

## **Attachment 2: Customer Service Metrics**

### **Residential Recycling Survey**

Even though the City is no longer responsible for managing the residential Blue Box Program, residents may still contact 311 regarding recycling matters. As such, 311 Customer Service Representatives are tracking residential recycling issues and inquiries. After confirming a caller is seeking assistance related to eligible source recycling, the 311 Customer Service Representatives note the information in a survey. The survey is reviewed by Solid Waste Management Services to understand the types of concerns that are being reported by residents regarding recycling and where they occurred. The survey will continue until the end of Q1 2026 to support reporting during the transition period. After that point, 311 will manage all residential recycling-related calls in alignment with the standard process for handling general inquiries. As a result, reporting will shift to focus on overall call volumes rather than ward-level detail or issue-specific breakdowns. The matters that are tracked in the survey include the following:

#### ***Collection Service***

- Missed collection
- Partial or incomplete pick up (materials left behind, cardboard or clear bags not collected, etc.)
- Accommodation not met (only for households subscribed to front and side door collection)

#### ***Recycling Bins***

- Repair damaged bin
- Exchange for larger or smaller bin
- Missing bin
- Additional bin
- Missing bin sticker
- Damaged or peeling bin sticker

#### ***Complaints***

- Staff Conduct (rudeness, unprofessionalism, etc.)

- Collection vehicle driver (dangerous driving, traffic infraction, etc.)
- Property damage by vehicle or driver

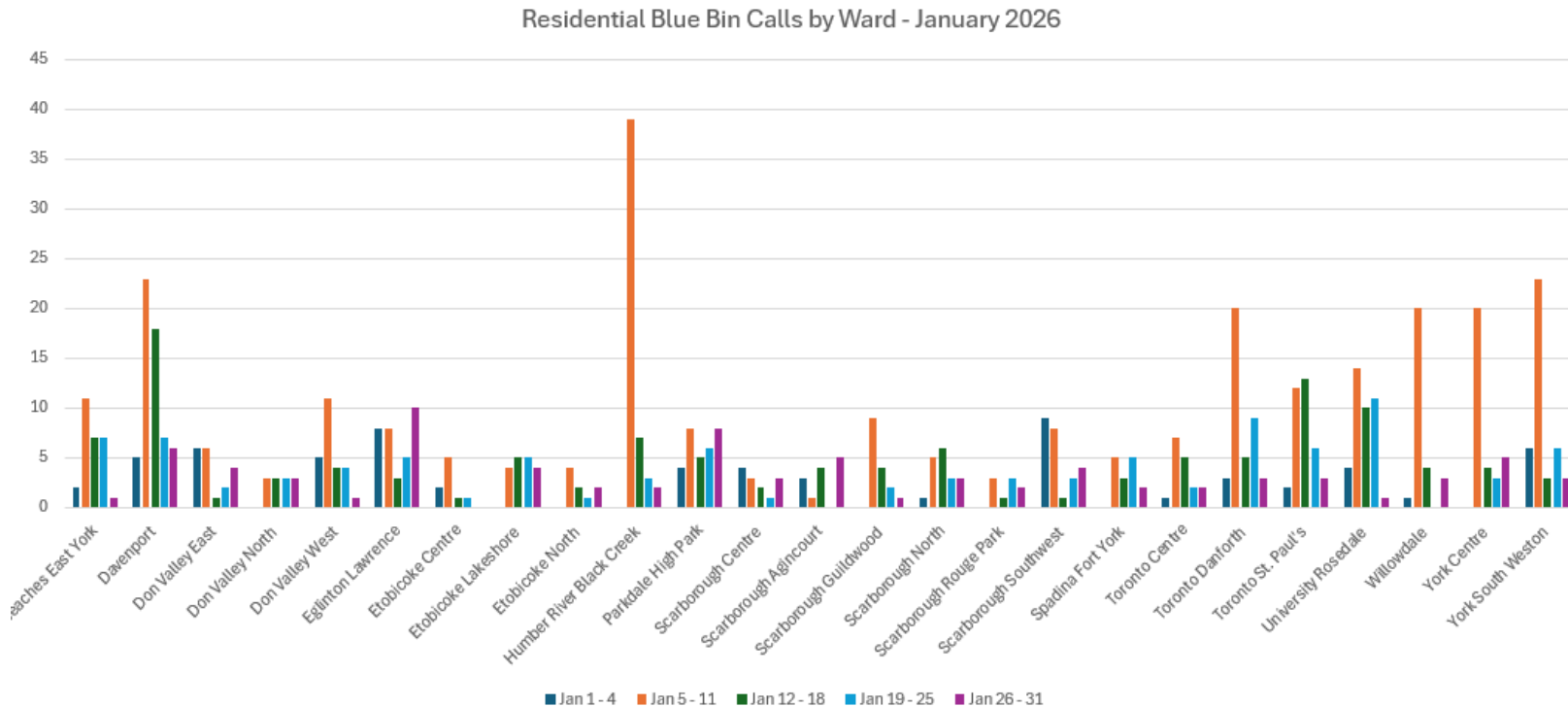
## Inquiries

- Accepted recyclable materials
- Collection day

## January 2026 Recycling Call Volume Data: By Ward

Residents were asked to provide their postal code, which was then used to determine the Ward and District in which they lived. Figure 1 below shows the number of calls by week, broken down by Ward.

Figure 1: Residential Recycling Calls by Ward

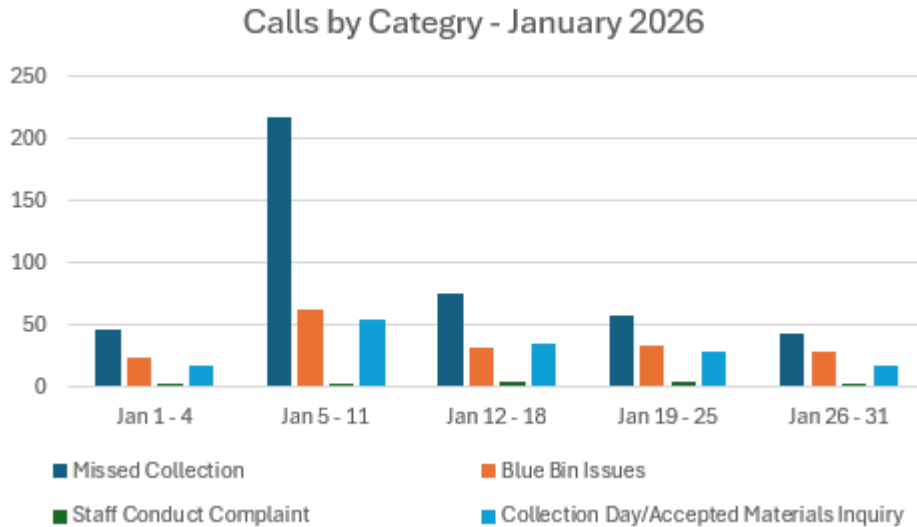


\* Wards with collection week schedule change

**January 2026 Recycling Call Volume Data: By Category**

Figure 2 provides a summary of the calls by category. Week over week, “Missed Collection” consisted of the highest volume of calls.

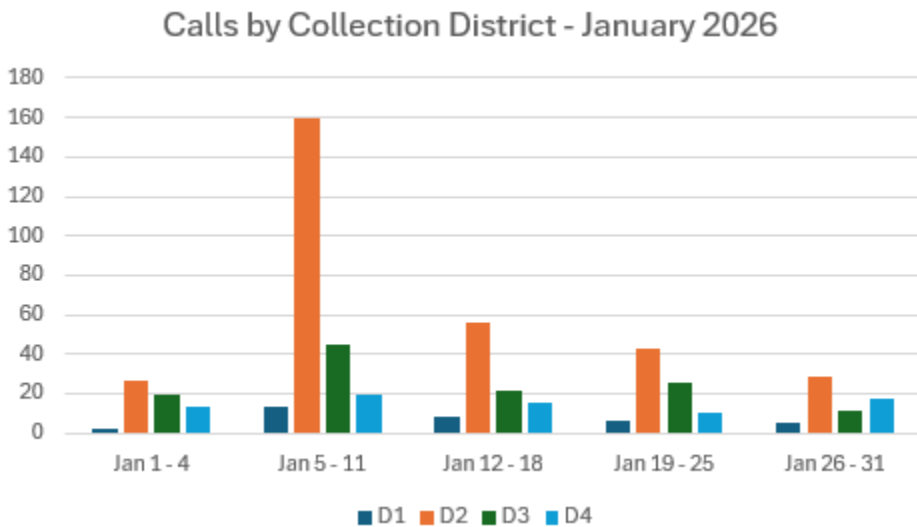
*Figure 2: Residential Recycling Calls by Category*



**January 2026 Recycling Call Volume Data: By District**

Figure 3 provides a summary of calls broken down by District. Week over week, “District 2” consisted of the highest volume of calls.

*Figure 3: Residential Recycling Calls by Collection District*



\* Districts with collection week schedule change

### 311 Customer Service Metrics

In addition to tracking the purpose and location of each residential recycling caller who spoke to a 311 Customer Service Representative, Customer Experience staff have also provided general metrics, including:

- Automated transfers – when a resident calls 311, then selects the blue bin recycling menu option (press 4) and is automatically transferred to Circular Materials’ call centre
- Live operator transfers – when a resident calls 311, then chooses to speak with a 311 Customer Service Representative, the representative manually transfers the caller to Circular Materials’ call centre
- Web clicks – when a resident visits [toronto.ca/311](http://toronto.ca/311) and clicks on the link for blue bin recycling to be redirected to Circular Materials’ service provider (GFL Environmental) web page
- Escalations to Circular Materials – when a resident calls 311 with a matter that was not addressed by Circular Materials’ call centre, the Customer Service Representative transfers the call to Circular Materials’ escalation line

Table 5 below provides a summary of 311 metrics for January 2026.

**Table 5: 311 Metrics for January 2026**

	January 1 – 4	January 5 – 10	January 11 – 17	January 18 – 24	January 25 – 31	Total for January
Automated Transfers (press 4) to Circular Materials	1,743	4,135	1,904	1,462	20*	9,264
Live Operator Transfers to Circular Materials’ Call Centre	139	558	201	192	156	1,246
Web Clicks from Toronto 311 to Circular Materials	85	160	107	74	76	502
Escalations to Circular Materials	17	58	18	21	10	124

\* The automated transfer was turned off from January 25 to February 2 to ensure phone system capacity was dedicated to the City’s winter storm response.