

Biannual Data Review: Insights From Early 2026

Service Excellence Committee

Customer Experience Division

July 6th, 2026



Context

EX21.11

Public Reporting of Performance and Service Standards

City Council • March 26–27, 2025

Directed the Executive Director, Customer Experience to conduct **ongoing analysis, report on performance trends, identify areas for improvement**, and report back to the Service Excellence Committee biannually.

EX30.8

Leveraging Data to Drive Service Excellence in Parks and Recreation and Transportation Services

Executive Committee • March 23, 2026

Requested the General Manager, Parks and Recreation, in consultation with the Executive Director, Customer Experience, to report back to the July 6, 2026 meeting of the Service Excellence Committee on the **geographic distribution of service requests in parks**.

This report provides a review of Q1 2026 service demand and performance, in collaboration with Integrated Service Divisions (ISDs).

How Divisions Use Data



311 data tells only part of the story

It captures customer-initiated requests, but only one part of the overall performance picture.



Divisions deliver work outside responding to 311 requests

Significant planned and longer-term work, plus equitable service where reported demand is low.



Divisions have full picture of their overall performance

311 data combined with internal operational data gives a comprehensive view of performance.

Three integrated service divisions are reporting to July SEC on the data sources behind their performance reviews and data-driven decisions.

1

Solid Waste Management Services

- Tonnage Data
- Asset Information
- Geospatial Data
- Operational Performance Data
- 311 Data

2

Urban Forestry

in Environment, Climate and Forestry

- Asset Information & Data
- Geospatial Data
- Operational Performance
- Work Orders in Back-end Systems
- 311 Data

3

Toronto Water

- Service Requests in Back-end Systems
- Toronto Water Customer Care Phone Line Data
- Customer Satisfaction Surveys
- Service Quality & Timeliness Data
- 311 Data

How Divisions Use 311 Data

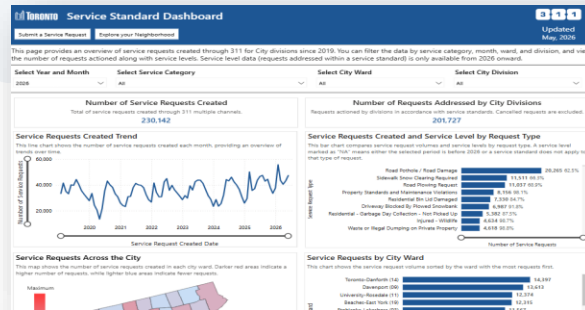
CXD and Integrated Service Divisions are taking a coordinated approach to reporting and leveraging 311 data to drive decision-making across the City.

1

Interactive Public Performance Dashboards

Launched March 2026

Customers and Members of Council can easily view and filter 311 service request volumes and service levels.



2

Data Sharing and Reviews

Ongoing

Data sharing with ISDs through dashboards and starting in 2026, quarterly reviews of 311 data trends, service levels, and opportunities for improvement.



3

Biannual Reporting

Started 2026

Reports to the Service Excellence Committee, summarizing quarterly findings and service trends.



311 Service Request Volume by Division

Q1 2026 volume and year-over-year change vs. Q1 2025

Division	Q1 2026 Volume	Year-over-Year Change*
Transportation Services Severe winter storms; winter-service hold removed	83,732	+53%
Toronto Water Catch basin reassignment ended; winter impacts on water service lines	11,108	+20%
Urban Forestry Harsh winter drove tree clean-up & removal	3,454	+18%
Municipal Licensing & Standards Fewer election-sign & wildlife requests	22,246	-4%
Solid Waste Management Services Recycling bins moved to EPR in Jan 2026	35,074	-14%
Parks Branch Integrated Sep 2025; no prior-year baseline but seasonal trends emerging for litter, snow and ice clearing, and general maintenance	1,623	N/A**

Q1 2026 TOTAL
158,000
311 service requests created

*Q1 2026 311 service request volume. Percentage shows change versus Q1 2025.

** Parks Branch was newly integrated in September 2025, so no prior-year comparison is available.

311 Service Levels by Division

Q1 2026 overall service level and change vs. Q1 2025

Division	Overall Service Level*	Change from Q1 2025
Municipal Licensing & Standards Improved oversight, quicker responses, and reporting tools to track volumes and outcomes	98% 	▲ +9 pp.
Parks Branch Service levels being met and expected seasonal patterns emerging	88% 	N/A — Integrated September 2025
Urban Forestry Staff redeployment for winter ops, increased volume due to weather; most priority emergency service levels were met	30% 	▼ -6 pp.
Solid Waste Management Services Impacted by winter storms, service boundary changes, Blue Bin transition, and staff redeployment for winter ops	86% 	▼ -7 pp.
Toronto Water Increased volume and service delays due to winter storms, extreme cold and staff redeployment for winter ops	61% 	▼ -8 pp.
Transportation Services City-wide coordination, on-time completion rose across all four top services despite record storms and lifted holds.	72% 	▲ +12 pp.

*Service level is the percentage of service requests completed on time within the service standard. Change is shown in percentage points (pp.) vs. Q1 2025. Parks Branch was newly integrated, so no prior-year comparison is available.

311 Insights from Q1 2026



Top 5 General Inquiries

Property Tax Billing	20,444
Vacant Home Tax	19,200
Utility Bill Payments	5,479
On-street Parking Enforcement	4,835
Change of Ownership / Address Change	4,223

212,000

General inquiries handled by 311
in Q1 2026



Calls Handled by Line

Main 311 233,170

311 Tax & Utility 45,504

311 Vacant Home Tax 18,219

Total: 296,893 calls handled



Service Levels

Main 311 Line

83% answered within 75 sec

Meets the 80% / 75-sec Council target

Tax & Utility Line

70% answered within 400 sec

Internal target only — no approved level



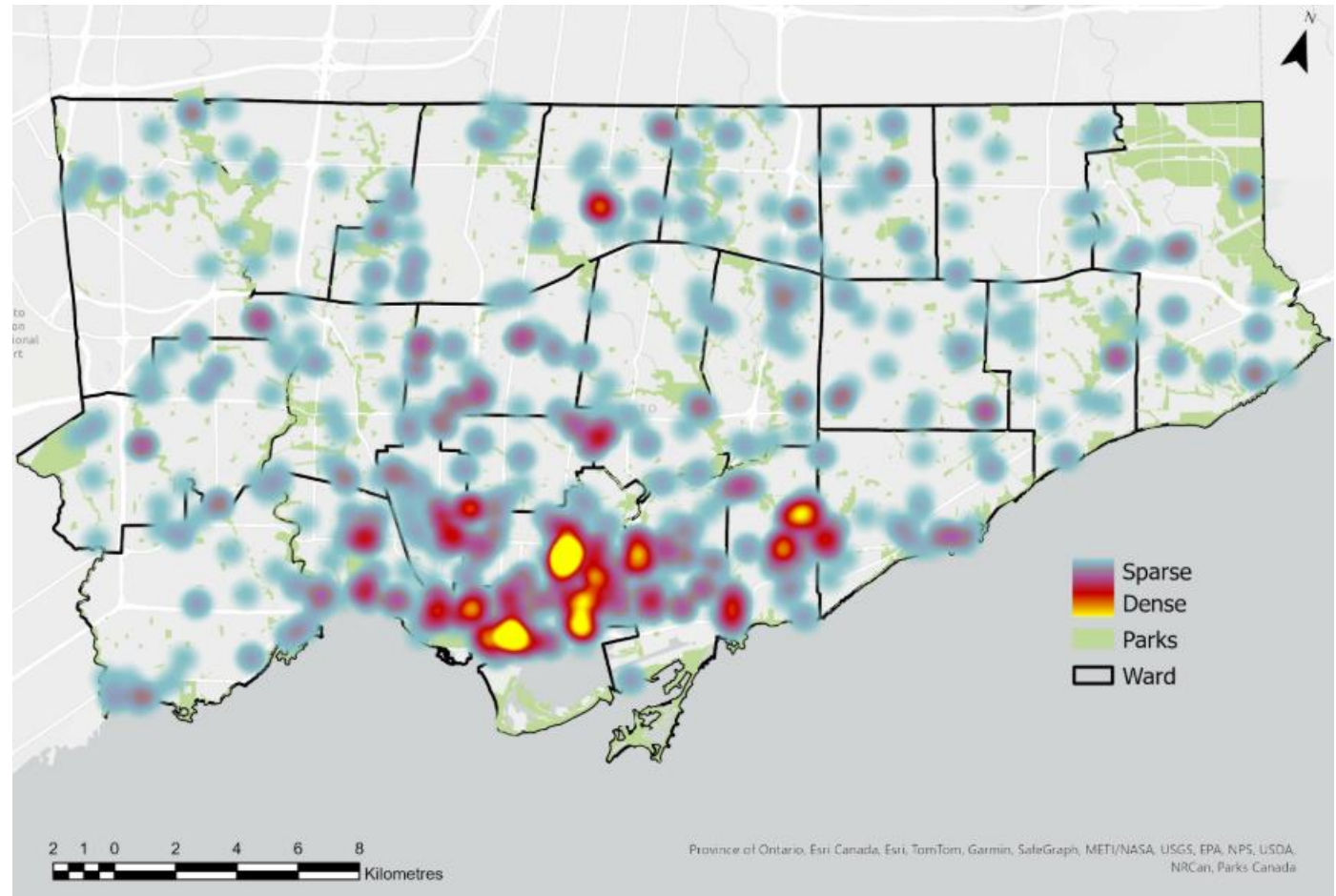
Improvement Opportunity

Spotlight: Parks SRs across the City

- Parks and Recreation uses geospatial analysis of some service request data as an operational management tool to support responsive service delivery and continuous improvement.
- Staff review request volumes, locations, and response times to identify recurring issues and service hotspots to inform crew deployment.
- While SRs are evident across the city, parks in the downtown core receive the highest density.
- Top SRs from Sep – March that went to PR include
 - ✓ Litter and garbage
 - ✓ Lighting maintenance
 - ✓ Snow and ice clearing
 - ✓ Pathway and trail maintenance

Example Map:

311 Service Request Hot Spots related to Litter and Garbage in Parks from September to March 2026



What's Coming Next

CXD continues to work with partners to improve 311 service and use data to improve customer experience throughout the City

Toronto Data Platform



CXD, TSD & ISDs are working together to establish the Toronto Data Platform – a centralized solution for data governance and analytics

Improving 311 Service



CXD and RSD are working to develop a multi-year improvement plan for the VHT and Tax & Utility lines

Future Data Reports



Future biannual reports will be brought to each end-of-year SEC (reporting on Q2 & Q3) with Q4 analysis included alongside yearly trends in the CXD Annual Reports brought to the first SEC each year