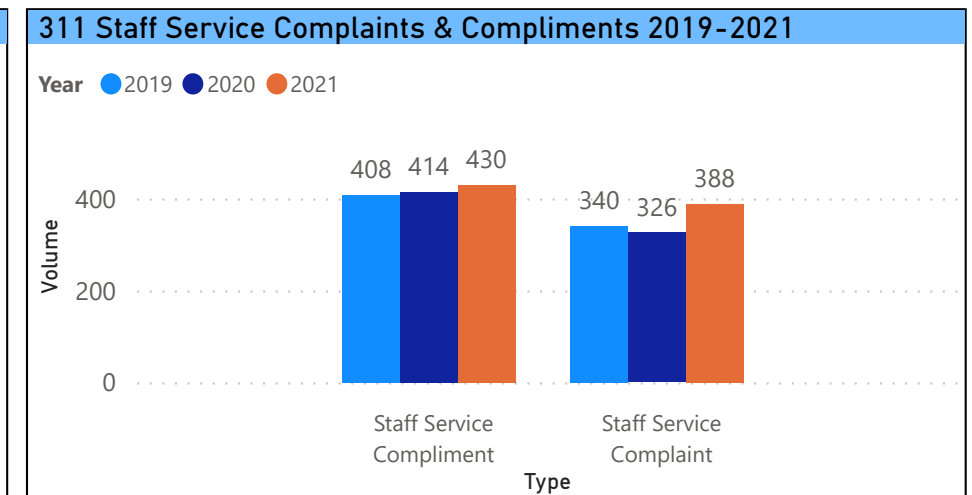
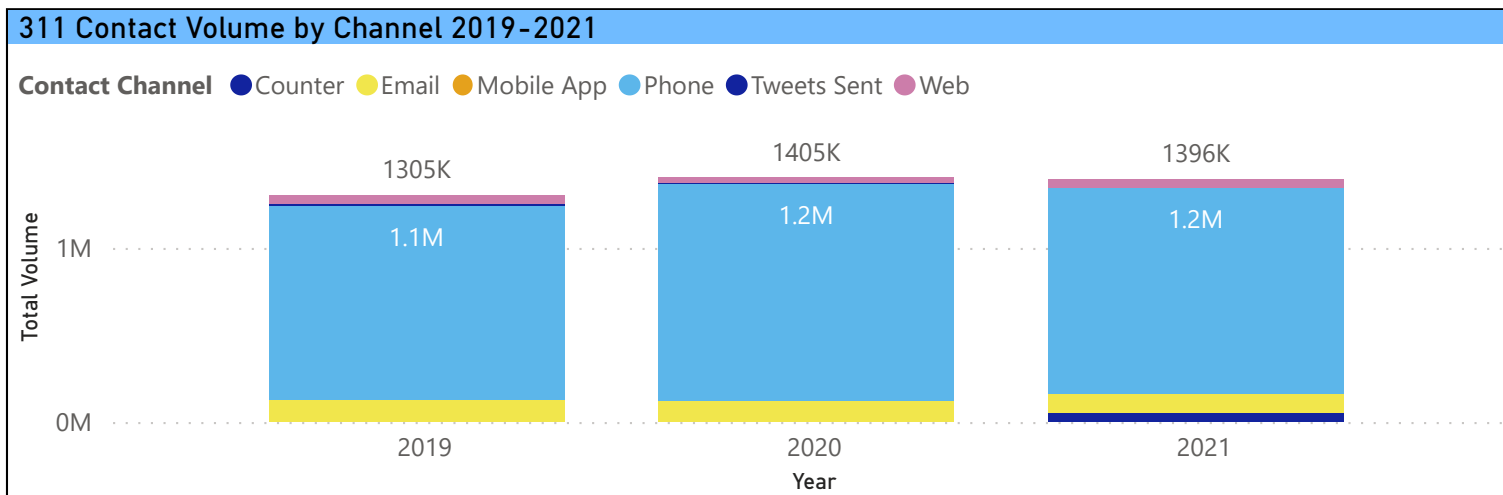
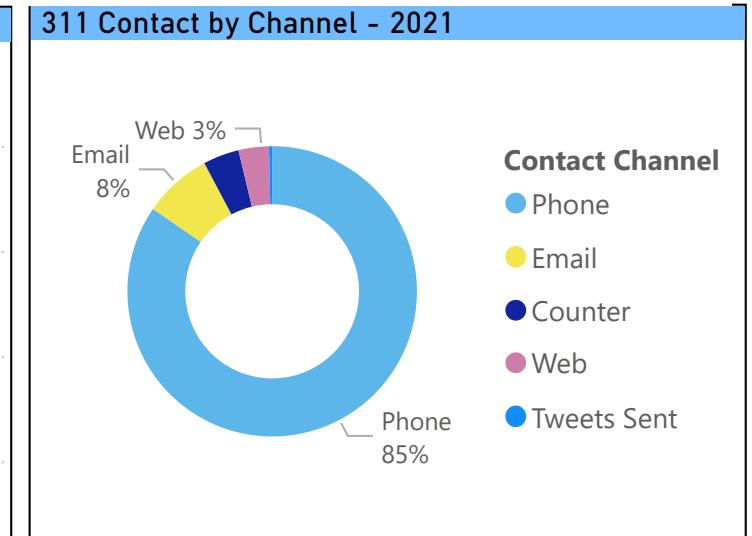
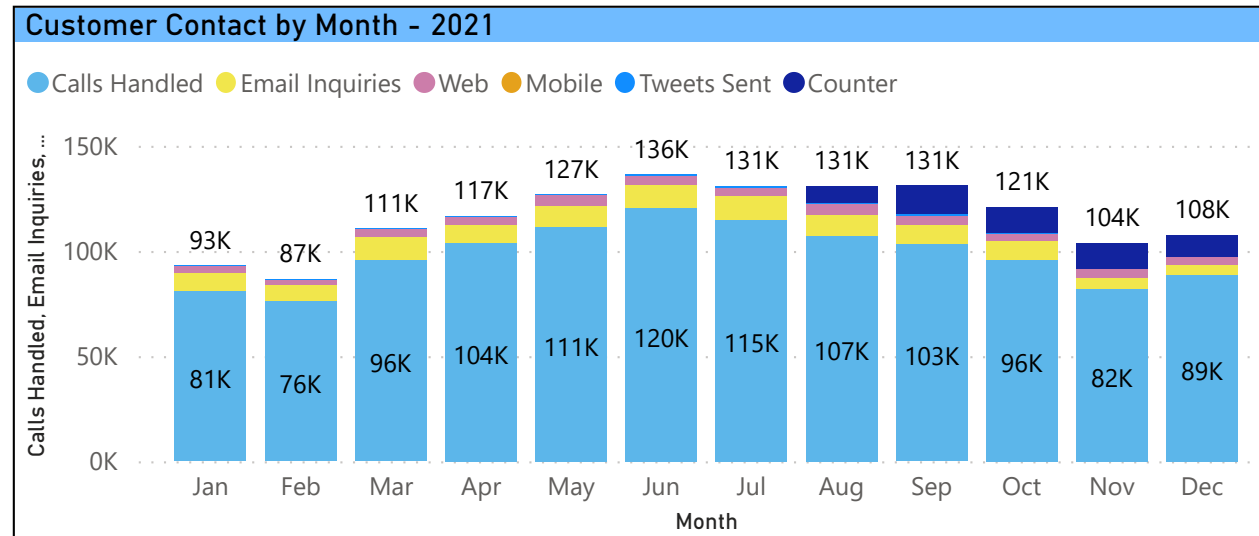
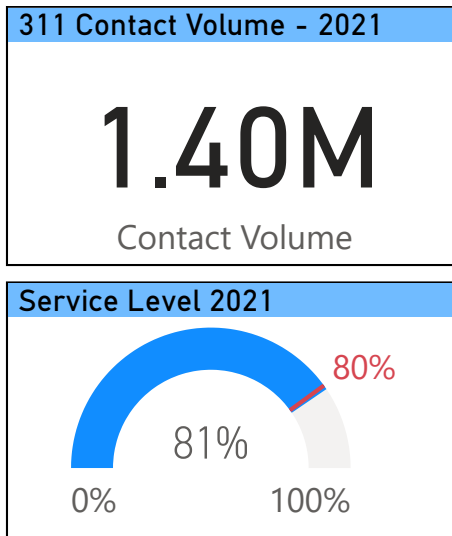


311 Toronto Key Metrics Report - 2021

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. In 2021, 311 responded to 1.4 million customer contacts at a Service Level of 81% for the phone channel.

Data Source: Cisco Unified Intelligence Center (CUIC), 311 BI portal and Salesforce, CheckMarket Surveys, Social Studio

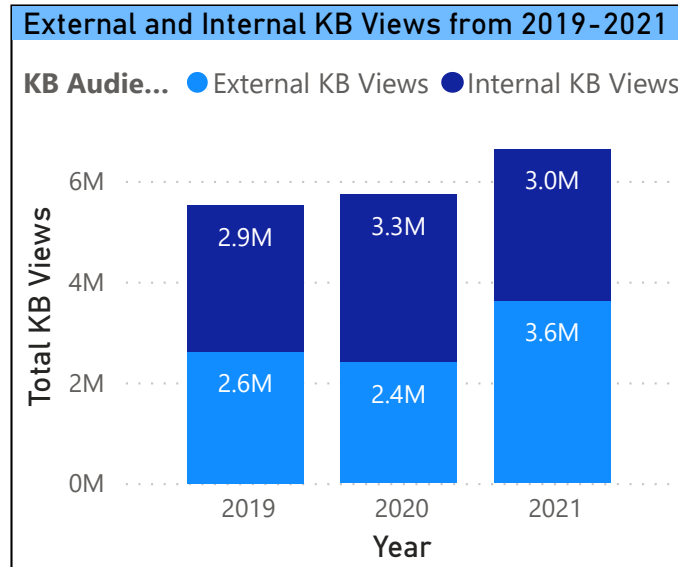


General Inquiries Received by 311 - 2021

In 2021, 311 total Knowledge Base (KB) views grew over 16% from 5.7 million views in 2020 to 6.6 million views in 2021. It's consistent with the volume growth trend that has been observed over the past few years. Note: External KB View refers to knowledge base articles viewed online by the public ; Internal KB View refers to knowledge base articles searched by 311 Customer Service Representative (CSR)s, reflecting the trend of what customers are calling about.

Data Source: Oracle Infinity web trends.

7M
Total KB Views



KB Name	Views
Skating - Nathan Phillips Square - City Hall	72011
Child Care - Applying For Child Care and Subsidy	69028
What Goes In The Blue Bin & Prohibited Items	56600
Provincial Offences Act Fines Or Tickets Payments	51289
Flu Shot Clinics - Seasonal Flu	47607
Blue Flag Beaches - Status Of Beaches	42464
Yonge Street - Length - Where Does It Start And Finish	39052
Recreation Programs - Toronto Fun Guide	38106
Bylaws - Parking Bylaws - Regulations - Fines	37175
Residential - Ruac - Oversized Items - Furniture - Metal Items - Appliances - Collection Requirements	35757

KB Name	Views
Enforcement - Covid-19	64450
Garbage Calendars - Residential & Ruac - Delivery - Calendar Concerns Or Comments	51756
Covid-19 Vaccines - Immunization Clinics	43048
City Of Toronto Response To Covid-19	38296
Roads & Traffic Work Types	37052
Green Bin - Residential & Ruac - Missing Or Damaged	31500
Residential - Ruac - Garbage Bins - Blue Bins - Broken - Damaged - Repairs - Replacement - Set Out Requirements	31222
City Of Toronto Complaint Processes	30715
Residential - Garbage - Recycling - Bin Exchange	30292

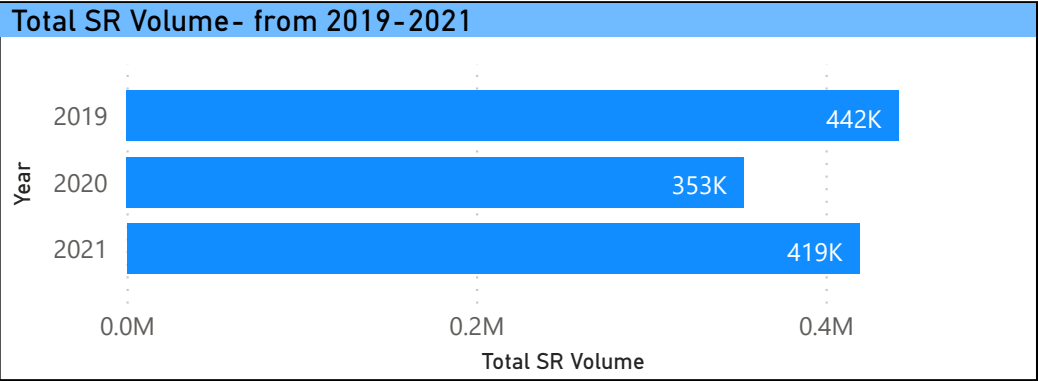
Service Requests (SRs) Created by 311 - 2021

Data Source: 311 Business Intelligence tool and Salesforce CRM. Data includes SRs created by 311 via phone, web and mobile channel with a valid Geo ID, as well as all the SRs in Salesforce.

311 SR - 2021

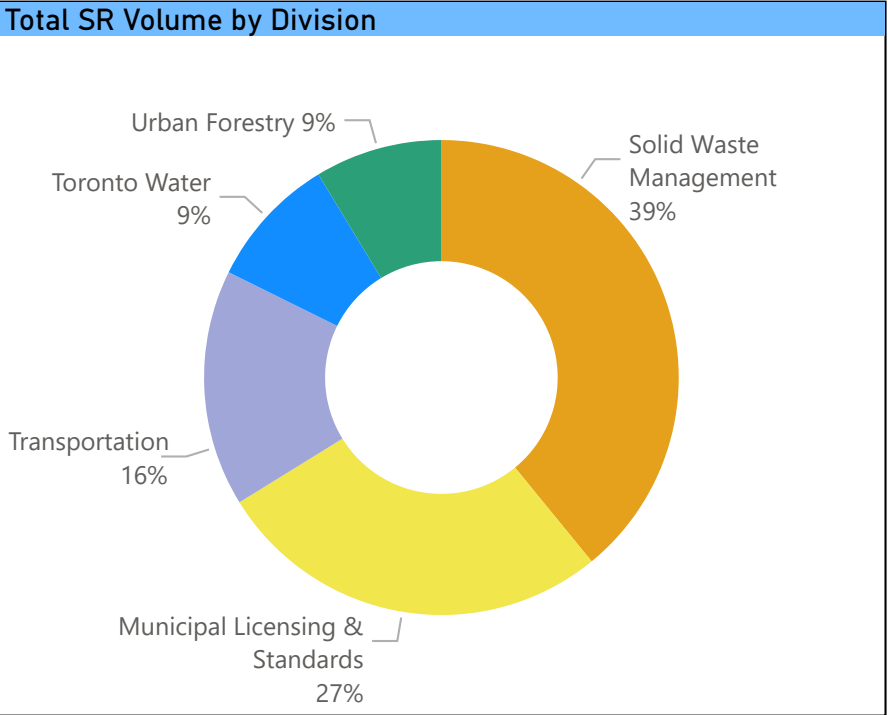
419K

Total SR Volume



Top 5 SR- Solid Waste Management - 2021

Service Requests (SR)	Volume
Residential: Bin: Repair or Replace Lid	17004
Res / Garbage / Missed	8926
All / Hazardous Waste / Pick Up Request	8891
Residential: Bin: Repair or Replace Body/Handle	7824
Residential Furniture / Missed	7759



Top 5 SR- Transportation Services - 2021

Service Requests (SR)	Volume
Road - Cleaning/Debris	6513
Missing / Damaged Street or Traffic Signs	4652
Traffic Signal Maintenance	4471
Road - Pot hole	3729
Complaint / Investigation - Encroachment	2903

Top 5 SR- Toronto Water - 2021

Service Requests (SR)	Volume
Sewer Service Line-Blocked	7220
Water Service Line Turn Off	4480
Water Service Line Turn On	3307
Water Service Line-Check Water Service Box	2938
Water Service Line - Low Pressure, Low Flow - Ongoing	2025

Top 5 SR- Municipal Licensing & Standards - 2021

Service Requests (SR)	Volume
Property Standards and Maintenance Violations	14160
Cadaver - Wildlife	12333
Injured - Wildlife	12322
Zoning Regulations Violations	9195
Waste	4946

Top 5 SR- Urban Forestry - 2021

Service Requests (SR)	Volume
Restoration Related	13543
Tree Storm Clean-Up	7985
Stemming	4850
Tree Planting	1894
By-Law Contravention Invest	1779

Top 5 SRs in Each Ward - 2021

Data Source: 311 Business Intelligence tool and Salesforce CRM. Data includes SRs created by 311 via phone, web and mobile channel with a valid Geo ID, as well as all the SRs in Salesforce.

Beaches-East York	
Service Request	Volume
Cadaver - Wildlife	929
Residential: Bin: Repair or Replace Lid	889
Injured - Wildlife	878
Property Standards and Maintenance Violations	829
General Pruning	789

Davenport	
Service Request	Volume
Residential: Bin: Repair or Replace Lid	1381
Residential: Bin: Repair or Replace Body/Handle	710
Property Standards and Maintenance Violations	703
Amplified Sound	648
Bin Investigation Request	599

Don Valley East	
Service Request	Volume
Property Standards and Maintenance Violations	426
Injured - Wildlife	353
Cadaver - Wildlife	309
Residential Furniture / Missed	299
Residential: Bin: Repair or Replace Lid	296

Don Valley North	
Service Request	Volume
Residential: Bin: Repair or Replace Lid	474
General Pruning	422
Residential Furniture / Missed	382
Res / Organic Green Bin / Missed	328
Property Standards and Maintenance Violations	300

Don Valley West	
Service Request	Volume
Cadaver - Wildlife	658
General Pruning	605
Residential Furniture / Missed	545
Residential: Bin: Repair or Replace Lid	540
Tree Storm Clean-Up	539

Eglinton-Lawrence	
Service Request	Volume
Residential: Bin: Repair or Replace Lid	1151
General Pruning	793
Cadaver - Wildlife	685
Injured - Wildlife	616
Property Standards and Maintenance Violations	614

Etobicoke Centre	
Service Request	Volume
General Pruning	891
Tree Storm Clean-Up	741
Cadaver - Wildlife	700
Injured - Wildlife	607
Res / Recycle / Missed	562

Etobicoke North	
Service Request	Volume
Property Standards and Maintenance Violations	602
Residential: Bin: Repair or Replace Lid	571
General Pruning	481
Cadaver - Wildlife	435
Zoning Regulations Violations	401

Etobicoke-Lakeshore	
Service Request	Volume
General Pruning	1011
Injured - Wildlife	903
Res / Garbage / Missed	783
Tree Storm Clean-Up	751
Res / Recycle / Missed	749

Top 5 SRs in Each Ward - 2021

Data Source: 311 Business Intelligence tool and Salesforce CRM. Data includes SRs created by 311 via phone, web and mobile channel with a valid Geo ID, as well as all the SRs in Salesforce.

Humber River-Black Creek	
Service Request	Volume
Property Standards and Maintenance Violations	591
Residential: Bin: Repair or Replace Lid	452
Amplified Sound	395
Injured - Wildlife	326
Zoning Regulations Violations	314

Parkdale-High Park	
Service Request	Volume
Residential: Bin: Repair or Replace Lid	1191
Injured - Wildlife	789
Property Standards and Maintenance Violations	789
All / Hazardous Waste / Pick Up Request	771
Cadaver - Wildlife	703

Scarborough Centre	
Service Request	Volume
Residential: Bin: Repair or Replace Lid	785
Property Standards and Maintenance Violations	589
Cadaver - Wildlife	524
Res / Organic Green Bin / Missed	451
General Pruning	437

Scarborough North	
Service Request	Volume
Residential: Bin: Repair or Replace Lid	601
General Pruning	395
Res / Organic Green Bin / Missed	342
Res / Garbage / Missed	319
Res / Recycle / Missed	275

Scarborough Southwest	
Service Request	Volume
Property Standards and Maintenance Violations	840
Cadaver - Wildlife	676
Res / Garbage / Missed	664
Residential: Bin: Repair or Replace Lid	633
Injured - Wildlife	586

Scarborough-Agincourt	
Service Request	Volume
Residential: Bin: Repair or Replace Lid	496
General Pruning	459
Zoning Regulations Violations	337
Res / Garbage / Missed	297
Injured - Wildlife	265

Scarborough-Guildwood	
Service Request	Volume
Injured - Wildlife	520
Property Standards and Maintenance Violations	507
Residential: Bin: Repair or Replace Lid	506
Cadaver - Wildlife	457
Zoning Regulations Violations	423

Scarborough-Rouge Park	
Service Request	Volume
General Pruning	735
Residential: Bin: Repair or Replace Lid	728
Res / Garbage / Missed	696
Res / Organic Green Bin / Missed	581
Residential Furniture / Missed	568

Spadina-Fort York	
Service Request	Volume
Amplified Sound	1361
Zoning Regulations Violations	718
Park Use	585
Injured - Wildlife	546
Litter / Sidewalk & Blvd / Pick Up Request	514

Top 5 SRs in Each Ward - 2021

Data Source: 311 Business Intelligence tool and Salesforce CRM. Data includes SRs created by 311 via phone, web and mobile channel with a valid Geo ID, as well as all the SRs in Salesforce.

Toronto Centre	
Service Request	Volume
Property Standards and Maintenance Violations	807
Litter / Sidewalk & Blvd / Pick Up Request	538
Amplified Sound	520
Road - Cleaning/Debris	422
Injured - Wildlife	412

Toronto-Danforth	
Service Request	Volume
General Pruning	882
Cadaver - Wildlife	864
Residential: Bin: Repair or Replace Lid	835
Injured - Wildlife	737
Property Standards and Maintenance Violations	713

Toronto-St. Paul's	
Service Request	Volume
Residential: Bin: Repair or Replace Lid	1056
Property Standards and Maintenance Violations	662
Residential: Bin: Repair or Replace Body/Handle	551
General Pruning	548
All / Hazardous Waste / Pick Up Request	544

University-Rosedale	
Service Request	Volume
Residential: Bin: Repair or Replace Lid	1025
Amplified Sound	943
Property Standards and Maintenance Violations	680
Injured - Wildlife	593
General Pruning	584

Willowdale	
Service Request	Volume
Residential: Bin: Repair or Replace Lid	453
Long Grass and Weeds	422
General Pruning	421
Cadaver - Wildlife	360
Injured - Wildlife	306

York Centre	
Service Request	Volume
Residential: Bin: Repair or Replace Lid	557
Property Standards and Maintenance Violations	476
Injured - Wildlife	443
Cadaver - Wildlife	434
Sewer Service Line-Blocked	370

York South-Weston	
Service Request	Volume
Property Standards and Maintenance Violations	865
Residential: Bin: Repair or Replace Lid	798
General Pruning	654
Cadaver - Wildlife	505
Sewer Service Line-Blocked	463

COVID-19 Enforcement Requests Summary (Jan 1 - Dec 31, 2021)

This report includes the data of complaints or enforcement requests related to COVID-19 bylaws or provincial orders in 2021. As the City moved through different stages of emergency response, the categories of enforcement requests/complaints changed as well. Enforcement requests on physical distancing reduced by over 56% at the end of 2021 from the peak in April 2021 at 2435 requests to 1066 requests in December 2021.

Data source: 311 Salesforce CRM and Check Market surveys

