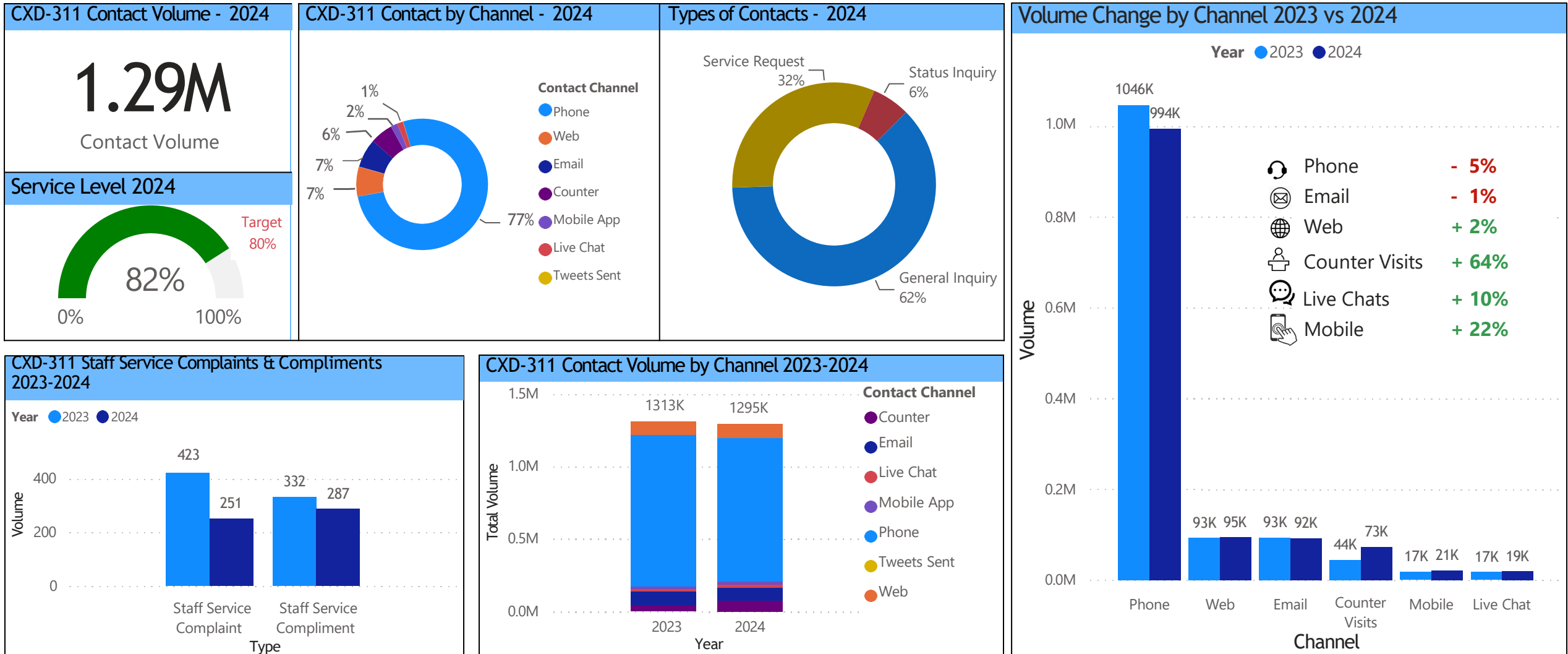


# Customer Experience Division - 311 Toronto (CXD-311) Key Metrics Report - 2024

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 2024, CXD-311 responded to 1.29 million interactions with a Service Level of 82% for the phone channel.

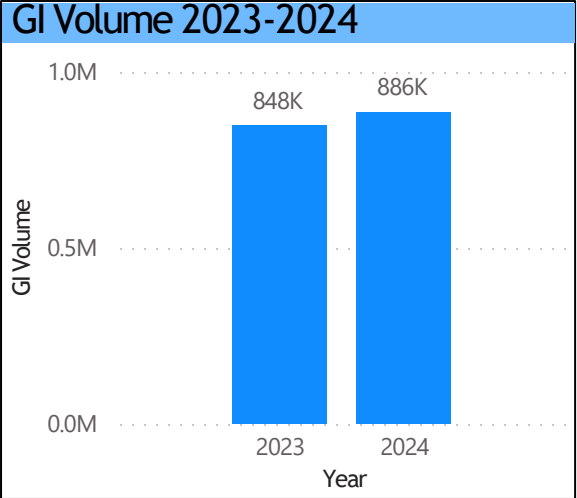
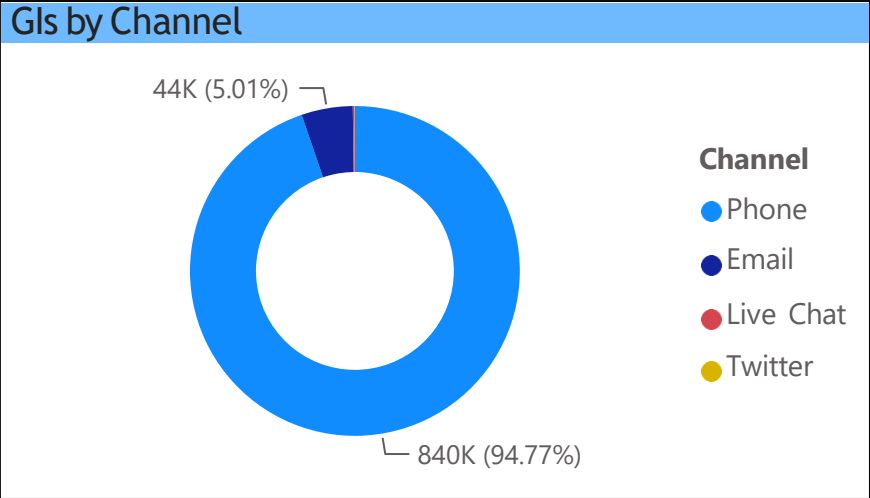
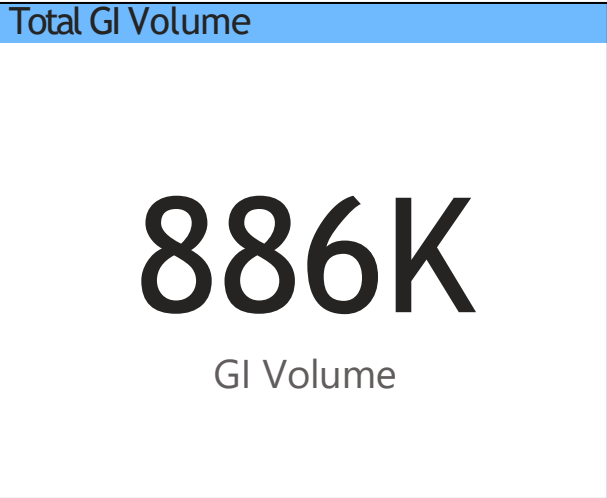
Data Source: Cisco Unified Intelligence Center (CUIC), CXD-311 BI portal and Salesforce, CheckMarket Surveys, Social Studio



# General Inquiries Received by CXD-311 - 2024

CXD-311 Toronto tracks inquiries from customers through Salesforce. General Inquiries (GIs) in this report refer to all customer inquiries about any City services through the phone, email, social media, and live chat channels.

Data Source: Oracle Infinity web trends.



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

GI Name	Views
Property Tax Billing*	82254
Vacant Home Tax*	70148
Utility bill payments*	20698
Residential oversized items for collection	18022
Utility Billing - Water and Solid Waste*	17505
What to do with your waste materials	14000
Property Tax & Utility Calls - General	13348
Provincial Offences Act (POA) fines or tickets - traffic tickets - payments	12454
Property tax & utility billing - change of ownership - address change*	11517
Solid Waste Drop-Off Depots - Transfer Stations	9956

**Note:**

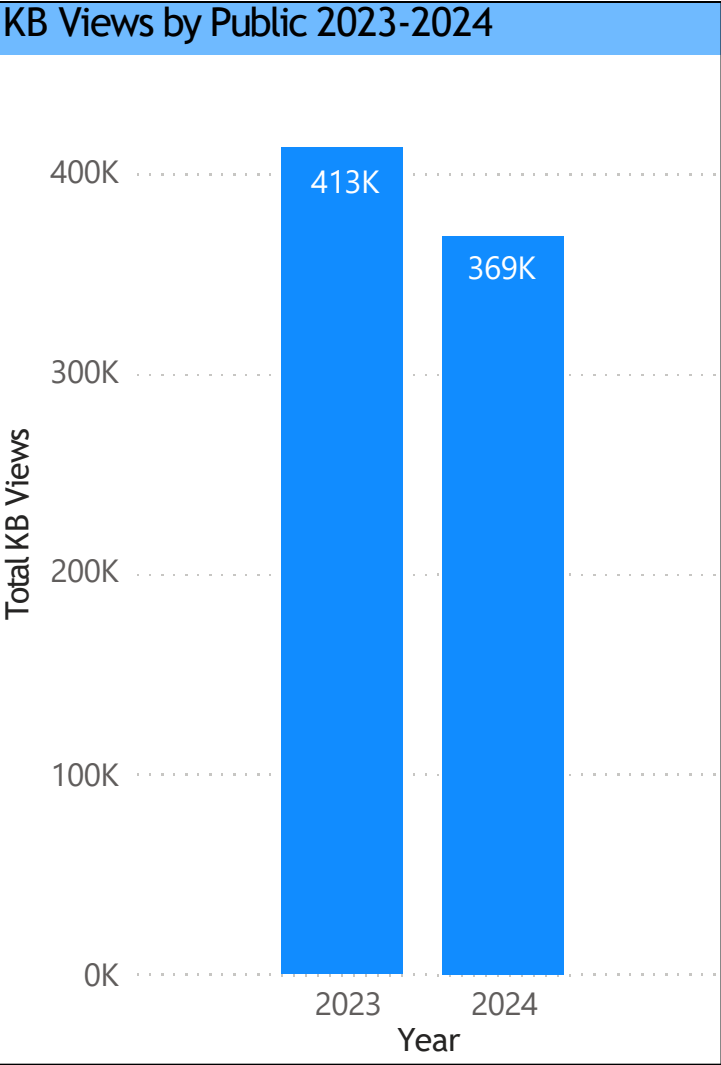
- CXD-311 Toronto provides information of all City Services and programs to customers. In the table of "Top 10 General Inquiries created by Customer Service Representatives (CSRs) ", the topics with an \* are for divisions and agencies whose technology is not integrated with CXD-311 Toronto.

# KB Views by Public- 2024



Note: KB Views by Public refers to the 311 Knowledge Base (KB) pages viewed online by the public through the 311 web and mobile app.

Data Source: Oracle Infinity web trends.

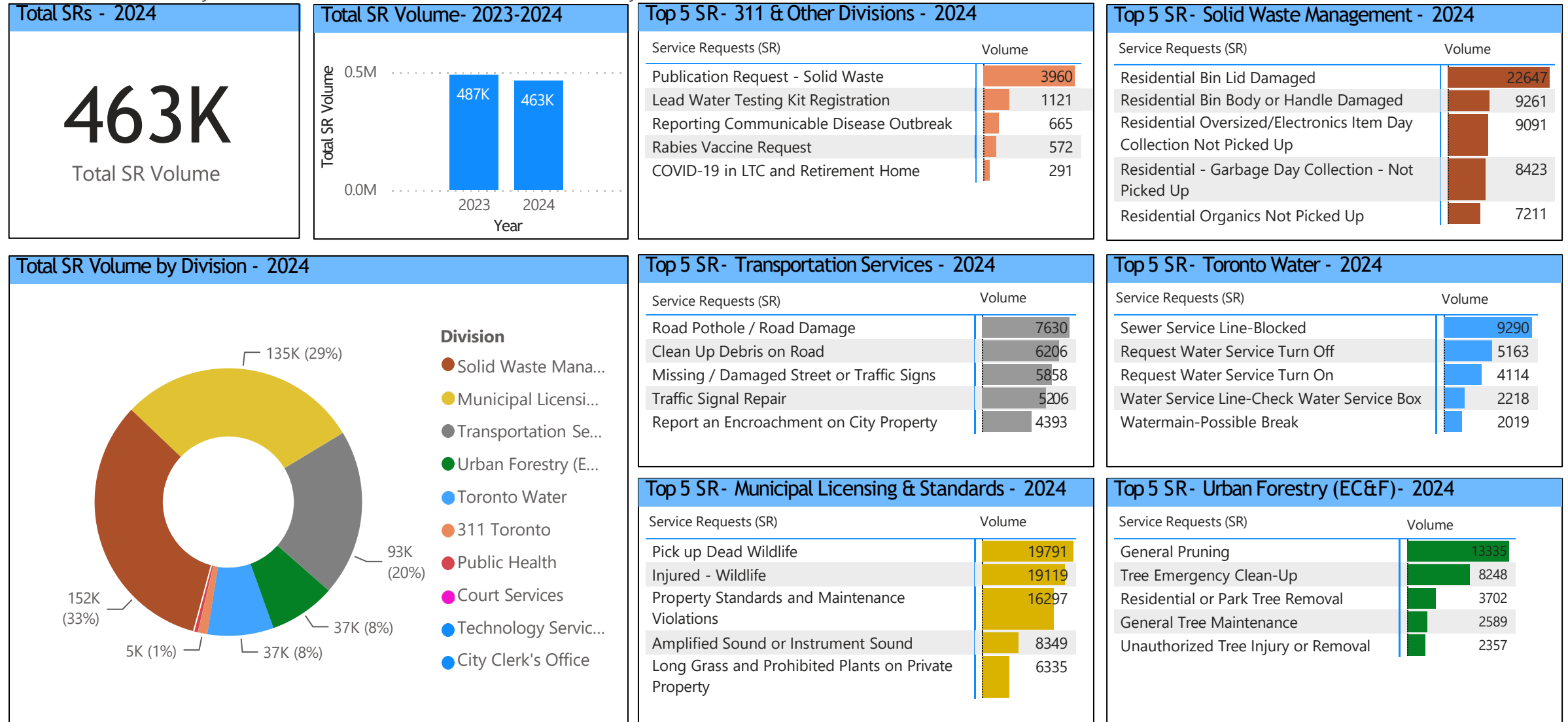


### Top 10 KBs Viewed by Public - 2024

KB Name	Views
Recreation Program Registration	17369
City Halls - GTA Municipalities & Municipalities Outside Of The GTA	17309
Residential Oversized Items for Collection	16205
311 Online Service Request - Categories Index Page	14127
Parking Enforcement	9114
Permit for a Park Fire or BBQ	8941
Parking Bylaws	8614
Parking Lots - Toronto Parking Authority - Green P - Rates - Maintenance	7799
Bylaw Enforcement - Parking	6758
Provincial Offences Act (POA) Fines or Tickets - Traffic Tickets - Payments	6745

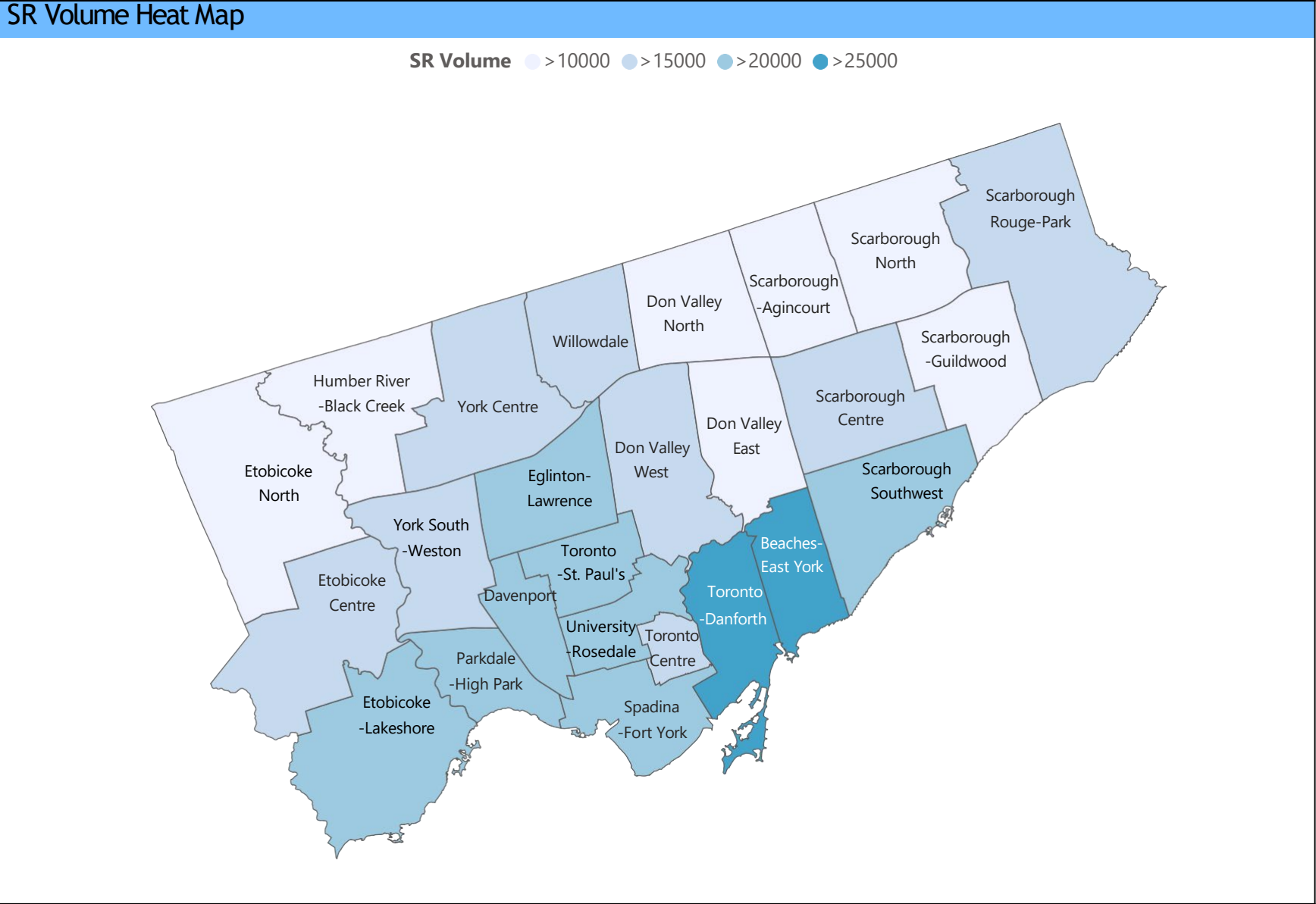
# Customer Service Requests (SRs) Created by CXD-311 - 2024

Data Source: CXD-311 Business Intelligence tool and Salesforce CRM. Data includes all of the customer-initiated SRs for all the City Divisions created by CXD-311 via phone, web, and mobile channels.  
Please note: Urban Forestry is a section within the Environment, Climate, and Forestry Division



Customer Service Requests (SRs) by City Wards - 2024

SR Volume by Ward	
Ward	Volume
Toronto-Danforth	28207
Beaches-East York	25909
Davenport	24764
University-Rosedale	24607
Etobicoke-Lakeshore	23878
Parkdale-High Park	22627
Spadina-Fort York	22205
Eglinton-Lawrence	21850
Scarborough Southwest	20291
Toronto-St. Paul's	20207
Don Valley West	19368
Etobicoke Centre	18747
Toronto Centre	17961
York South-Weston	17959
Scarborough Centre	17419
Scarborough-Rouge Park	17149
York Centre	16405
Willowdale	15015
Scarborough-Guildwood	13790
Don Valley North	13195
Etobicoke North	13075
Humber River-Black Creek	12278
Don Valley East	11301
Scarborough North	10813
Scarborough-Agincourt	10530



## Top 5 SRs in Each Ward - 2024

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	1877
Pick up Dead Wildlife	1485
Property Standards and Maintenance Violations	952
Residential Bin Lid Damaged	851
Residential - Garbage Day Collection - Not Picked Up	790

Davenport	
Service Request	Volume
Residential Bin Lid Damaged	1734
Pick up Dead Wildlife	1144
Property Standards and Maintenance Violations	999
Injured - Wildlife	840
Residential Bin Body or Handle Damaged	819

Don Valley East	
Service Request	Volume
Injured - Wildlife	738
Pick up Dead Wildlife	579
Property Standards and Maintenance Violations	522
Residential Bin Lid Damaged	392
Residential Oversized/Electronics Item Day Collection Not Picked Up	307

Don Valley North	
Service Request	Volume
Residential Bin Lid Damaged	674
Pick up Dead Wildlife	523
Residential Oversized/Electronics Item Day Collection Not Picked Up	427
Injured - Wildlife	396
General Pruning	380

Don Valley West	
Service Request	Volume
Injured - Wildlife	1167
Pick up Dead Wildlife	1032
Residential Oversized/Electronics Item Day Collection Not Picked Up	692
General Pruning	662
Property Standards and Maintenance Violations	644

Eglinton-Lawrence	
Service Request	Volume
Residential Bin Lid Damaged	1503
Injured - Wildlife	1070
Pick up Dead Wildlife	973
General Pruning	733
Residential Bin Body or Handle Damaged	725

Etobicoke Centre	
Service Request	Volume
Pick up Dead Wildlife	921
Residential Bin Lid Damaged	911
General Pruning	899
Sewer Service Line-Blocked	733
Tree Emergency Clean-Up	602

Etobicoke North	
Service Request	Volume
Residential Bin Lid Damaged	776
Property Standards and Maintenance Violations	614
Pick up Dead Wildlife	494
General Pruning	466
Road Pothole / Road Damage	387

Etobicoke-Lakeshore	
Service Request	Volume
General Pruning	1027
Residential Bin Lid Damaged	908
Pick up Dead Wildlife	899
Sewer Service Line-Blocked	795
Injured - Wildlife	783

## Top 5 SRs in Each Ward - 2024

Data Source: CXD-311 Business Intelligence tool and Salesforce CRM. Data includes SRs created by CXD-311 via phone, web, and mobile channel with valid Geo ID, as well as all the SRs in Salesforce.

Humber River-Black Creek	
Service Request	Volume
Property Standards and Maintenance Violations	658
Residential Bin Lid Damaged	626
Road Pothole / Road Damage	398
Pick up Dead Wildlife	361
Sewer Service Line-Blocked	339

Parkdale-High Park	
Service Request	Volume
Residential Bin Lid Damaged	1516
Property Standards and Maintenance Violations	958
Pick up Dead Wildlife	947
Injured - Wildlife	860
General Pruning	689

Scarborough Centre	
Service Request	Volume
Residential Bin Lid Damaged	1117
Injured - Wildlife	779
Pick up Dead Wildlife	769
Property Standards and Maintenance Violations	601
Residential Organics Not Picked Up	544

Scarborough North	
Service Request	Volume
Residential Bin Lid Damaged	753
Residential Organics Not Picked Up	424
General Pruning	419
Pick up Dead Wildlife	362
Residential - Garbage Day Collection - Not Picked Up	310

Scarborough Southwest	
Service Request	Volume
Injured - Wildlife	1087
Residential Bin Lid Damaged	893
Pick up Dead Wildlife	876
Residential - Garbage Day Collection - Not Picked Up	856
Property Standards and Maintenance Violations	850

Scarborough-Agincourt	
Service Request	Volume
Residential Bin Lid Damaged	653
General Pruning	382
Residential Oversized/Electronics Item Day Collection Not Picked Up	349
Residential Organics Not Picked Up	293
Pick up Dead Wildlife	289

Scarborough-Guildwood	
Service Request	Volume
Residential Bin Lid Damaged	819
Property Standards and Maintenance Violations	585
Injured - Wildlife	570
Pick up Dead Wildlife	548
General Pruning	461

Scarborough-Rouge Park	
Service Request	Volume
Residential Bin Lid Damaged	1002
Residential Oversized/Electronics Item Day Collection Not Picked Up	783
Residential Organics Not Picked Up	769
Residential - Garbage Day Collection - Not Picked Up	704
General Pruning	659

Spadina-Fort York	
Service Request	Volume
Amplified Sound or Instrument Sound	1215
Sidewalk - Cleaning	830
Posting City Property / Structures	695
Injured - Wildlife	668
Clean up Illegal Dumping on City Road Allowance	589

## Top 5 SRs in Each Ward - 2024

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	995
Sidewalk - Cleaning	714
Clean up Illegal Dumping on City Road Allowance	707
Park Use	623
Injured - Wildlife	603

### Toronto-Danforth

Service Request	Volume
Injured - Wildlife	1979
Pick up Dead Wildlife	1883
Residential Bin Lid Damaged	940
Property Standards and Maintenance Violations	829
General Pruning	756

### Toronto-St. Paul's

Service Request	Volume
Residential Bin Lid Damaged	1650
Pick up Dead Wildlife	1000
Injured - Wildlife	948
Property Standards and Maintenance Violations	767
Residential Bin Body or Handle Damaged	765

### University-Rosedale

Service Request	Volume
Residential Bin Lid Damaged	1226
Pick up Dead Wildlife	1109
Injured - Wildlife	1099
Property Standards and Maintenance Violations	868
Amplified Sound or Instrument Sound	654

### Willowdale

Service Request	Volume
Pick up Dead Wildlife	858
Residential Bin Lid Damaged	670
Injured - Wildlife	606
General Pruning	490
Long Grass and Prohibited Plants on Private Property	463

### York Centre

Service Request	Volume
Moving Motor Vehicle Noise	1716
Residential Bin Lid Damaged	963
Pick up Dead Wildlife	663
Property Standards and Maintenance Violations	514
Injured - Wildlife	471

### York South-Weston

Service Request	Volume
Residential Bin Lid Damaged	1148
Property Standards and Maintenance Violations	938
Pick up Dead Wildlife	635
Sewer Service Line-Blocked	631
General Pruning	578