

Service Excellence at the City of Toronto

Monday, December 18, 2023

➤ Today's Presentation

Purpose

The purpose of today's presentation is to:

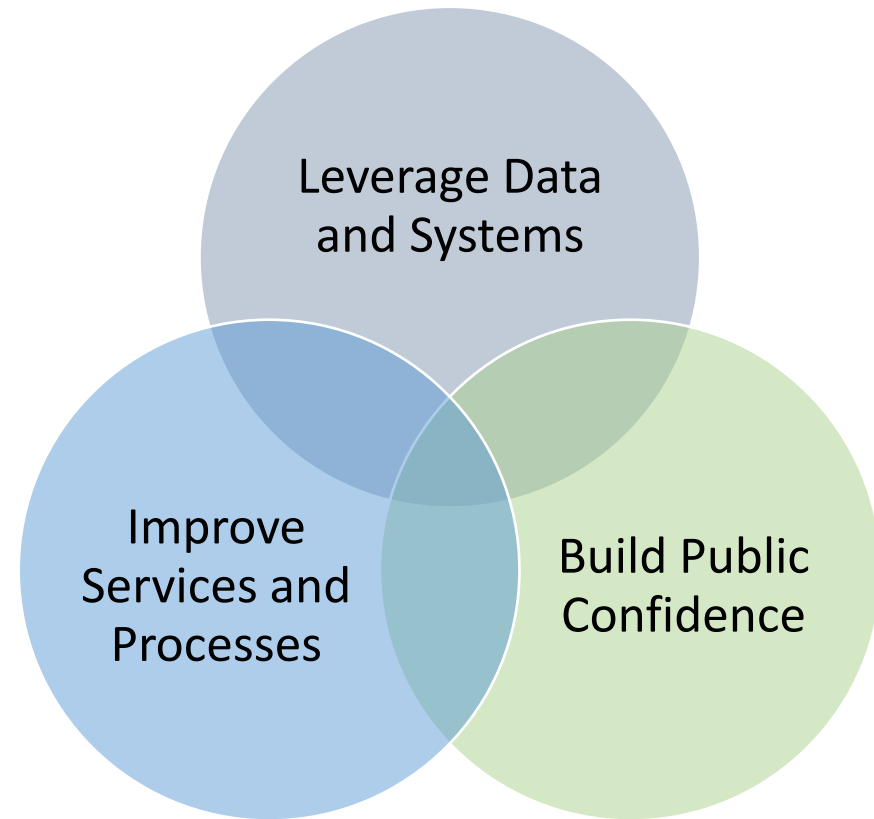
1. review the mandate of the Committee;
2. discuss service excellence at the City of Toronto and how this committee will play an important role in it; and
3. Describe the 311 Customer Experience approach, system modernization, and data and how the data supports service excellence

➤ Service Excellence Committee

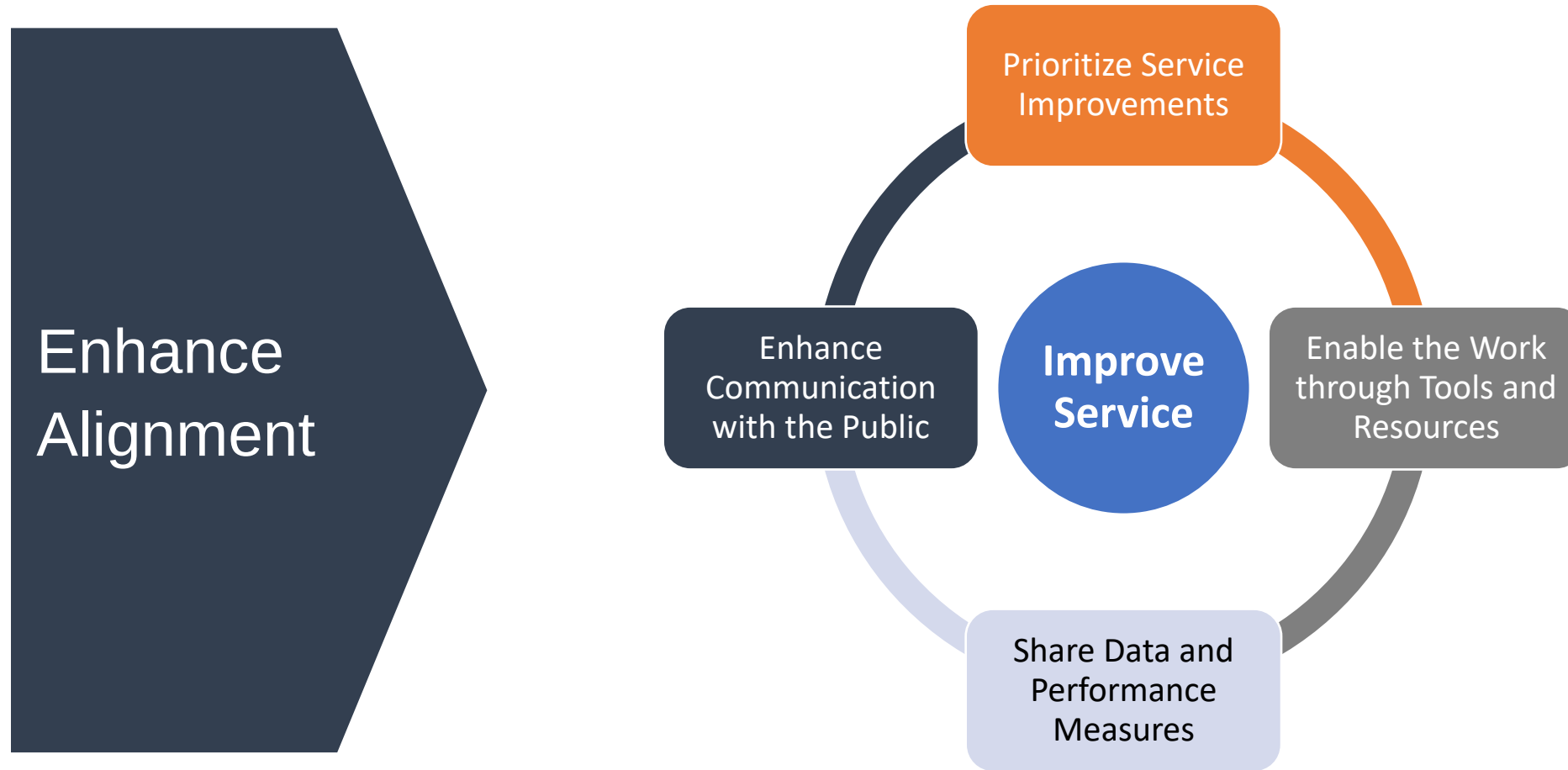
Mandate

The Service Excellence Committee is a Special Committee whose primary focus is better leveraging 311 data to understand how we can improve City services and be more responsive to the needs of all Torontonians.

Responsibilities



➤ Why is the Service Excellence Committee important?



➤ Our Approach



Strategic

- Innovative
- Collaborative
- Results-Oriented



Pro-Active

- Targeted
- Intentional
- Evidence-Informed



Responsive

- Nimble
- Reliable
- Data-Informed

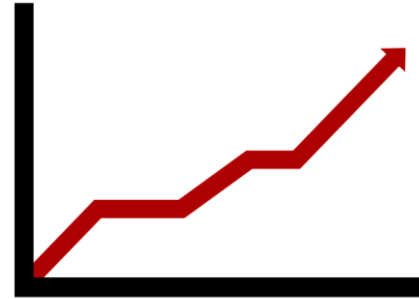
SERVICE EXCELLENCE | VALUE | ACCOUNTABILITY | CONTINUOUS IMPROVEMENT

➤ Our Story

Focus on fundamentals



Make measurable improvements

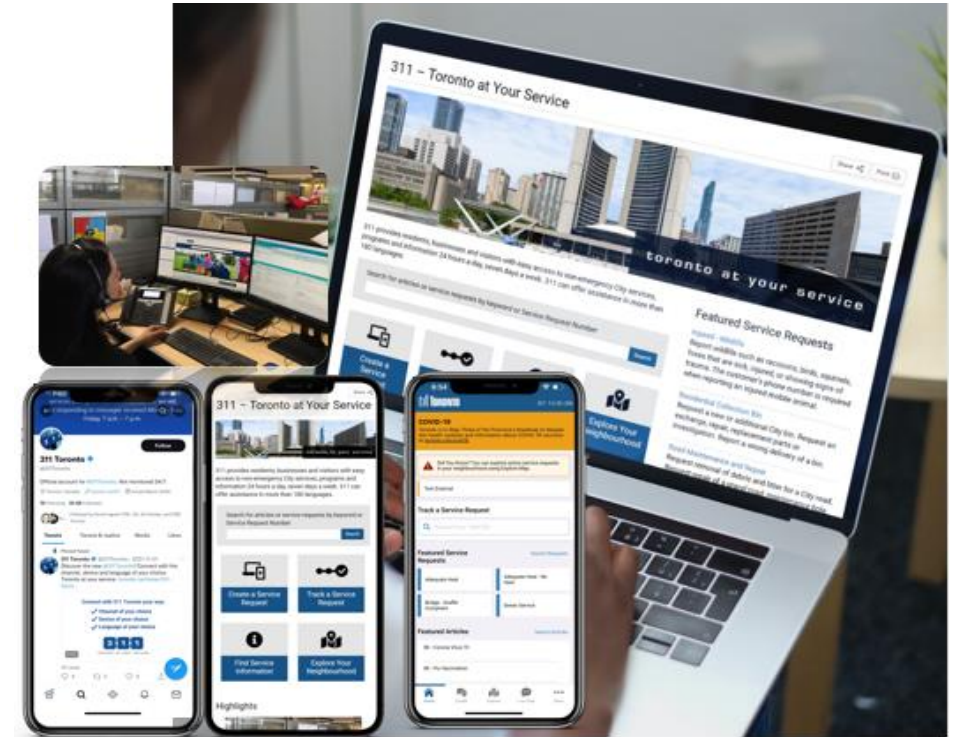


Communicate impact



➤ Customer Experience – 311 – Toronto at Your Service

- **311 Toronto** provides residents, businesses and visitors with access to non-emergency City services, programs and information **24 hours a day, seven days a week**.
- Customers can connect using the **channel of choice** via the new portal, live chat, mobile app, social media (X / twitter), email, fax and mail.
- Customers can also find information about City services and programs in over **200 languages** via the **phone channel** and **50 languages** through the self-service portal.

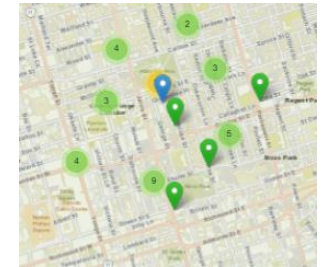


➤ Modernizing the Citizen Experience

Initiate a Request for Service



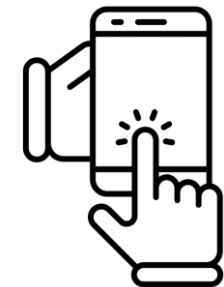
Find Requests in Your Neighbourhood



Track the Status of a Request



Self-Service anywhere with the mobile app



Customer Experience – 311 – Toronto at Your Service

Share Print Translate



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.

Search for articles or service requests by keyword or Service Request Number

Search



Create a Service Request



Track a Service Request



Find Service Information



Explore Your Neighbourhood

Highlights



Make Payments Online

MyToronto Pay is a fast and secure way to make immediate or scheduled payments of City property tax and utility bills, or to pay parking violations. Electronic Fund Transfers (EFTs) and debit/credit cards are accepted for all services.



Connect with 311 on the go

The new 311 Toronto App is now available for download on the App Store for Apple iOS & Android operating systems.

Featured Service Requests

[Tree Emergency Clean-Up](#)

Request clean-up of a City-owned tree that has fallen or poses a hazard to pedestrians or vehicles.

[Residential Park Tree Maintenance](#)

Request pruning, mulching, stemming, stumping, watering, verifying tree ownership, branch clean-up, stakes and ties, roots trip hazard, carpenter ants, termites or other maintenance requests for City trees on the road allowance or in City parks.

[Pick up Dead Wildlife](#)

Request to pick up dead wildlife such as squirrels, raccoons, or skunks on City or private property. Note: Dead wildlife on private property must be bagged and placed on the curb for pick-up.

[Residential Collection Bin](#)

Request a new or additional City bin. Request an exchange, repair, replacement parts or investigation. Report a wrong placement of a bin or return a bin.

[Browse All Service Requests](#)

Featured Articles

[City of Toronto By-election](#)

[Community Environment Days - Schedule & Events](#)

[Solid Waste Drop-Off Depots - Transfer Stations - residential waste - fees](#)

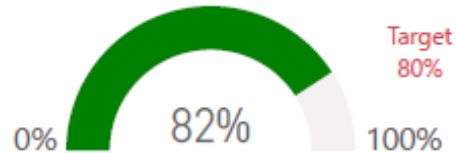
➤ 311 Key Metrics: Q1- Q3 2023

Total CXD-311 Interactions

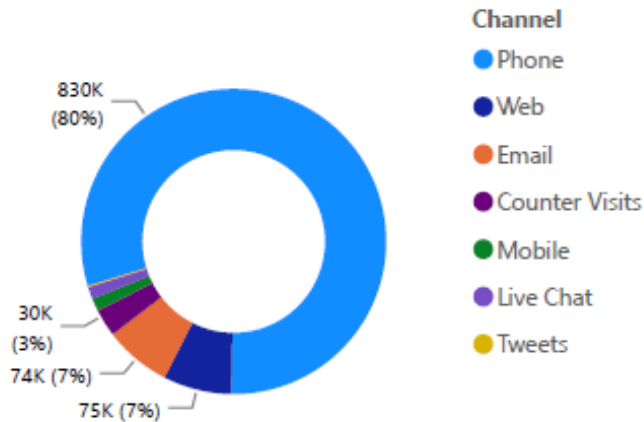
1.04M

One interaction can include multiple requests (GI, SR, SI); therefore interactions $\neq$ SI+SR+GI.

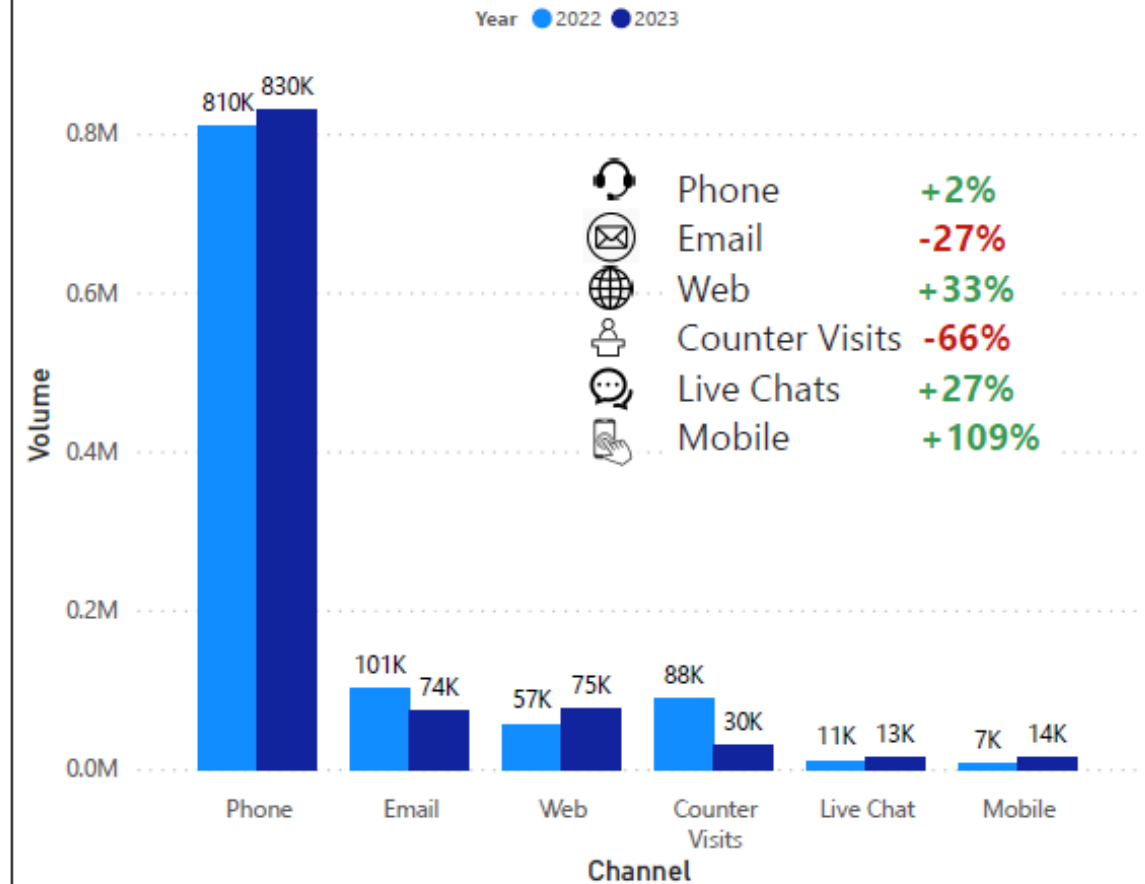
Service Level - Phone Channel



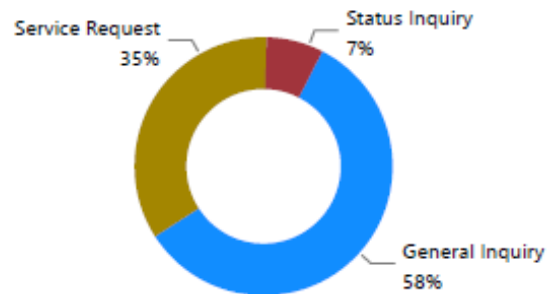
Interactions by Channel



Volume Change by Channel Q1-Q3 2022 vs Q1-Q3 2023



Requests Volume



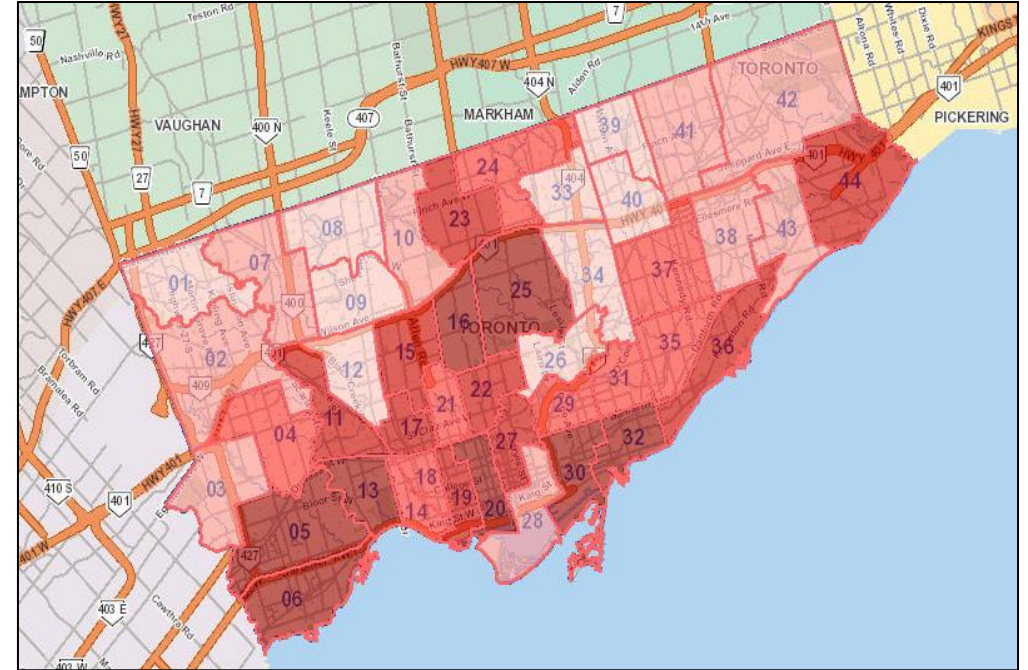
CXD-311 Average Speed of Answer

00:00:47

Seconds

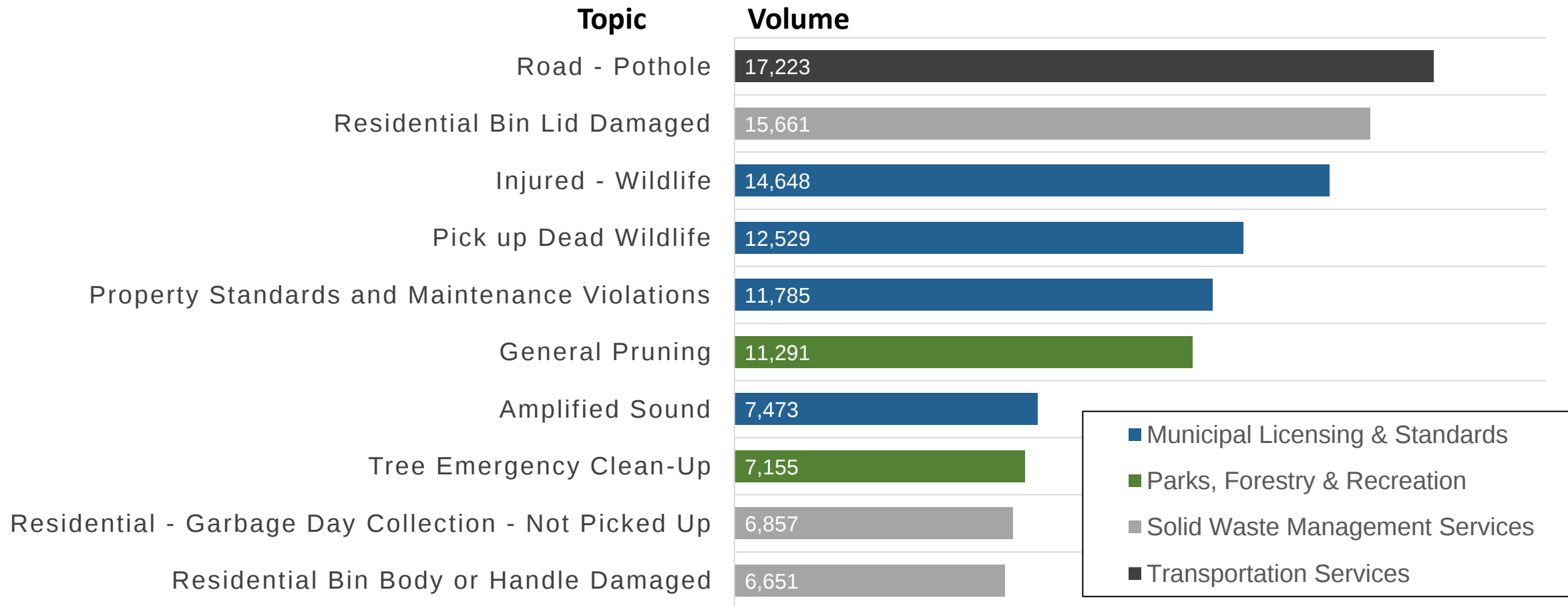
➤ CXD-311 Service Request Data Types & Reporting

- **Volumes**
- **Service Request (SR) Types:**
 - By Location
 - By Ward
 - By Channel
 - By Division
 - By Status
- **SR Heat Map**
- **SR Service Standards and Resolution Times**



Service Request Map

➤ Top 10 Service Requests: Jan – Sept 2023



Thank you