

311 Toronto Key Metrics Report - 2020

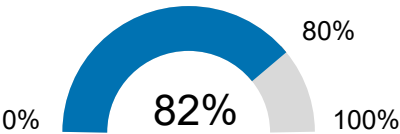
311 provides residents, businesses and visitors with easy access to non-emergency City services, programs and information 24 hours a day, seven days a week. 311 can offer assistance in more than 180 languages. The target Service Level (SL) for the phone channel is to answer 80% of the calls within 75 seconds. Over the past three years, 311 has seen a steady increase of 9% in contact volume each year, and the main increase comes from the phone channel which is 89% of all contact channels. In 2020, 311 responded to 1.41 million customer contacts at a Service Level of 82% for the phone channel.

Data Source: Cisco Unified Intelligence Center (CUIC)

311 Contact Volume

1.41M

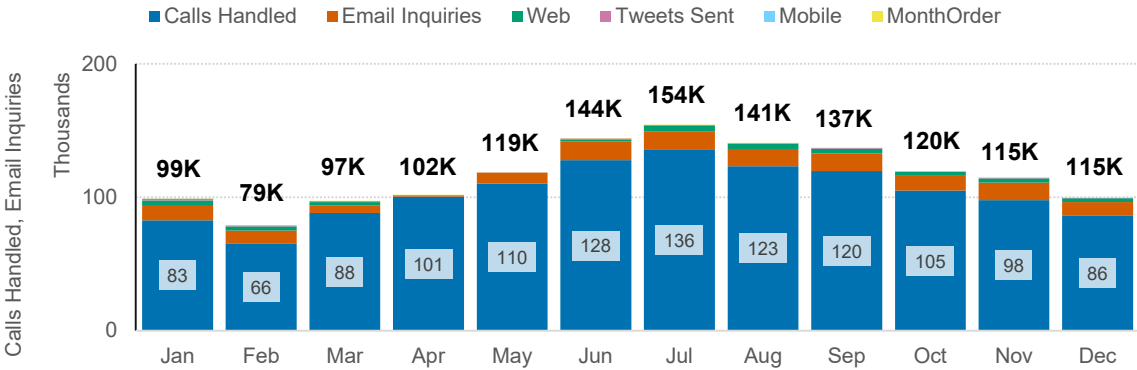
Service Level



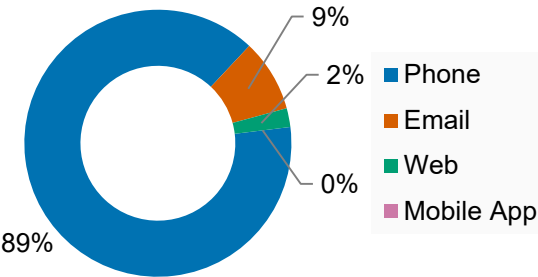
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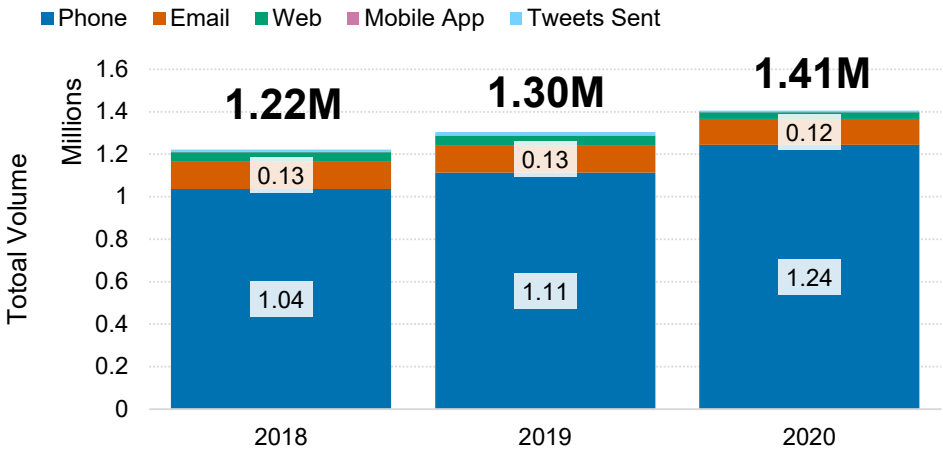
Customer Contact by Month



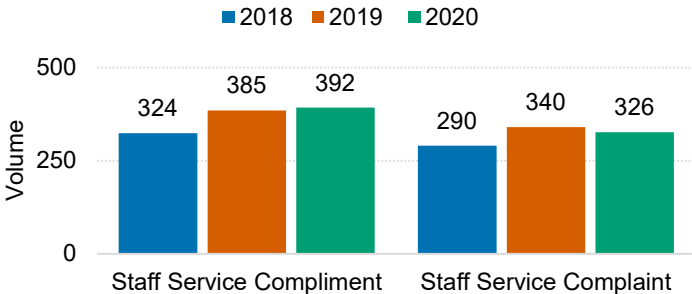
311 Contact by Channel



311 Contact Volume by Channel



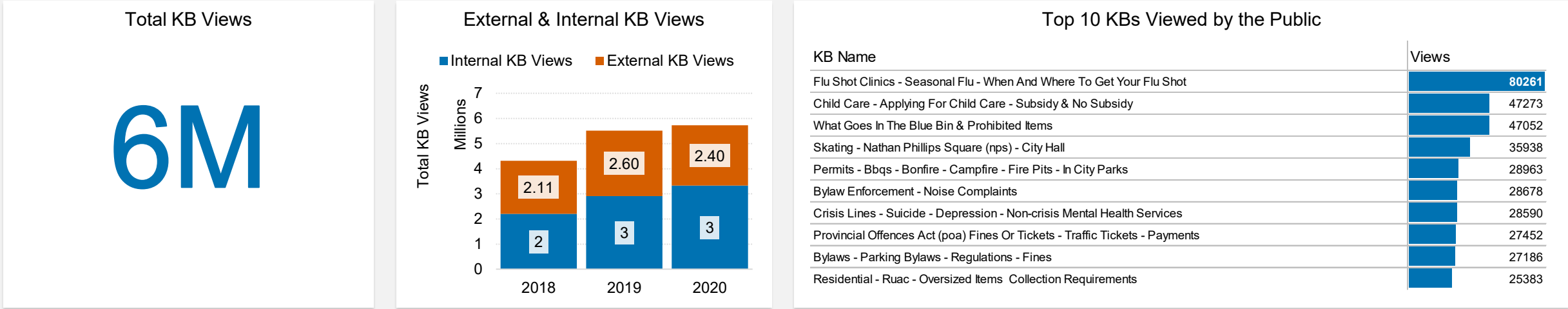
311 Staff Service Complaints & Compliments



General Inquiries Received by 311 - 2020

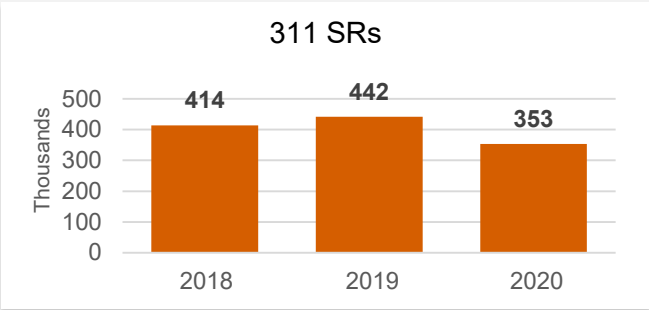
Among all the 311 contacts, around 70% are general inquiries for information. In 2020, 73% of the contacts were general inquiries. In addition to contacting 311 for information by email, phone and tweets, customers can also access the 311 Knowledge Base (KB) online. Over the past three years, the volume of online views has been increasing steadily. External KB Views refers to knowledge base articles viewed online by the public; Internal KB Views refers to knowledge base articles searched by 311 CSRs, reflecting the trend of what customers are calling about.

Data Source: Oracle Infinity web trends.



Service Requests (SRs) Created by 311 - 2020

Data Source: 311 Business Intelligence tool, excluding 24,312 SRs created in Salesforce CRM pilot for Toronto Water and Municipal Licensing & Standards. Data only includes SRs created by 311 via phone, web and mobile channel with a valid Geo ID.

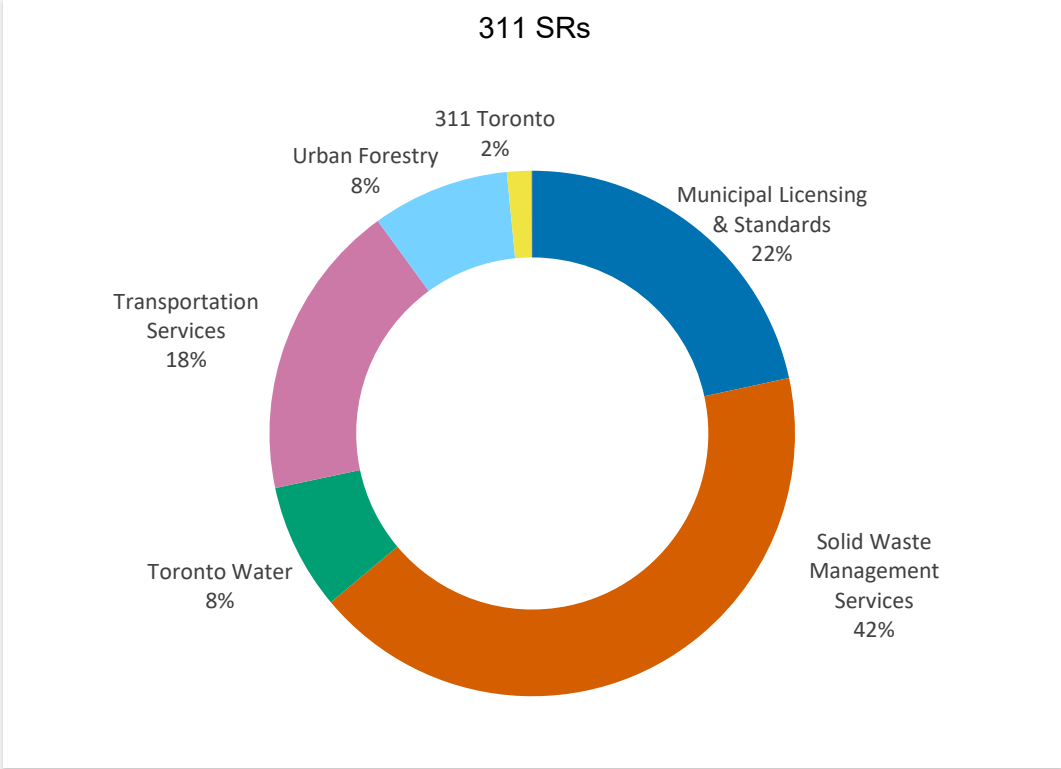


Top 5 SR- Solid Waste Management

Top 10	Volume
Residential: Bin: Repair or Replace Lid	16857
Res / Garbage / Not Picked Up	8513
Residential Furniture / Not Picked Up	8212
All / Hazardous Waste / Pick Up Request	8201
Residential: Bin: Repair or Replace Body/Handle	7708

Top 5 SR- Toronto Water

Top 10	Volume
Sewer Service Line-Blocked	7054
Water Service Line-Check Water Service Box	2592
Watermain-Possible Break	1488
Water Service Line-No Water	1384
Water-Miscellaneous	1367



Top 5 SR- Transportation Services

Top 10	Volume
Road - Pot hole	5778
Road - Cleaning/Debris	4869
Traffic Signal Maintenance	4241
Missing/Damaged Signs	4215
Road - Damaged	3401

Top 5 SR- Urban Forestry

Top 10	Volume
General Pruning	10812
Storm Clean Up	7828
Stemming	3650
By-Law Contravention Invest	1611
General Tree Maintenance	1408

Top 5 SR- Municipal Licensing & Standards

Top 10	Volume
INJUR/DIST WILDLIFE	19146
CADAVER WILDLIFE	12551
Property Standards	9847
Park Use	6580
Zoning	4647

Note:

- On March 17, 2021, a State of Emergency was declared in Ontario, and City services were reduced to essential services only.
- As the City moved to Stage 2 and Stage 3 re-opening, non-essential City services gradually resumed. By September 2020, majority of all City services resumed except for only a few SRs. As a result, the SR volume in 2020 decreased by 20%.
- City services were not impacted when City of Toronto moved to Red Lockdown Restrictions on Nov 14, 2020.

COVID-19 Enforcement Requests Summary (Apr 1 - Dec 31, 2020)

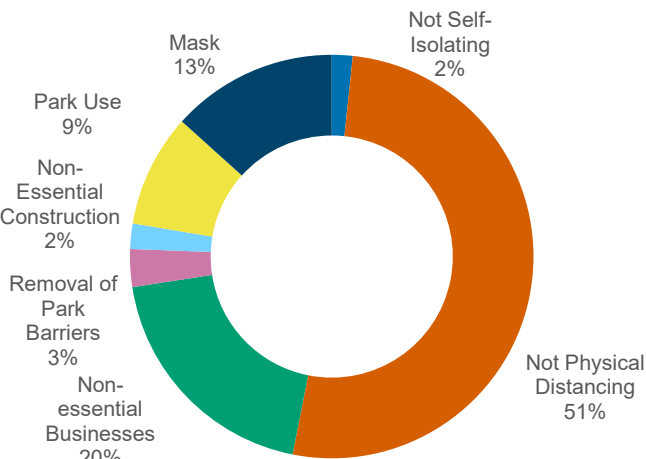
311 started taking complaints/enforcement requests related with COVID-19 emergency orders issued by Government of Ontario and the City of Toronto as early as March 18, 2020. After initial response in early days, the City of Toronto established main complaints categories around the beginning of April. This report only includes the data of complaints/enforcement requests as of April 1, 2020. As the City moved through different stages of emergency response, the categories of enforcement requests/complaints changed as well.

Data source: 311 CRM and CheckMarket surveys

Total Number

53K

Percentage by Category



Note: The complaints received by 311 between March 18 - 31 was around 2,500. Due to changed categories, it is not included in the total stats.

Enforcement Requests Volume by Month

