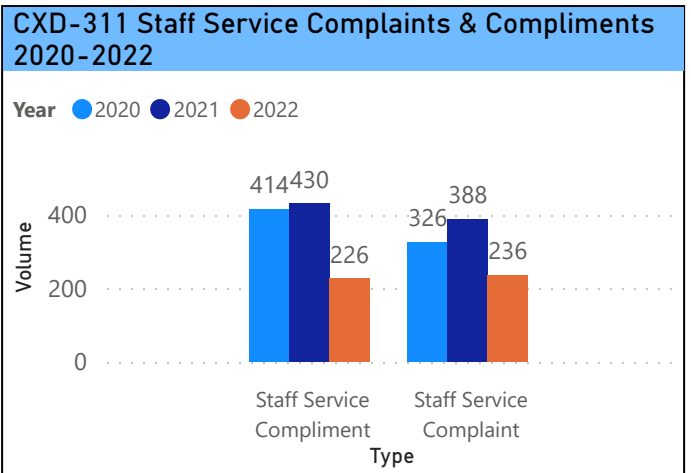
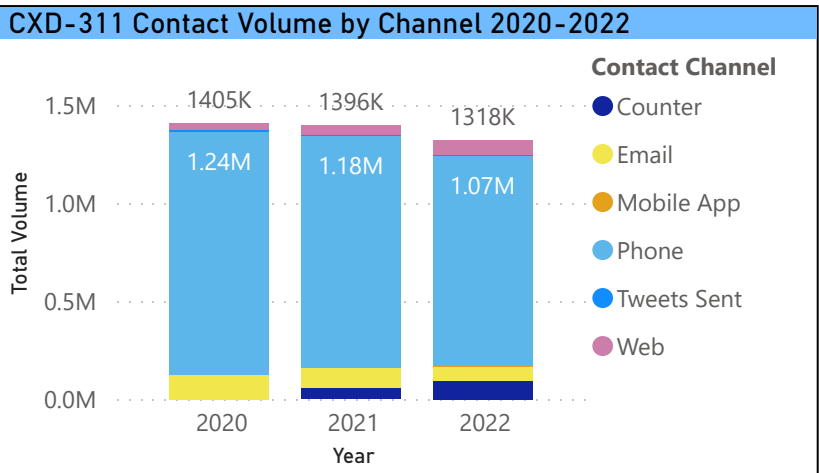
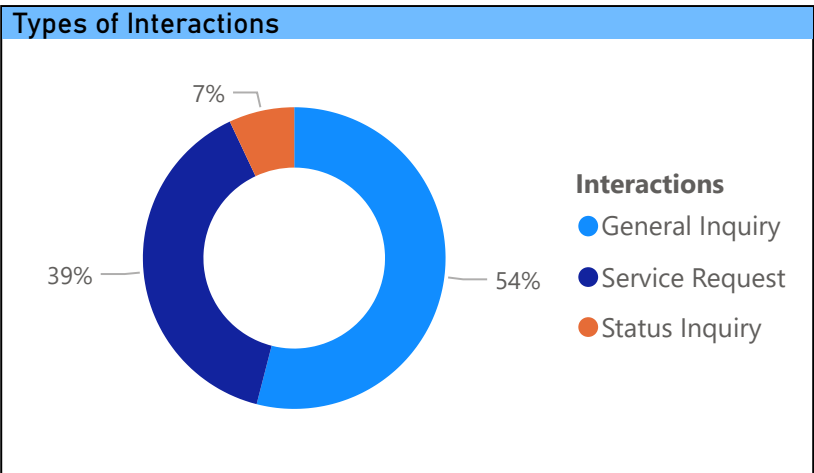
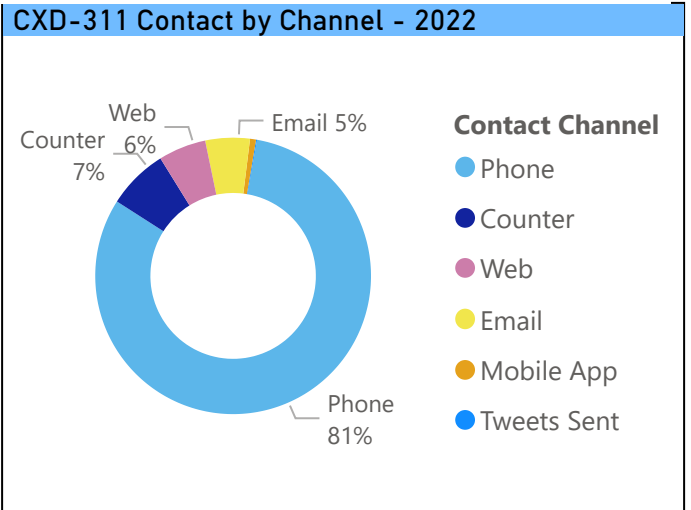
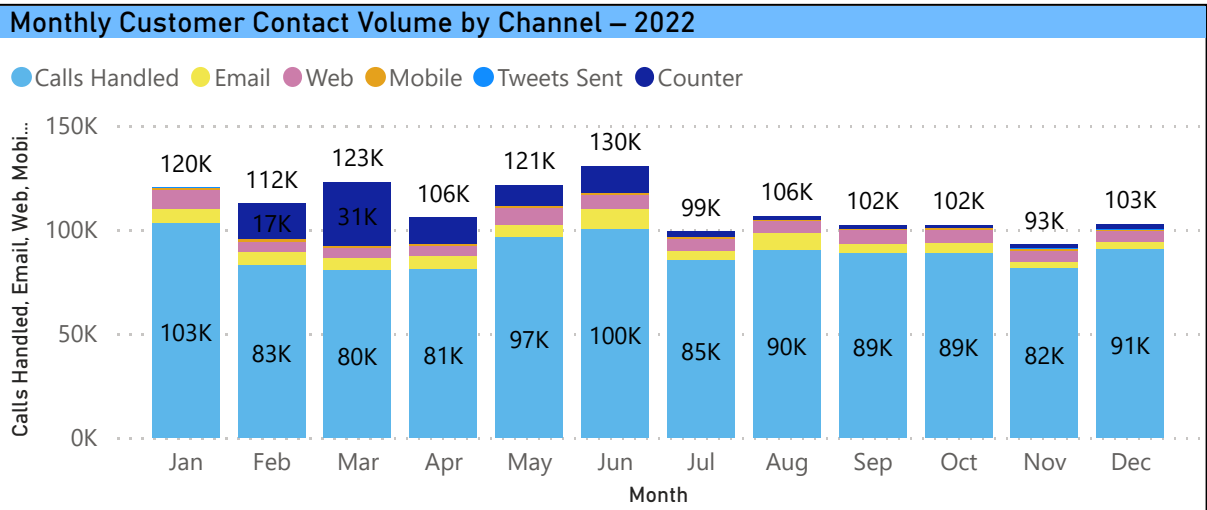
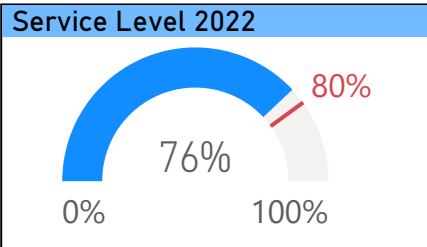
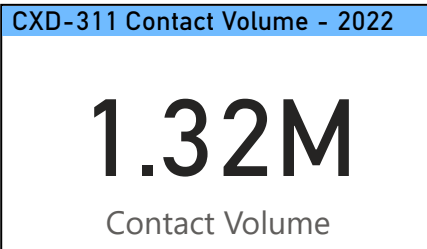


Customer Experience Division - 311 Toronto (CXD-311) Key Metrics Re -

CXD-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. CXD-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 2022, CXD-311 responded to 1.32 million customer contacts at a Service Level of 76% for the phone channel.

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

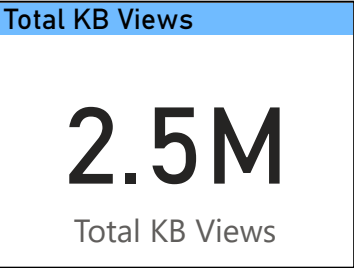


General Inquiries Received by CXD-311 -

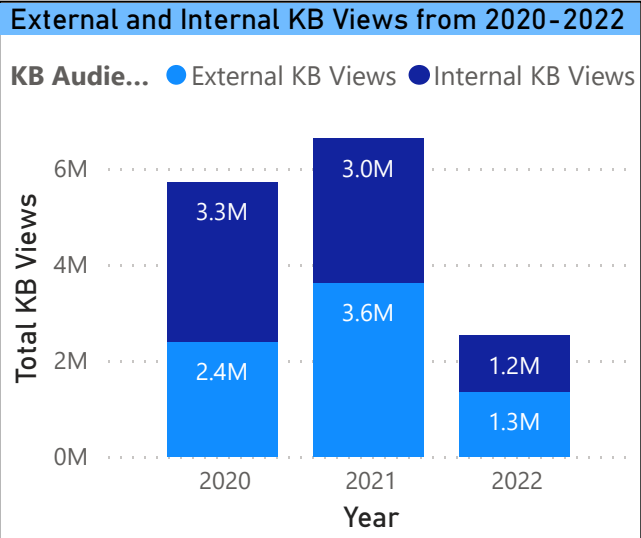
In 2022, CXD-311 total Knowledge Base (KB) views were 38% lower than 2021 views due to a technical constraint in how Google indexes pages.

Note: External KB View refers to knowledge base articles viewed online by the public ; Internal KB View refers to knowledge base articles searched by CXD-311 Customer Service Representative (CSR)s, reflecting the trend of what customers are calling about.

Data Source: Oracle Infinity web trends.

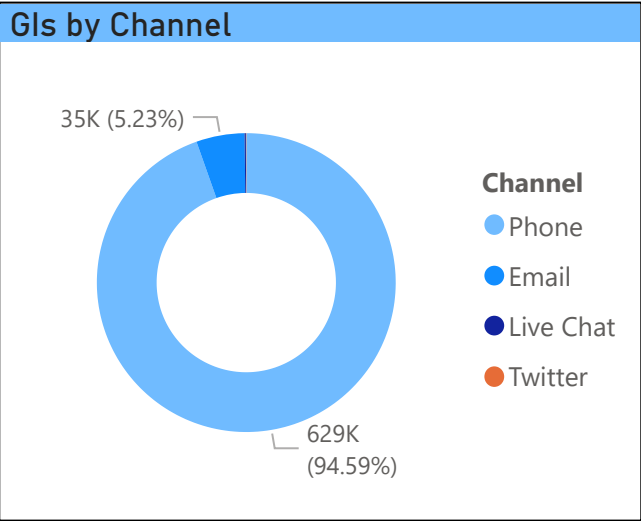
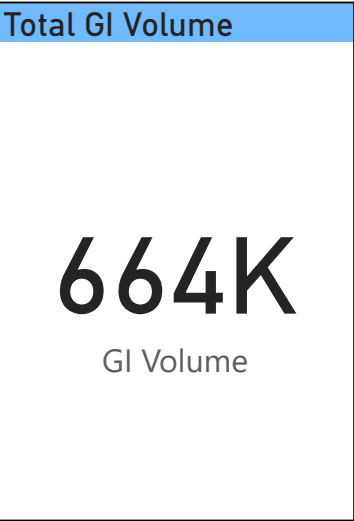


In Q2, 2022, CXD-311's legacy KB system was decommissioned. Salesforce KB views are significantly lower compared to 2021 due to a technical constraint in how Google indexes pages.



2022 - Top 10 KBs Viewed by Public

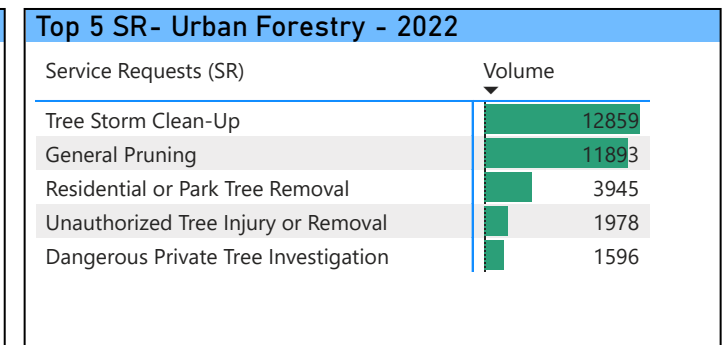
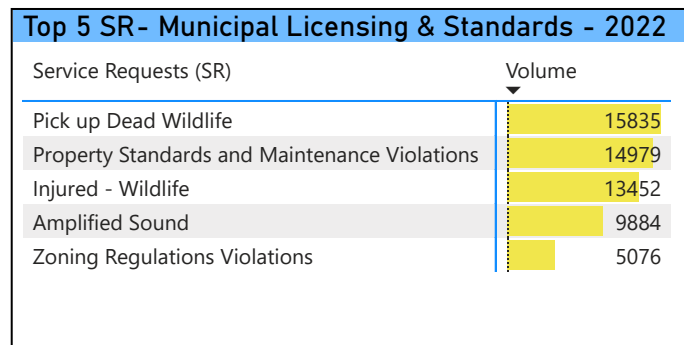
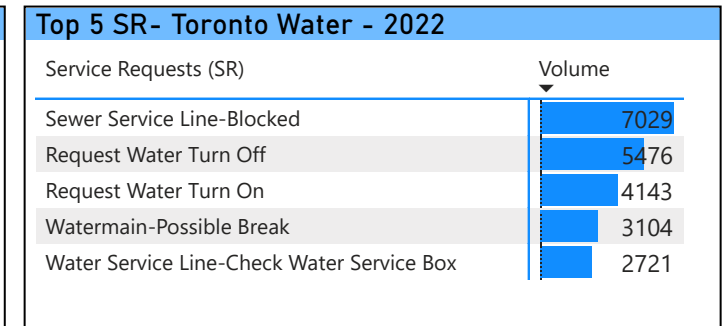
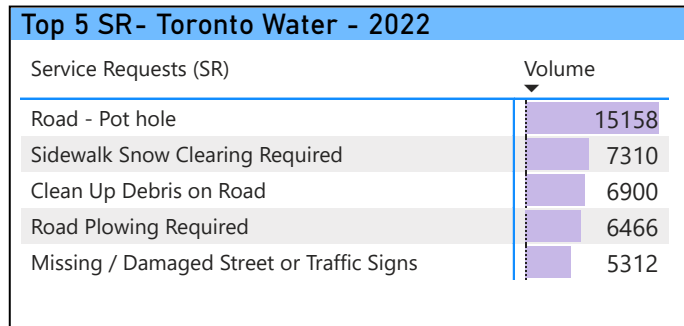
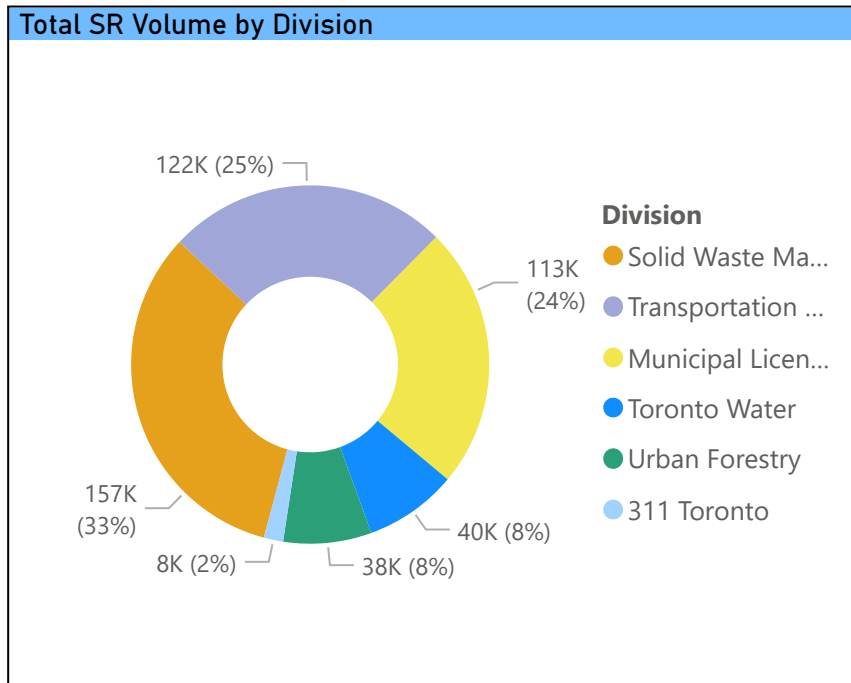
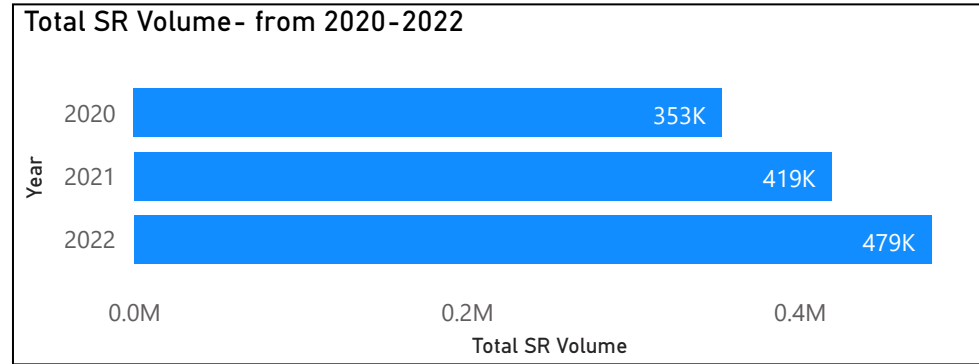
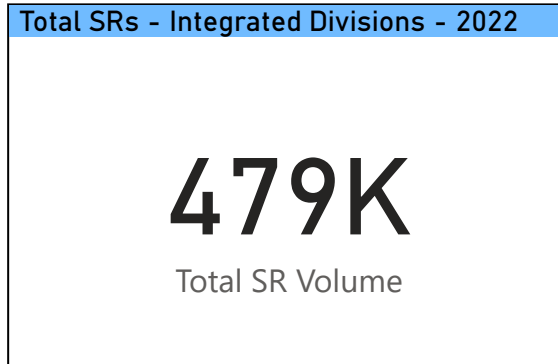
KB Name	Views
Skating - Nathan Phillips Square (nps) - City Hall	36069
Public Holidays - Paid Public Holidays - Ontario	18324
Provincial Offences Act (poa) Fines Or Tickets - Traffic Tickets - Payments	16833
Skating - Skate & Helmet Rental - Skate Sharpening	12178
What Goes In The Blue Bin & Prohibited Items	11958
Yonge Street - Length - Where Does It Start And Finish	11757
Residential Christmas Tree Collection - Not Picked Up	11026
Child Care - Applying For Child Care - Subsidy & No Subsidy - Eligibility	10909
Assessment - Day Care Centres	10700
Toronto Citypass - City Pass	10413
Services Provided By The Municipal - Provincial - Federal Governments	10413



Top 10 General Inquiries created by Customer Service Representatives (CSRs)

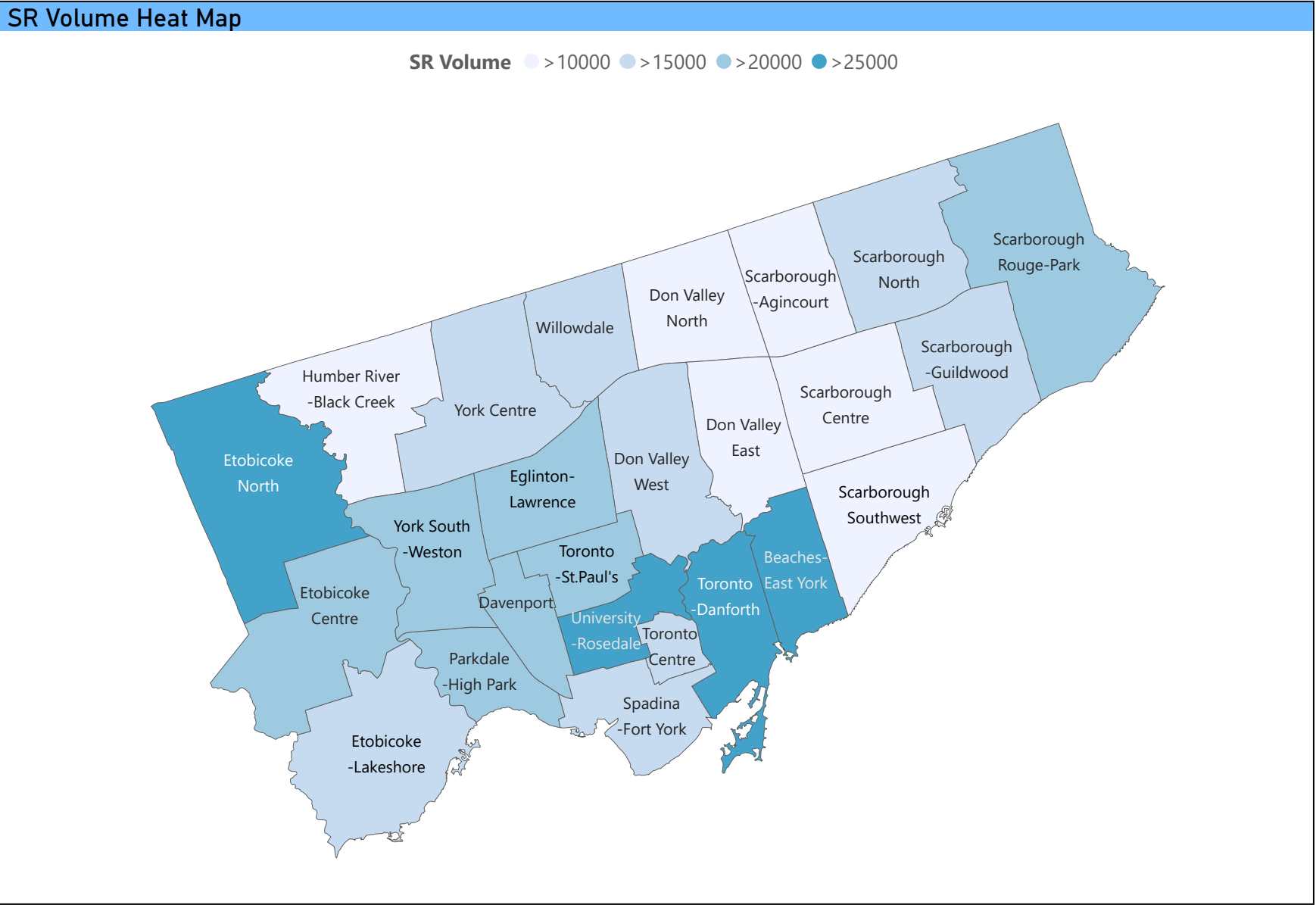
GI Name	Views
Property Tax Billing	28748
Vacant Home Tax	18284
What to do with your waste materials	14735
Toronto Police - police divisions - police stations - non-emergency	12763
Utility bill payments	12642
Residential oversized items for collection	12223
Solid Waste Drop-Off Depots - Transfer Stations - residential waste - fees	9467
Bylaw enforcement - parking	8340
Utility Billing - Water and Solid Waste	8098
Property tax & utility billing - change of ownership - address change	7967

Data Source: CXD-311 Business Intelligence tool and Salesforce CRM. Data includes SRs of Integrated Divisions created by CXD-311 via phone, web and mobile channel with a valid Geo ID.



Customer Service Requests (SRs) by City Wards - 2022

SR Volume by Ward	
Ward	Volume
Etobicoke North	27034
Beaches-East York	26762
Toronto-Danforth	26739
University-Rosedale	25109
Eglinton-Lawrence	24892
Davenport	24612
Parkdale-High Park	24037
Toronto-St. Paul's	21912
Scarborough-Rouge Park	21428
Etobicoke Centre	21002
York South-Weston	20688
Spadina-Fort York	19555
Don Valley West	19104
Scarborough-Guildwood	18092
Scarborough North	17635
Toronto Centre	16643
York Centre	16548
Etobicoke-Lakeshore	15897
Willowdale	15035
Scarborough Southwest	13552
Don Valley North	13496
Humber River-Black Creek	13091
Scarborough-Agincourt	11691
Don Valley East	11026
Scarborough Centre	10912



Top 5 SRs in Each Ward -

Data Source: CXD-311 Business Intelligence tool and Salesforce CRM. Data includes SRs created by CXD-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
Injured - Wildlife	1788
Pick up Dead Wildlife	1505
Road - Pot Hole	1210
Property Standards and Maintenance Violations	870
Residential - Garbage Day Collection - Not Picked Up	708

Davenport	
Service Request	Volume
Residential Bin Lid Damaged	1395
Residential Bin Body or Handle Damaged	728
Property Standards and Maintenance Violations	661
Amplified Sound	655
Road - Pot Hole	648

Don Valley East	
Service Request	Volume
Property Standards and Maintenance Violations	524
Injured - Wildlife	492
Pick up Dead Wildlife	478
Residential Bin Lid Damaged	322
Road - Pot Hole	288

Don Valley North	
Service Request	Volume
Tree Storm Clean-Up	514
Residential Bin Lid Damaged	494
Road - Pot Hole	483
General Pruning	386
Pick up Dead Wildlife	372

Don Valley West	
Service Request	Volume
Pick up Dead Wildlife	870
Road - Pot Hole	832
Tree Storm Clean-Up	697
Injured - Wildlife	681
General Pruning	648

Eglinton-Lawrence	
Service Request	Volume
Residential Bin Lid Damaged	1223
Road - Pot Hole	998
Tree Storm Clean-Up	927
Pick up Dead Wildlife	784
Injured - Wildlife	730

Etobicoke Centre	
Service Request	Volume
Tree Storm Clean-Up	1230
Pick up Dead Wildlife	794
General Pruning	752
Residential - Recycling Day Collection - Not Picked Up	654
Residential Bin Lid Damaged	568

Etobicoke North	
Service Request	Volume
Tree Storm Clean-Up	860
Residential Bin Lid Damaged	628
Property Standards and Maintenance Violations	583
Road - Pot Hole	560
Pick up Dead Wildlife	414

Etobicoke-Lakeshore	
Service Request	Volume
Pick up Dead Wildlife	907
Residential - Recycling Day Collection - Not Picked Up	865
Residential - Garbage Day Collection - Not Picked Up	852
Tree Storm Clean-Up	850
General Pruning	847

Top 5 SRs in Each Wa -

Data Source: CXD-311 Business Intelligence tool and Salesforce CRM. Data includes SRs created by CXD-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	678
Road - Pot Hole	604
Residential Bin Lid Damaged	448
Tree Storm Clean-Up	360
Amplified Sound	358

Parkdale-High Park	
Service Request	Volume
Residential Bin Lid Damaged	1311
Property Standards and Maintenance Violations	792
Pick up Dead Wildlife	771
Tree Storm Clean-Up	768
Road - Pot Hole	765

Scarborough Centre	
Service Request	Volume
Residential Bin Lid Damaged	796
Pick up Dead Wildlife	694
Property Standards and Maintenance Violations	600
Injured - Wildlife	514
Residential - Garbage Day Collection - Not Picked Up	470

Scarborough North	
Service Request	Volume
Residential Bin Lid Damaged	633
Road - Pot Hole	459
General Pruning	431
Tree Storm Clean-Up	417
Driveway Blocked By Plowed Snowbank	302

Scarborough Southwest	
Service Request	Volume
Injured - Wildlife	903
Property Standards and Maintenance Violations	866
Pick up Dead Wildlife	802
Residential Bin Lid Damaged	723
Residential - Garbage Day Collection - Not Picked Up	676

Scarborough-Agincourt	
Service Request	Volume
Residential Bin Lid Damaged	447
Zoning Regulations Violations	387
General Pruning	384
Tree Storm Clean-Up	352
Road - Pot Hole	340

Scarborough-Guildwood	
Service Request	Volume
Residential Bin Lid Damaged	594
Property Standards and Maintenance Violations	593
Pick up Dead Wildlife	481
Injured - Wildlife	427
General Pruning	351

Scarborough-Rouge Park	
Service Request	Volume
Residential Bin Lid Damaged	735
Residential - Garbage Day Collection - Not Picked Up	696
General Pruning	631
Tree Storm Clean-Up	629
Residential - Recycling Day Collection - Not Picked Up	587

Spadina-Fort York	
Service Request	Volume
Amplified Sound	1681
Road - Pot Hole	687
Posting City Property / Structures	546
Clean Up Debris on Road	521
Missing / Damaged Street or Traffic Signs	486

Top 5 SRs in Each Ward -

Data Source: CXD-311 Business Intelligence tool and Salesforce CRM. Data includes SRs created by CXD-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	864
Amplified Sound	685
Construction Noise	580
Injured - Wildlife	475
Clean Up Debris on Road	462

Toronto-Danforth	
Service Request	Volume
Pick up Dead Wildlife	1494
Injured - Wildlife	1442
Road - Pot Hole	1053
Residential Bin Lid Damaged	792
Property Standards and Maintenance Violations	737

Toronto-St. Paul's	
Service Request	Volume
Residential Bin Lid Damaged	1286
Road Plowing Required	926
Road - Pot Hole	849
Residential Bin Body or Handle Damaged	701
Property Standards and Maintenance Violations	696

University-Rosedale	
Service Request	Volume
Residential Bin Lid Damaged	1070
Amplified Sound	830
Property Standards and Maintenance Violations	753
Injured - Wildlife	695
Pick up Dead Wildlife	661

Willowdale	
Service Request	Volume
Residential Bin Lid Damaged	510
Road - Pot Hole	477
Tree Storm Clean-Up	469
Pick up Dead Wildlife	427
General Pruning	372

York Centre	
Service Request	Volume
Residential Bin Lid Damaged	640
Pick up Dead Wildlife	604
Road - Pot Hole	552
Property Standards and Maintenance Violations	478
Tree Storm Clean-Up	426

York South-Weston	
Service Request	Volume
Property Standards and Maintenance Violations	997
Residential Bin Lid Damaged	917
Road - Pot Hole	669
Pick up Dead Wildlife	583
Tree Storm Clean-Up	513