

## Appendix 1 – Screenshots of 311 BI Reporting Tool and Ward Dashboards

The figures below provide screen captures of the 311 BI Tool and ward dashboards currently available.

311 BI was determined to be the best option to use when reviewing the requirements for the requested ward dashboards. While other technologies may provide more powerful visualizations, 311 BI offers a more comprehensive, end-to-end solution that better aligns with the City's needs for data consolidation, analysis, and reporting. The 311 BI tool's flexibility in integrating with existing data sources, such as Salesforce, and other divisional work management systems, is crucial for long-term scalability.

### 311 BI Reporting Tool and Ward Dashboards: Figure 1

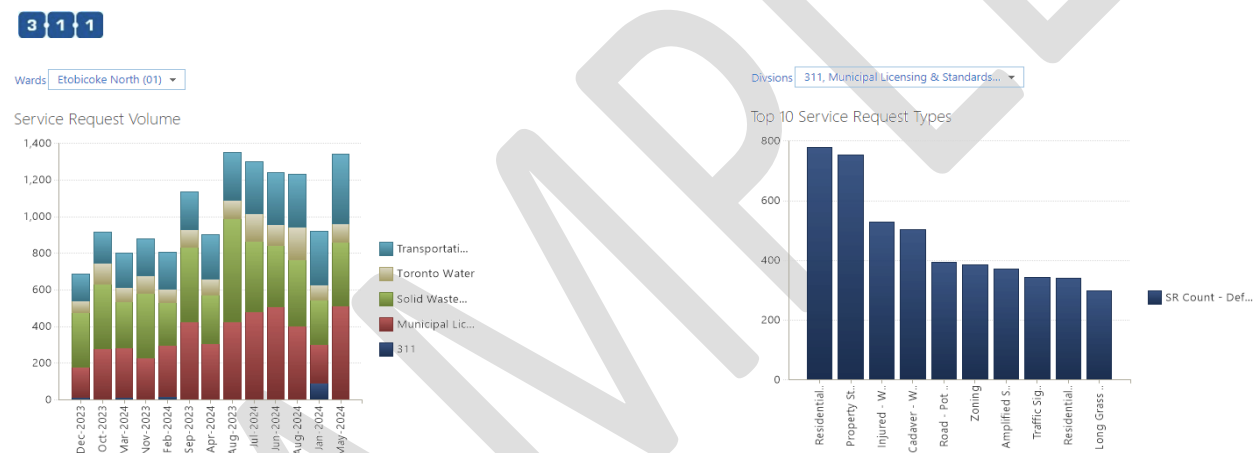


Figure 1: Sample BI Reporting Tool Dashboard Displaying SR Volumes and Top 10 SR Types

## 311 BI Reporting Tool and Ward Dashboards: Figure 2

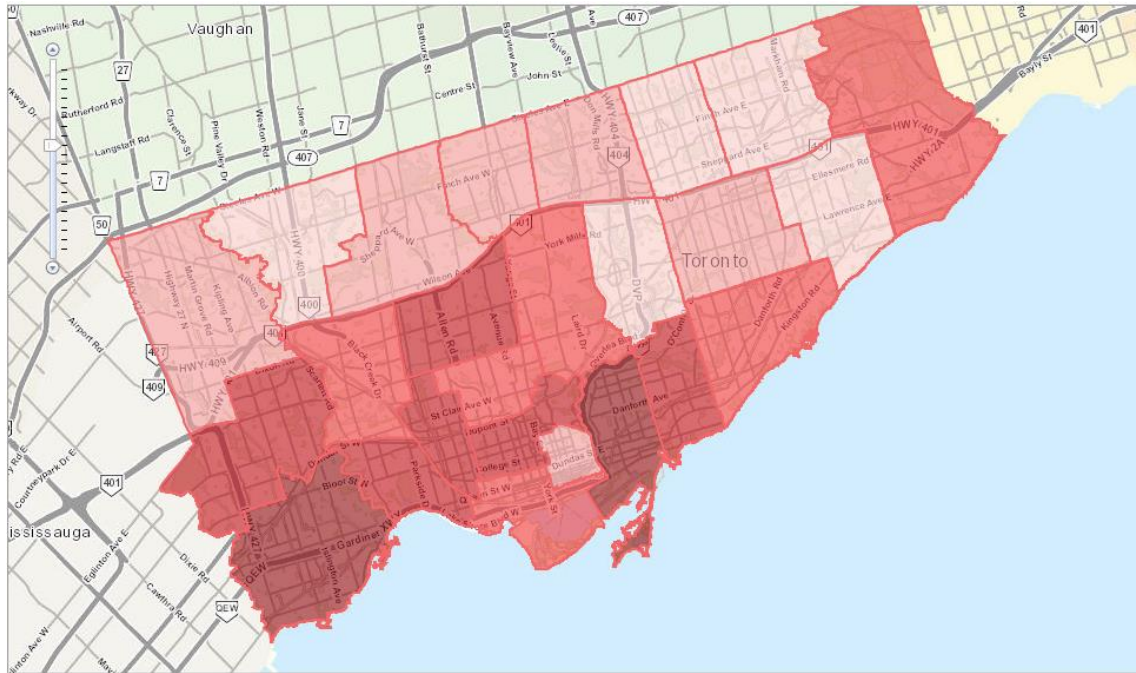
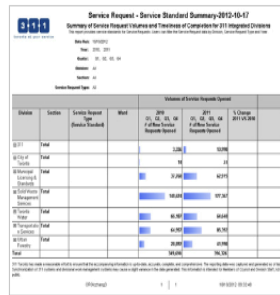


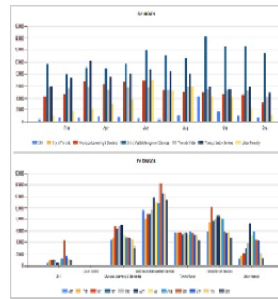
Figure 2: Sample Heat Map for Service Requests, City Wards

### 311 BI Reporting Tool and Ward Dashboards: Figure 3

Service Request Service Standard Summary



Service Request Volume



### 311 BI Reporting Tool and Ward Dashboards: Figure 4

Division	Section	Service Request Type (Service Standard)	Ward	Volumes of Service Requests Created			Timeliness of Completion Relative to Standard	
				2018 Q1,Q2,Q3,Q4 # of New Service Requests Created	2019 Q1,Q2,Q3,Q4 # of New Service Requests Created	% Change 2019 VS 2018	2018 Q1,Q2,Q3,Q4 % completed within standard	2019 Q1,Q2,Q3,Q4 % completed within standard
▣ Municipal Licensing & Standards	Total			121,101	120,887	-0.18	78.46	72.28
▣ Parks, Forestry & Recreation	Total			85,098	65,555	-22.97	77.27	75.84
▣ Solid Waste Management Services	▣ Collections	▣ Access/AODA Complaint (5 business days (Tue - Fri))		9	5	-44.44	100.00	100.00
		▣ All / Calendar / Mail-Out Request (N/A)		1	0	-100.00	N/A	N/A
		▣ All / Hazardous Waste / Not Picked Up (2 Days)		29	67	131.03	28.57	35.85
		▣ All / Hazardous Waste / Pick Up Request (14 Days)		6,302	6,443	2.24	95.62	98.03
		▣ Application Mail Out / Non-Res (7 Business Days)		2	145	7,150.00	100.00	93.13
		▣ Application Status / Non-Res (30 Business Days)		2	74	3,600.00	50.00	88.24
		▣ Bin Investigation Request (30 Days)		7,525	6,472	-13.99	70.66	72.08
		▣ Complaint / Property Damaged (30 Days)		29	19	-34.48	88.00	92.86
		▣ Dispute SR Status/Bins (7 business days (Tue - Fri))		613	973	58.73	83.28	71.14
		▣ Dispute SR Status/Collections Curb Day (7 business days (Tue - Fri))		2,539	3,175	25.05	91.67	90.06
		▣ Dispute SR Status/Collections FEL (7 business days (Tue - Fri))		573	463	-19.20	93.63	95.42
		▣ Dispute SR Status/Collections Nights (7 business days (Tue - Fri))		148	127	-14.19	91.30	94.90

Figure 4: Sample Service Request Service Standard Summary Report

### 311 BI Reporting Tool and Ward Dashboards: Figure 5

Ward	Division	Section	Service Request Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Avg
Etobicoke North (01)	Total			1,157	913	1,257	1,166	1,355	1,455	1,645	1,206	1,008	780	748	569	13,259	1,105
	Municipal Licensing & Standards	Total		174	158	199	320	459	565	530	396	397	253	200	158	3,809	317
	Parks, Forestry & Recreation	Total		23	20	56	81	103	167	158	129	76	55	30	16	914	76
		Forestry and Natural Environment Management	Total	0	0	0	3	0	1	1	0	1	0	0	0	6	1
		Forestry Operations	Total	20	20	50	67	90	157	146	121	70	51	28	12	832	69
		Tree Protection and Plan Review	Total	3	0	6	11	13	9	11	8	5	4	2	4	76	6
Etobicoke Centre (02)	Solid Waste Management Services	Total		547	394	452	399	441	439	639	392	283	250	264	227	4,727	394
Etobicoke-Lakeshore (03)	Toronto Water	Total		105	83	106	82	78	91	93	75	77	87	81	57	1,015	85
Parkdale-High Park (04)	Transportation Services	Total		308	258	444	284	274	193	225	214	175	135	173	111	2,794	233
Etobicoke Centre (02)	Total			1,456	1,514	1,952	1,820	2,122	2,157	2,187	1,670	1,387	1,258	1,117	828	19,468	1,622
Etobicoke-Lakeshore (03)	Total			1,824	1,591	2,286	2,377	2,858	2,672	2,867	2,517	2,102	1,819	1,616	1,150	25,679	2,140
Parkdale-High Park (04)	Total			1,617	1,432	2,028	1,946	2,350	2,325	2,034	1,903	1,721	1,558	1,438	1,153	21,505	1,792
York South-Weston (05)	Total			1,344	1,454	1,588	1,448	1,629	1,711	1,609	1,429	1,409	1,154	1,027	885	16,687	1,391
York Centre (06)	Total			1,099	1,019	1,362	1,252	1,448	1,426	1,312	1,187	1,158	946	881	624	13,714	1,143

Figure 5: Sample Service Request Volume by Ward Summary Report

### 311 BI Reporting Tool and Ward Dashboards: Figure 6

Division	Section	Service Request Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Municipal Licensing & Standards	Total		6,158	5,934	7,043	9,112	12,903	13,409	13,054	12,058	10,773	9,176	7,100	5,624	112,344
	Business Licensing Enforcement	Total	0	0	0	0	0	0	0	0	0	0	0	0	
	Bylaw Enforcement	Total	1,068	867	1,003	1,399	1,812	1,924	2,182	1,992	2,043	1,638	1,164	1,142	18,234
	Investigation Services	Total	2,025	1,948	2,203	2,528	4,490	4,909	4,632	4,038	3,325	3,049	2,529	1,763	37,439
	Parks Enforcement	Total	285	251	274	446	777	793	840	777	673	479	385	282	6,262
	Toronto Animal Services	Total	2,401	2,562	3,236	4,302	5,277	5,288	4,762	4,664	4,102	3,531	2,537	2,057	44,719
	Waste Enforcement	Total	379	306	327	437	547	495	638	587	630	479	485	380	5,690
Parks, Forestry & Recreation	Total		918	904	2,715	2,306	3,043	4,909	4,249	4,151	2,723	1,906	1,184	615	29,623
Solid Waste Management Services	Total		12,079	9,513	10,581	11,006	12,640	11,917	12,330	11,799	11,571	10,345	10,612	8,567	132,960
Toronto Water	Total		2,556	2,467	2,569	2,647	2,796	2,650	2,805	2,424	2,410	2,681	2,567	2,195	30,767
Transportation Services	Total		11,322	11,989	16,689	11,038	10,584	8,634	7,692	6,971	6,270	5,665	5,563	4,300	106,717
Total			33,033	30,807	39,597	36,109	41,966	41,519	40,130	37,403	33,747	29,773	27,026	21,301	412,411

Figure 6: Sample Service Request Volume Report

## BI Reporting Tool and Dashboard: Figure 7

Top 10 Service Request (SR) Volume 2023

Division	Problem Code	Total SR Count
Municipal, Licensing & Standards	Injured - Wildlife	18,079
Solid Waste Management Services	Residential: Bin: Repair or Replace Lid	16,397
Transportation Services	Road - Pot hole	15,447
Municipal, Licensing & Standards	Property Standards	15,136
Municipal, Licensing & Standards	Cadaver - Wildlife	13,429
Urban Forestry	General Pruning	10,745
Municipal, Licensing & Standards	Amplified Sound	9,203
Solid Waste Management Services	Res / Garbage / Not Picked Up	7,938
Solid Waste Management Services	Residential: Bin: Repair or Replace Body/Handle	7,325
Solid Waste Management Services	Residential Furniture / Not Picked Up	7,183

Figure 7: Sample Top 10 Service Request Volumes

## BI Reporting Tool and Dashboard: Figure 8

**Ward 24 Top 10 Service Request (SR) Volume & Service Level Jan to Aug 2024**

Division	Problem Code	Total SR Count	% Within Service Standard	Service Standard
Solid Waste Management Services	Residential Bin: Repair or Replace Lid	386	88.00%	7 Days
Municipal Licensing & Standards	Property Standards	376	68.27%	5 Days
Municipal Licensing & Standards	Injured - Wildlife	366	98.43%	2 Hours
Municipal Licensing & Standards	Long Grass and Weeds	300	16.53%	3 Weeks
Parks, Forestry & Recreation	General Pruning	299	96.31%	6 Months
Municipal Licensing & Standards	Cadaver - Wildlife	293	70.14%	5 Days
Solid Waste Management Services	Residential Furniture / Not Picked Up	246	95.06%	1 Business Day
311	Publication Request - Solid Waste	199	100.00%	7 Business Days
Municipal Licensing & Standards	Zoning	191	90.12%	10 Days
Solid Waste Management Services	Res / Garbage / Not Picked Up	166	98.92%	1 Business Day

Figure 8: Sample Top 10 Service Request Volume & Service Level by Ward