
City Council

Notice of Motion

MM44.17	ACTION			Ward:All
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Improving Toronto's 311 Service Response Times - by Councillor Kristyn Wong-Tam, seconded by Councillor Janet Davis

** Notice of this Motion has been given.*

** This Motion is subject to referral to the Government Management Committee. A two-thirds vote is required to waive referral.*

Recommendations

Councillor Kristyn Wong-Tam, seconded by Councillor Janet Davis, recommends that:

1. City Council direct the Deputy City Manager, Internal Corporate Services to undertake a review of response time standards for 311 intake calls and emails and implement the following measures:
 - a. establish a maximum intake response time of no more than three (3) days for non-urgent matters and one (1) day for urgent matters so that reference numbers are assigned to files in a timely manner and information is passed on to Divisional staff for their review and follow-up action quickly;
 - b. monitor 311 service requests which are not updated after five (5) business days and provide the appropriate Divisional staff lead's contact details to the 311 service request initiator at that time;
 - c. monitor response times and report back to the Government Management Committee in the first quarter of 2019 on 311's progress in meeting these service level standards and means by which additional improvements can be made; and
 - d. monitor the time it takes for service requests to be closed and report back to the Government Management Committee in the first quarter of 2019 on the average time it takes to complete service requests by issues type and Division for each of Toronto's Municipal districts.

Summary

Toronto's 311 service has improved residents' ability to report issues in the City and initiate necessary Municipal work. Tracking 311 reference numbers allow residents to check on the status of investigations and the data gathered through daily operations provide valuable insights into incident rates and service needs. However, there remains room for improvement with

Toronto's 311 service, with widespread discrepancies in response times, both at initial intake and in the follow-ups from Divisional staff.

Residents and other 311 users report response times that range from a matter of hours to weeks or months before being provided with even a tracking reference number. In many cases, residents are not provided with the contact information for the individuals investigating or addressing work orders and do not know who to follow-up with when there appears to be no progress made. Cumulatively, this creates a poor customer service environment and it is not clear where corrective action needs to be taken.

Background Information (City Council)

Member Motion 44.17