

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

CXD-311 Contact Volume - 2024

In 2024, CXD-311 had a total of 1.29 million customer contacts.

Service Level - 2024

In 2024, the service level of CXD-311 phone channel was 82%. The target service level of CXD-311 is 80%.

CXD-311 Contact by Channel - 2024

The percentage of customer contact by phone channel was 77% of the total volume, web was 7%, email was 7%, counter was 6%, mobile app was 2% and 1% is the other channels including social media.

Types of Interactions - 2024

- General Inquiries 62%,
- Service Requests 32%
- Status Inquiries 6%.

CXD-311 Staff Service Complaints & Compliments 2023 to 2024

The number of CXD-311 Staff Service Complaints was

- 423 in 2023 and
- 251 in 2024.

The number of CXD-311 Staff Service Compliments was

- 332 in 2023 and
- 287 in 2024.

CXD-311 Contact Volume by Channel from 2023 - 2024

The total contact volume per year was

- 1.31 million in 2023 and
- 1.29 million 2024.

Volume Change by Channel 2023 vs 2024

The volume per channel for the year 2023 was

- Phone 1.04 million,
- Web 93 thousand,
- Email 93 thousand,
- Counter Visits 44 thousand,
- Mobile 17 thousand and
- Live Chat 17 thousand

The volume per channel for the year 2024 was

- Phone 0.99 million,
- Web 95 thousand,
- Email 92 thousand,
- Counter Visits 73 thousand,
- Mobile 21 thousand and
- Live Chat 19 thousand

The volume change by channel for 2023 vs 2024 was

- Phone -5%,
- Email -1%,
- Web +2%,
- Counter Visits +64%,
- Live Chats +10% and
- Mobile +22%

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.

Total GI Volume

The total number of General Inquires was 886 thousand in 2024.

GIs By Channel

The total number of General Inquiries by phone channel is 94.77% of the total volume, email 5.01%, Live Chat 0.19% and 0.03% is the other channels

GIs Views From 2023-2024

General inquiries views for 2023 were 848 thousand and 886 thousand for 2024

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

Note: CXD-311 Toronto provides information of all City Services to customers. In the table of "Top 10 General Inquiries Answered by CXD-311 CSRs", the topics with an * are for divisions and agencies whose technology is not integrated with CXD-311 Toronto.

The top 10 general inquiries received from phone channel by CSRs in 2024 were:

1. Property Tax Billing* was inquired 82254 times.
2. Vacant Home Tax* was inquired 70148 times.
3. Utility Bill Payments* was inquired 20698 times.
4. Residential Oversized Items For Collection was inquired 18022 times.
5. Utility Billing-Water and Solid Waste was inquired* 17505 times.
6. What To Do With Your Waste Materials was inquired 14000 times.
7. Property Tax & Utility Calls-General 13348 times.
8. Provincial Offences Act (POA) fines or tickets-traffic tickets-payments 12454 times.
9. Property Tax & Utility Billing-Change of Ownership-Address Change* was inquired 11517 times.
10. Solid Waste Drop-Off Depots-Transfer Stations was inquired 9956 times.

KB View CXD-311 – 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.

KB Views Public from 2023-2024

KB views in 2023 were 0.41 Million and 0.37 Million in 2024

Top 10 KBs viewed by the public.

The top 10 knowledge base articles viewed by the public in year 2024 were:

1. Recreation Program Registration was viewed 17369 times.

2. City Halls – GTA Municipalities & Municipalities Outside Of The GTA was viewed 17309 times.
3. Residential Oversized items for Collection was viewed 16205 times.
4. 311 Online Service Request - Categories Index Page 14127 times.
5. Parking Enforcement 9114 times.
6. Permit For A Park Fire Or BBQ was viewed 8941 times.
7. Parking Bylaws was viewed 8614 times.
8. Parking Lots - Toronto Parking Authority - Green P - Rates – Maintenance 7799 times.
9. Bylaw Enforcement – Parking 6758 times.
10. Provincial Offences Act (POA) Fines or Tickets - Traffic Tickets – Payments 6745 times.

Service Requests (SRs) Created by CXD-311 – 2024

Data Source: CXD-311 Business Intelligence tool and Salesforce CRM. Data includes SRs of Integrated Divisions created by CXD-311 via phone, web and mobile channel with a valid Geo ID.

Please note: Urban Forestry is a section within the Environment, Climate, and Forestry Division.

SR Volume in 2024

The total service request volume created by CXD-311 for integrated divisions was 463 thousand.

Total SR Volume for integrated divisions from 2023 - 2024

- 2023 487 thousand and
- 2024 463 thousand

Total SR Volume by Division for 2024

- Solid Waste Management 152 thousand, 33%
- Municipal Licensing and Standards 135 thousand, 29%
- Transportation 93 thousand, 20%
- Toronto Water 37 thousand, 8%
- Urban Forestry 37 thousand, 8%
- CXD-311 Toronto 5 thousand, 1%

Top 5 SR-311 & Other Divisions - 2024

The top 5 service requests for 311 & other divisions in 2024 were:

1. Publication Request – Solid Waste, 3960
2. Lead Water Testing Kit Registration, 1121
3. Reporting Communicable Disease Outbreak, 665
4. Rabies Vaccine Request, 572
5. COVID-19 in LTC and Retirement Home, 291

Top 5 SR-Solid Waste Management - 2024

The top 5 service requests for Solid Waste Management division in 2024 were:

1. Residential Bin Lid Damaged, 22647
2. Residential Bin Body or Handle Damaged, 9261
3. Residential Oversized/Electronics Item Day Collection Not Picked Up, 9091
4. Residential - Garbage Day Collection - Not Picked Up, 8423
5. Residential Organics - Not Picked Up, 7211

Top 5 SR-Transportation Services - 2024

The top 5 service requests for Transportation Services division in 2024 were:

1. Road Pothole / Road Damage, 7630
2. Clean up Debris on Road, 6206
3. Missing / Damaged Street or Traffic Signs, 5858
4. Traffic Signal Repair, 5206
5. Report an Encroachment on City Property, 4393

Top 5 SR-Toronto Water - 2024

The top 5 service requests for Toronto Water division in 2024 were:

1. Sewer Service Line-Blocked, 9290
2. Request Water Turn Off, 5163
3. Request Water Turn On, 4114
4. Water Service Line-Check Water Service Box, 2218
5. Watermain-Possible Break, 2019

Top 5 SR-Municipal Licensing & Standards - 2024

The top 5 service requests for Municipal Licensing & Standards division, including Toronto Animal Services in 2024 were:

1. Pick up Dead Wildlife, 19791
2. Injured Wildlife, 19119
3. Property Standards and Maintenance Violations, 16297
4. Amplified Sound or Instrument Sound, 8349
5. Long Grass and Prohibited Plants on Private Property, 6335

Urban Forestry (EC&F) Top 5 SRs - 2024

The top 5 service requests for Urban Forestry division in 2024 were:

1. General Pruning, 13335
2. Tree Emergency Clean Up, 8248
3. Residential or Park Tree Removal, 3702
4. General Tree Maintenance, 2589
5. Unauthorized Tree Injury or Removal, 2357

Customer Service Requests (SRs) by City Wards - 2024

SR Volume by Ward

- 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 17419,
- 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.

Top 5 SRs for Beaches-East York

1. Injured - Wildlife, 1877
2. Pick up Dead Wildlife, 1485
3. Property Standards and Maintenance Violations, 952
4. Residential Bin Lid Damaged, 851
5. Residential - Garbage Day Collection - Not Picked Up, 790

Top 5 SRs for Davenport

1. Residential Bin Lid Damaged, 1734
2. Pick Up Dead Wildlife, 1144
3. Property Standards and Maintenance Violations, 999
4. Injured – Wildlife, 840
5. Residential Bin Body or Handle Damaged, 819

Top 5 SRs for Don Valley East

1. Injured – Wildlife, 738
2. Pick Up Dead Wildlife, 579
3. Property Standards and Maintenance Violation, 522
4. Residential Bin Lid Damaged, 392
5. Residential Oversized/Electronics Item Day Collection Not Picked Up, 307

Top 5 SRs for Don Valley North

1. Residential Bin Lid Damaged, 674
2. Pick Up Dead Wildlife, 523
3. Residential Oversized/Electronics Item Day Collection Not Picked Up, 427
4. Injured - Wildlife, 396
5. General Pruning, 380

Top 5 SRs for Don Valley West

1. Injured – Wildlife, 1167
2. Pick up Dead Wildlife, 1032
3. Residential Oversized/Electronics Item Day Collection Not Picked Up, 692
4. General Pruning, 662
5. Property Standards and Maintenance Violations, 644

Top 5 SRs for Eglinton-Lawrence

1. Residential Bin Lid Damaged, 1503
2. Injured – Wildlife, 1070
3. Pick up Dead Wildlife, 973

4. General Pruning, 733
5. Residential Bin Body or Handle Damaged, 725

Top 5 SRs for Etobicoke Centre

1. Pick up Dead Wildlife, 921
2. Residential Bin Lid Damaged, 911
3. General Pruning, 899
4. Sewer Service Line-Blocked, 733
5. Tree Emergency Clean-Up, 602

Top 5 SRs for Etobicoke North

1. Residential Bin Lid Damaged, 776
2. Property Standards and Maintenance Violations, 614
3. Pick up Dead Wildlife, 494
4. General Pruning, 466
5. Road Pothole / Road Damage, 387

Top 5 SRs for Etobicoke-Lakeshore

1. General Pruning, 1027
2. Residential Bin Lid Damaged, 908
3. Pick up Dead Wildlife, 899
4. Sewer Service Line-Blocked, 795
5. Injured – Wildlife, 783

Top 5 SRs Humber River-Black Creek

1. Property Standards and Maintenance Violations, 658
2. Residential Bin Lid Damaged, 626
3. Road Pothole / Road Damage, 398
4. Pick up Dead Wildlife, 361
5. Sewer Service Line-Blocked, 339

Top 5 SRs Parkdale-High Park

1. Residential Bin Lid Damaged, 1516
2. Property Standards and Maintenance Violations, 958
3. Pick up Dead Wildlife, 947
4. Injured - Wildlife, 860
5. General Pruning, 689

Top 5 SRs Scarborough Centre

1. Residential Bin Lid Damaged, 1117
2. Injured – Wildlife, 779
3. Pick up Dead Wildlife, 769
4. Property Standards and Maintenance Violations, 601
5. Residential Organics Not Picked Up, 544

Top 5 SRs Scarborough North

1. Residential Bin Lid Damaged, 753
2. Residential Organics Not Picked Up, 424
3. General Pruning, 419
4. Pick up Dead Wildlife, 362
5. Residential - Garbage Day Collection - Not Picked Up, 310

Top 5 SRs Scarborough Southwest

1. Injured – Wildlife, 1087
2. Residential Bin Lid Damaged, 893
3. Pick up Dead Wildlife, 876
4. Residential - Garbage Day Collection - Not Picked Up, 856
5. Property Standards and Maintenance Violations, 850

Top 5 SRs Scarborough - Agincourt

1. Residential Bin Lid Damaged, 653
2. General Pruning, 382
3. Residential Oversized/Electronics Item Day Collection Not Picked Up, 349
4. Residential Organics Not Picked Up, 293
5. Pick up Dead Wildlife, 289

Top 5 SRs Scarborough-Guildwood

1. Residential Bin Lid Damaged, 819
2. Property Standards and Maintenance Violations, 585
3. Injured - Wildlife, 570
4. Pick up Dead Wildlife, 548
5. General Pruning, 461

Top 5 SRs Scarborough-Rouge Park

1. Residential Bin Lid Damaged, 1002
2. Residential Oversized/Electronics Item Day Not Picked Up, 783
3. Residential Organics Not Picked Up, 769
4. Residential - Garbage Day Collection - Not Picked Up, 704
5. General Pruning, 659

Top 5 SRs Spadina-Fort York

1. Amplified Sound, 1215
2. Sidewalk - Clearing, 830
3. Postering City Property / Structures, 695
4. Injured - Wildlife, 668
5. Clean up Illegal Dumping on City Road Allowance, 589

Top 5 SRs Toronto Centre

1. Property Standards and Maintenance Violations, 995
2. Sidewalk – Cleaning, 714
3. Clean up Illegal Dumping on City Road Allowance, 707
4. Park Use, 623
5. Injured - Wildlife, 603

Top 5 SRs Toronto-Danforth

1. Injured – Wildlife, 1979
2. Pick up Dead Wildlife, 1883
3. Residential Bin Lid Damaged, 940
4. Property Standards and Maintenance Violations, 829
5. General Pruning, 756

Top 5 SRs Toronto-St. Paul's

1. Residential Bin Lid Damaged, 1650
2. Pick up Dead Wildlife, 1000
3. Injured – Wildlife, 948
4. Property Standards and Maintenance Violations, 767
5. Residential Bin Body or Handle Damaged, 765

Top 5 SRs University-Rosedale

1. Residential Bin Lid Damaged, 1226
2. Pick up Dead Wildlife, 1109
3. Injured – Wildlife, 1099
4. Property Standards and Maintenance Violations, 868
5. Amplified Sound or Instrument Sound, 654

Top 5 SRs Willowdale

1. Pick up Dead Wildlife, 858
2. Residential Bin Lid Damaged, 670
3. Injured – Wildlife, 606
4. General Pruning, 490
5. Long Grass and Prohibited Plants on Private Property, 463

Top 5 SRs York Centre

1. Moving Motor Vehicle Noise, 1716
2. Residential Bin Lid Damaged, 963
3. Pick up Dead Wildlife, 663
4. Property Standards and Maintenance Violations, 514
5. Injured – Wildlife, 471

Top 5 SRs York South-Weston

1. Residential Bin Lid Damaged, 1148
2. Property Standards and Maintenance Violations, 938
3. Pick up Dead Wildlife, 635
4. Sewer Service Line-Blocked, 631
5. General Pruning, 578