



Service Excellence Committee

Transportation Services Salesforce and Maximo Integration

Agenda



Background



Integration Between 311 and Maximo



Sidewalk Repair Details



Closing the Loop

Background

- In 2024, Transportation Services received over 94,000 311 Service Requests (SR) generated by Salesforce and directed to Maximo
- Each 311 SR becomes an electronic work order in Maximo for different work activities such as investigation, temporary repairs, and permanent repairs.
- This can create confusion for residents when SRs are marked as completed even though the initial concern has not been fully addressed.
- Transportation Services and Customer Experience Division are working together on the Closing the Loop project to provide more accurate / detailed information on the status of a Service Request.

Example: Sidewalk Service Requests

- Transportation Services receives 311 SRs for sidewalk maintenance. There are five sidewalk related SR codes including:
 - Sidewalk – Damaged Concrete
 - Sidewalk – Damaged Brick/Interlock
 - Sidewalk – Accessible Ramps and Tactile Pavers
 - Sidewalk – Water Ponding
 - Walkway – Damaged or Uneven



Cracking is a common issue for Toronto's sidewalk infrastructure.

Example: Sidewalk Service Requests By the Numbers

- Since the adoption of Maximo in November 2022, Transportation Services has received 8955 SRs related to sidewalk defects.
- Transportation Services also proactively inspects and repairs sidewalks – approximately 13,000 locations.

Problem Code		Number of Service Requests	
		2023	2024
		Completed	Completed
1	Sidewalk -Damaged Concrete	2443	2651
2	Sidewalk - Damaged Brick/Interlock	396	438
3	Sidewalk - Accessible Ramps & Tactile Pavers	103	123
4	Sidewalk-Water Ponding	60	68
5	Walkway - Damaged or Uneven	1375	1298
Totals		4377	4578

Example: Sidewalk Service Request / Repairs



Service Request for sidewalk damage is created



Work Order is created in Maximo for investigation & temporary repairs



Work is completed



Investigation & temporary repair work orders closed in Maximo



Service Request is completed

Example: Sidewalk Service Request / Repairs



Permanent repairs required



Work Order
for
permanent
repairs
created



Permanent repairs completed –
grinding or reconstruction



Work Order
for
permanent
repairs
closed



Permanent
repairs are
complete

Closing the Loop of Service Requests

- **311 is leading a project to improve the process of managing and closing services requests**, with a focus on increasing transparency by providing residents clear updates and resolution details related to their service requests.
- **Transportation Services is a key member of this project.** Over the past year, staff have identified and addressed several process gaps, including:
 - Implementing a Maximo mobile app
 - Increasing access to mobile devices for field staff
 - Developing standardized scripts for common repairs
 - Consolidating service requests and updating
- Vendors from Maximo and Salesforce will commence this work in Q3 2025, **scheduled to be completed in 2026.**

Closing the Loop Improvements in Action



- Closing the Loop will allow pictures of work completed to be included in updates from Maximo to 311 and back to the resident
- Closing the Loop will add clarity for residents with structured notes
- Closing The Loop will add more detail to residents about the resolution outcome. e.g. “Work completed/Complaint addressed - Follow up work required”

Thank You