

Transportation Services

Update on Service Standards and Trends for Potholes and
Boulevard Damage

Presentation to Service Excellence Committee

November 25, 2024



Agenda



**About
Transportation
Services**



**Boulevard
Damage Service
Standards and
Performance**



**Pothole Service
Standards and
Performance**



**Additional
Program and
Service
Improvements**



**Transportation
Services 311
Service Request
Integration**

Transportation Services



Mission

Build and maintain a resilient transportation network so that people connect with the places, activities and communities they value.



Vision

To keep people moving safely in our diverse and changing city.



Principles

Safe, healthy communities
Quality service
Access for everyone
Resilient solutions

Program and Service Improvements

- Collaboration with Customer Experience Division (CXD)
 - Service Request/Work Orders Systems Integration
 - Service Request Program Review
 - ✓ Rationalize problem codes
 - ✓ Update/modify service levels, knowledge base and key messages
 - Realign service requests to appropriate City Divisions
 - ✓ Toronto Water, Solid Waste Management Services, Parks, Forestry and Recreation

Boulevard Damage Repair Service Standards

- Boulevard damage refers to the area between the curb and a private property line that is damaged by a City or City-contracted snowplow. This can include damage to grass, the sidewalk, or any other structures within the boulevard area.
- Service Level allows for 360 days from the date they are reported for a repair to be completed



Closed Boulevard Damage SRs Year-over-Year

Boulevard Damage SRs	2020	2021	2022	2023	2024
Boulevard - Plough Damage	1664	1027	1525	4767	1445
Roadside - Plough Damage	122	88	255	1331	N/A
Road - Plough Damage	71	36	61	87	33
Boulevard Damage Total	1857	1151	1841	6185	1504

Boulevard Damage SRs Closed On-Time

Boulevard Damage SRs	2020	2021	2022	2023	2024
Boulevard - Plough Damage	95%	93%	78%	6%	84%
Roadside - Plough Damage	95%	90%	63%	8%	N/A
Road - Plough Damage	96%	83%	50%	14%	100%

Potholes – Primary Factors Driving Pothole Identification

70%

of potholes are fixed
by regular
maintenance patrols
by city staff

20%

of potholes are
reported (by the public)
through 311 SRs

10%

of potholes are work
orders created by
Maintenance
Standard patrols



Potholes Service Standards

Currently, the default 311 Level of Service is 4 days for all pothole repairs, regardless of location. Staff are currently reviewing this service standard in alignment with Provincial Maintenance Standards and road classifications.

As part of this review, the response time may be adjusted to reflect the actual level of service required for each specific road class. Any updated service level will seek to match or exceed Provincial Standards.



Closed Potholes SRs Year-over-Year

Pothole SRs	2020	2021	2022	2023	2024
Bike Lane	-	-	-	67	111
Expressway	197	70	173	329	192
Road	4,329	2,554	7,172	14,741	5,927
Pothole SRs Closed-- Total	4,526	2,624	7,345	15,137	6,230
Total Potholes Filled	188,653	120,420	178,837	201,054	254,559*

Total closed SRs represents between 2.1% - 7.5% of all potholes annually repaired from 2020 to 2024

*As of November 12, 2024

Potholes SRs Closed On-Time

Pothole SRs	2020	2021	2022	2023	2024
Bike Lane	-	-	-	37%	40%
Expressway	92%	94%	61%	15%	27%
Road	81%	66%	47%	16%	47%

Potholes Challenges / Barriers

- EWMS Technology and procedures
- Increased traffic congestion necessitates the need for weekend blitzes – results in increased delivery costs
- TS Staffing levels – labour resources needed to provide the service



Actions to Improve Service Request Outcomes

- Ongoing procedural and technological EWMS improvements
- Annual SR review:
 - Appropriate Service Levels
 - Streamline the number of codes used to triage when creating an SR#
- Staff SOPs for monitoring SRs
- Dashboards to alert staff of pending SRs within service levels
- Ongoing review of SR's on-time vs late, target areas within the City that need improvement



Additional Program Improvements

- Pothole Repair Data Location Analysis
- Equity Lens Approach:
 - Vulnerable Road Users
 - Geography-Based
 - Ability-Based Equity
 - Means-Based Equity
- Artificial Intelligence patrols
- Utilizing New Equipment

Transportation Services 311 Service Request Integration

- Request from September 6, Service Excellence Committee meeting: [2024.SE5.3](#)
- Concern raised that there is a lack of full integration between 311 and Transportation Services which creates additional work and is inefficient for both residents and Council Constituency offices.

Customer Experience – 311 – Toronto at Your Service

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Transportation Services 311 Service Request Integration

In addition to confirming that both systems are integrated, TS has taken the following steps:

- Provided enhanced training tools to staff to make sure they are aware of the search capabilities within our systems using 311 service request number
- Reminded staff that TS has the ability to search the 311 Salesforce database using the 311 Service Request number.
- As Transportation Services works to transition to Maximo from TMMS, we continue to work closely with the CXD on process and system improvements between Maximo (TS) and Salesforce (CXD) to ensure high quality service for the public and Council Constituency offices

Session Status

Open Service Request

SEARCH FILTER

INITIATED	INVESTIGATE	PLANNED	SCHEDULED	ACTIVE	COMPLETED	CLOSED	CANCELED	SUSPENDED
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SR ID: [] Status: All Statuses Assigned To: [] * SourceLink Type: [311 REFERENCE NUMBER] SourceLink ID: []

Asset Type: [] Problem: [TMC SIGNAL MTC ON FLASH] TMC SIGNAL MTC ALL OUT

Address/Suffix: [] / Street: [] Customer: [] Pre-Boundary-Change?: [No]

Cross Street 1: [] Cross Street 2: [] Accident?: []

Site Name: [] Area Reference: [] Date Filter: [] From: [] To: [] Include Sub Units?: []

SERVICE REQUEST LIST

SR ID	Addr.	Street	Loc. Desc	Pty	Create Date	Problem	Status
[]	[]	[]	[]	[]	[]	[]	[]

Open Service Request - 12373713

SEARCH FILTER

INITIATED	INVESTIGATE	PLANNED	SCHEDULED	ACTIVE	COMPLETED	CLOSED	CANCELED	SUSPENDED
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SR ID: [] Status: All Statuses Assigned To: [] * SourceLink Type: 311 CUSTOMERREQUESTNU SourceLink ID: 0580373E

Asset Type: [] Problem: [] Pre-Boundary-Change?: [No]

Address/Suffix: [] / Street: [] Customer: [] Accident?: []

Cross Street 1: [] Cross Street 2: [] Site Name: [] Area Reference: [] Date Filter: [] From: [] To: [] Include Sub Units?: []

SERVICE REQUEST LIST

SR ID	Addr.	Street	Loc. Desc	Pty	Create Date	Problem	Status
12373713	LAWRENCE AVE E	on grass on rochman	P0314-OCT-2024	MISSING/DAMAGED SIGNS	PLANNED		

Thank you

learn more about [Transportation Services](#) and our [service standard](#)

