

CXD 2023 Annual Productivity Dashboard

1 Highlights

1.1 311 Operational Metrics

CXD- 311 Contact by Channel – 2023

Phone 80%

- Email 7%
- Web 7%
- Counter 3%
- Mobile App
- Live chat
- Tweets Sent

46 seconds Average Speed of Answer

293 seconds Average Handle Time

1.2 Project/Initiatives Health Card

- **Complaints & Compliments**
 - Schedule = Green
 - Risk = Green
- **Service Request Notes and Status Updates (Closing The Loop)**
 - Schedule = Green
 - Risk = Green
- **Service Request Transfers (Closing The Loop)**
 - Schedule = Green
 - Risk = Green
- **Survey & Feedback Management (Closing The Loop)**
 - Schedule = Green
 - Risk = Green
- **Digital Payments**
 - Schedule = Green
 - Risk = Green
- **City Wide Intake**
 - Schedule = Green
 - Risk = Green
- **Service Promise**
 - Schedule = Green
 - Risk = Yellow

1.3 Milestones Achieved

311

- Achieved an 81% Service Level via phone channel
- Supported Mayoral by-election by responding to 6,321 inquiries
- Supported Vacant Home Tax program by responding to 49,903 inquiries

Digital Payments - My Toronto Pay

- Launched Pre-Authorized Utilities Payments program
- Created 420,000 accounts and processed 1.1 Million transactions

Closing the Loop

- Successfully enabled flow of Work Orders from Maximo to Salesforce
- Successfully launched post-contact Customer Insights Surveys

2 Approved Projects

2.1 Metrics

- 10 in progress projects/initiatives
- 91% of approved projects/initiatives started
- 25 Councillors (plus Mayor's office) engaged
- 44 Divisions engaged

2.2 Project/Initiatives Pipeline

- **Counters**
 - CXD led
 - Large impact to customers
 - Channel
 - Strategize Phase
- **Service Promise**
 - CXD led
 - Small impact to customers
 - CX Maturity
 - Design Phase
- **Complaints and Compliments**
 - CXD led
 - Medium impact to customers
 - Capability
 - Build Phase
- **Public Digital Access**
 - CXD led
 - Medium impact to customers

- Capability
- Build Phase

- **Digital Payments**
 - CXD led
 - Large impact to customers
 - Capability
 - Implement phase

- **Project Intake**
 - CXD led
 - Medium impact to customers
 - CX maturity
 - Evaluate & Iterate phase

- **Service Request Notes and Status Updates (Closing The Loop)**
 - CXD led
 - Medium impact to customers
 - Capability
 - Evaluate and Iterate phase

- **Service Request Transfers (Closing The Loop)**
 - CXD led
 - Medium impact to customers
 - Capability
 - Evaluate and Iterate phase

- **Survey & Feedback Management (Closing The Loop)**
 - CXD led
 - Large impact to customers
 - Capability
 - Evaluate and Iterate phase

- **SSHA Phase 1 Consolidation**
 - CXD consulting on ad hoc basis
 - Small impact to customers
 - Channel
 - Scaling phase