffiti from public property and proactive efforts to address property standards.

	<b>2018 Budget (\$)</b>	<b>Cleanliness, Amenity &amp; Maintenance (\$)</b>	<b>%</b>
Bloor-Yorkville BIA	4,248,675	1,186,000	28%
Downtown Yonge BIA	3,490,708	667,645	19%
Financial District BIA	1,715,566	296,837	17%
St. Lawrence Market Neighbourhood BIA	1,357,631	204,000	15%
The Waterfront BIA	1,289,432	88,500	7%
Toronto Entertainment District BIA	3,275,599	907,543	28%
<b>Total</b>	<b>15,377,611</b>	<b>3,350,525</b>	<b>22%</b>

## **Municipal Licensing and Standards**

Municipal Licensing and Standards staff have compiled response times and service levels for property standards and bylaw enforcement in 2017 with a focus on Ward 27 and Ward 28, Toronto Centre-Rosedale as part of City Council's request from February 12, 2018.

The data shows approved service level targets and performance across various service lines of animal care, control and shelter; bylaw enforcement; and property standards, inspection and compliance in 2017.

**Animal care, control and sheltering:** This service promotes and supports the healthy and safe co-existence of people and animals in the City. This is done through education and enforcement of animal related legislation, provision of animal sheltering, adoption, lost pet reunification, licensing, pet sterilization and emergency animal rescue, removal and care. This report highlights only the enforcement service levels, specifically for emergency animal rescue and care as well as cadaver removal.

**Bylaw Enforcement:** This service includes enforcement activities for the Waste Bylaw, Parks Bylaw, Animals Bylaw as well as Licensing and Permit enforcement.

**Property Standards, Inspections and Compliance:** This service provides enforcement activities related to property standards and property maintenance; zoning issues requiring investigation and/or enforcement. The service data primarily addresses issues and/or service requests related to maintenance of buildings and property, litter and dumping of refuse, grass and weeds, graffiti, noise and fences. For the purposes of this request, property standards emergency response captures service requests relating to no heat. Property standards non-emergency response captures service requests for graffiti, snow and ice, fence and signs. Property maintenance emergency responses include service requests for abandoned appliances. Property maintenance non-emergency responses include service requests for waste, long grass and weeds.

For the purpose of this request, performance is defined as when Municipal Licensing and Standards officers have first responded to a service request. In addition, any data that is different from the 2018 Operating Budget Note is due to extraction criteria based on a revised database.

Attachment 3 contains service levels for Municipal Licensing and Standards as requested by City Council.

## **Transportation Services**

Through the budget process each year, City Council approves Transportation Services' services levels for both Mechanical Sweeping and Manual Sweeping and Cleaning. For Transportation Services' 2018 budget, these levels were approved for 1-2 times per month for Mechanical Sweeping, and on an "as required" basis for Manual Sweeping and Cleaning.

Where possible, Transportation Services provides more frequent service than set forth by the Council approved service levels. During the summer of 2017, in Toronto and East York District, Transportation Services was able to provide Mechanical Sweeping of expressways once, arterial roads six times, collector roads three times, and local roads once. Transportation Services will also provide higher levels of service during special events such as the annual spring clean-up, in response to 311 service requests, within BIA areas, and on a site specific basis as required.

## **Solid Waste Management Services**

Service levels in the downtown core, specifically the areas bounded by Parliament Street, Davenport Road, Spadina Avenue, and Queen's Quay and represented by the downtown Business Improvement Areas including: Bloor-Yorkville Business Improvement Area, Downtown Yonge Business Improvement Area, Entertainment District Business Improvement Area, Financial District Business Improvement Area, St. Lawrence Market Neighbourhood Business Improvement are as follows:

Current levels include "daily servicing to the Downtown core BIA's utilizing:

- 2 - Operations Supervisors – 7 days per week
- 1 - Two person crew - Fly Squad in each BIA area route
- 1 - Litter Vac in each BIA area route
- 1 - Manual cleaning labourer bag and broom in all BIA area route (excluding Yonge BIA) – 7 days per week
- 2 - Manual cleaning labourers bag and broom in the Yonge BIA split between Dundas – 7 days per week
- 1 - Manual cleaning Labourer bag and broom in each BIA area route seasonal (Mid May to September) – 7 days per week, afternoon shift

- 24 Hour response to Service Requests generated through 311 pertaining to "Overflowing Litter Bins" in the BIA areas
- 24 Hour response to Service Requests generated through 311 pertaining to "Illegal Dumping and Debris" clean up in Public Laneways in the BIA areas

311 Toronto, Parks, Forestry and Recreation, Economic Development and Culture, Municipal Licensing and Standards, Transportation Services and Solid Waste Management Services were consulted in the preparation of this report.

## **CONTACT**

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## **SIGNATURE**

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## **ATTACHMENTS**

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Attachment 1 - BIA Boundaries in Comparison to the Ward Boundaries  
Attachment 2 - Summaries of the Service Request Data by Overall Volume, Year, Divisions and Service Standard  
Attachment 3 - Service Levels for Municipal Licensing and Standards