

Service Standard Dashboard

311 - Customer Experience Division

2025 Q3-Q4

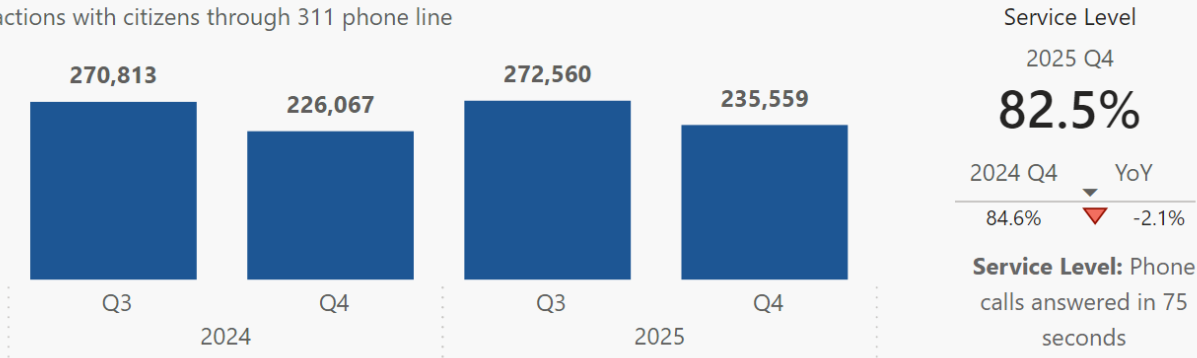


Measures the average time residents, businesses, and visitors wait to speak with a 311 Customer Service Representative for non-emergency City services and information.

311 Interactions Volume

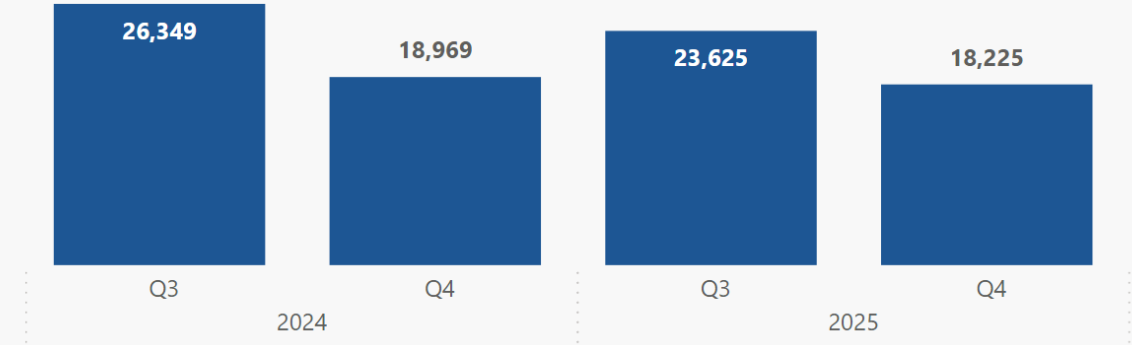
Number of phone Interactions

Interactions with citizens through 311 phone line



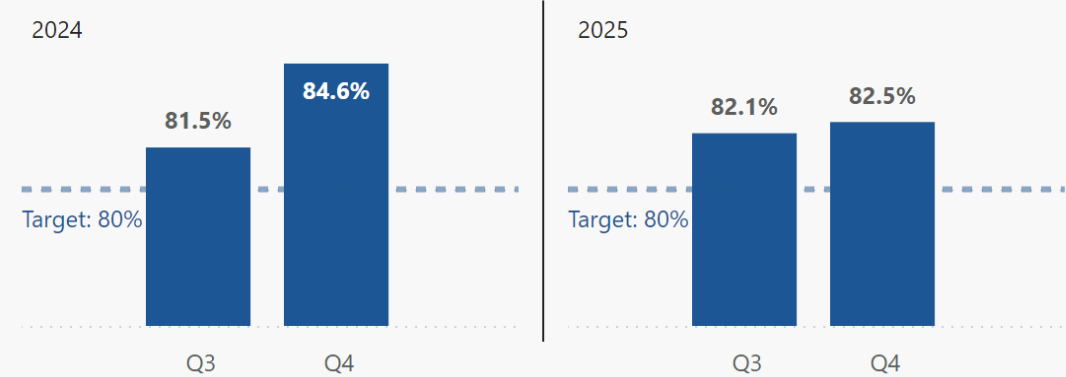
Status Inquiries Volume

Refer to follow-up inquiries, regarding an existing service request or complaints



Phone Channel Metrics

Calls Answered Within 75 Seconds



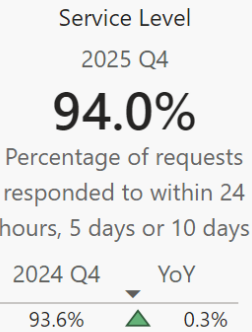
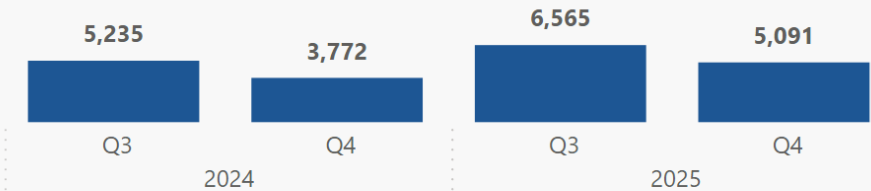
Notes: (YoY) Year over Year difference.

Enforcement of property standards and municipal by-laws, including general property upkeep and maintenance, waste or illegal dumping on public or private properties.

Top Service Requests to 311

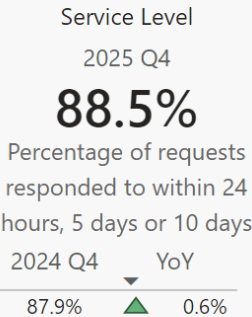
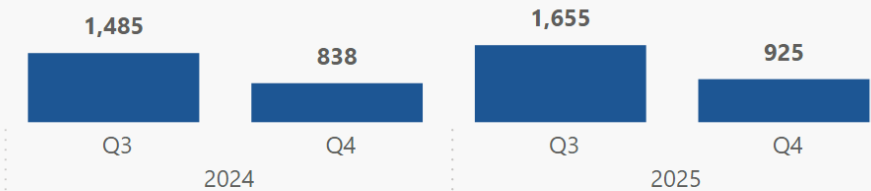
Property Standards and Maintenance Violations

Maintenance and upkeep requirements for all properties in Toronto



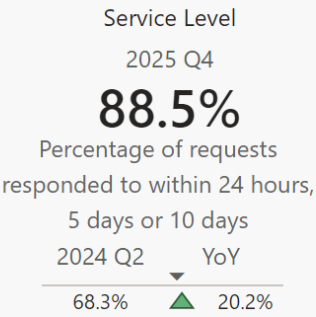
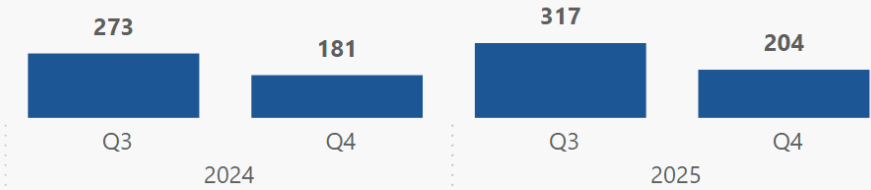
Waste or Illegal Dumping on Private Property

Accumulation of waste, litter or witnessed illegal dumping on private property



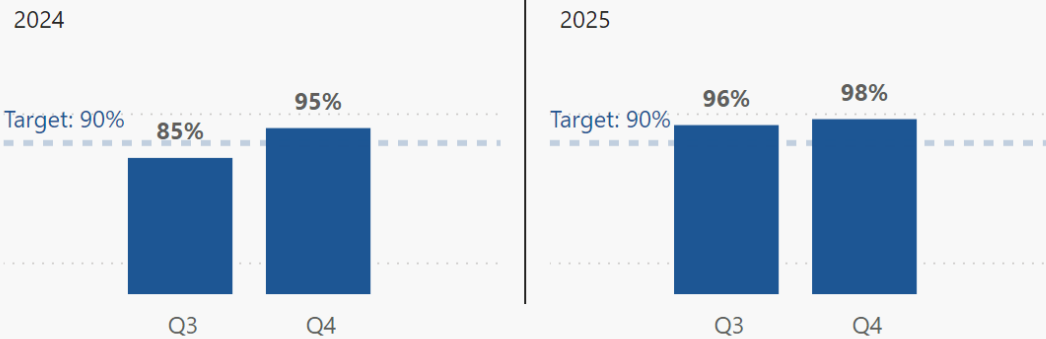
Illegal Dumping on City Property

Illegal dumping and littering on City roadways, boulevards, street garbage bins

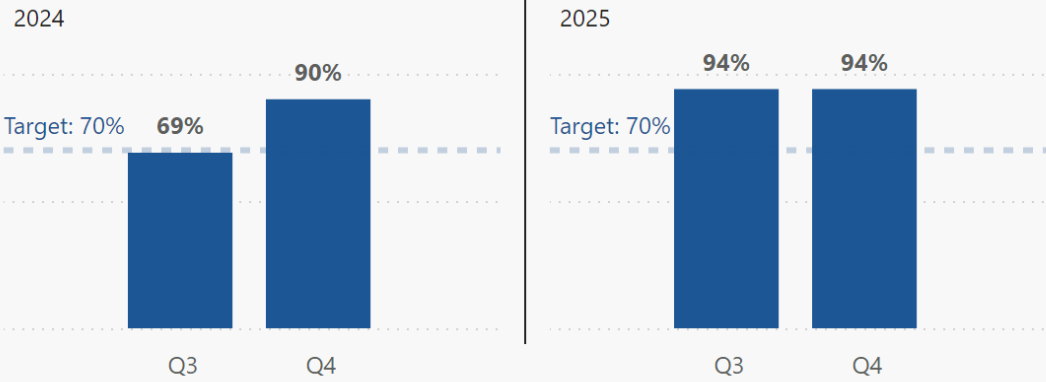


Service Standard Metrics

Priority 1: Property Standards Complaints Responded to Within 24 Hours



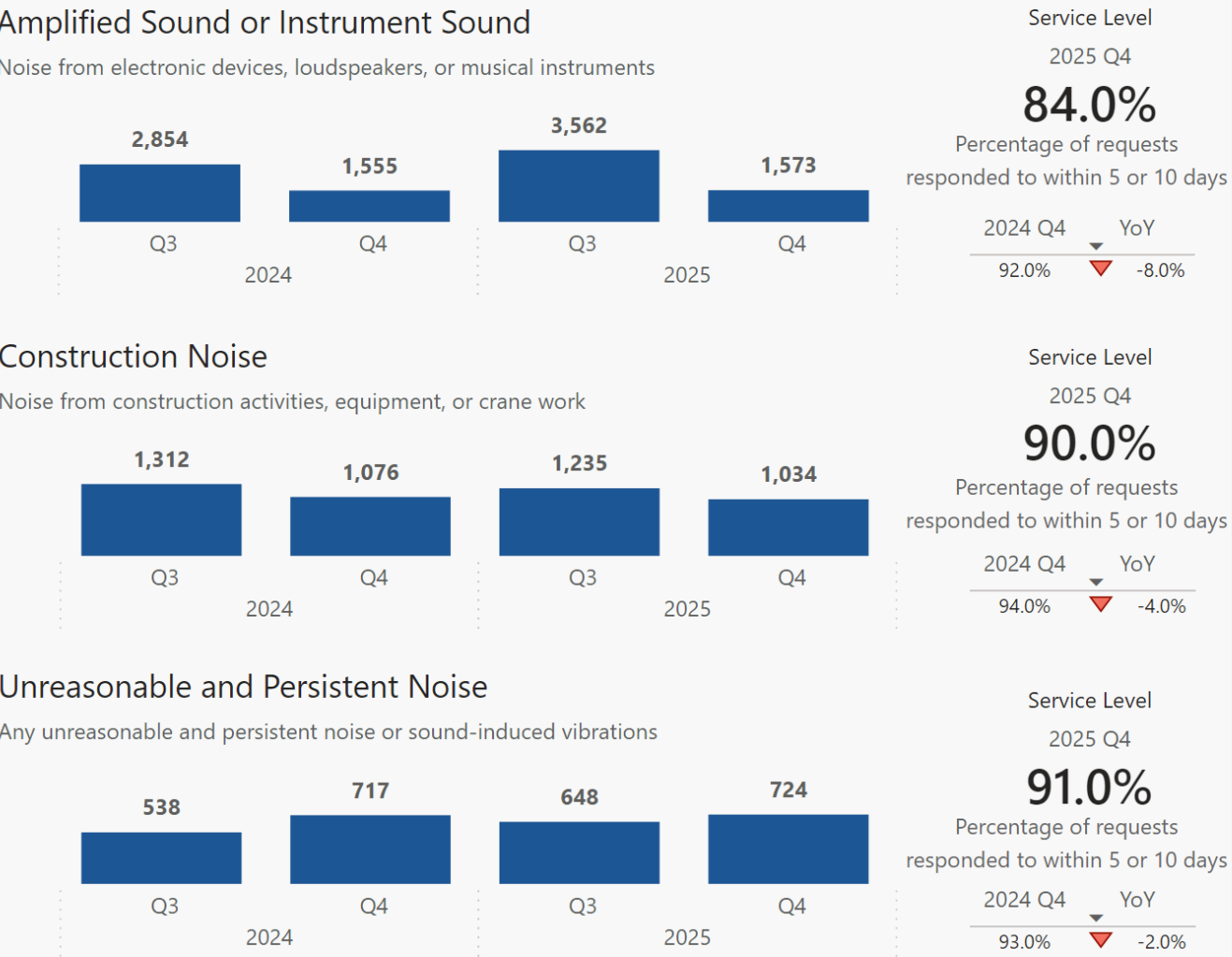
Priority 2: Property Standards Complaints Responded to Within 5 Days



Notes: (YoY) Year over Year difference. ML&S uses a priority-based response model with defined service standards: Priority 1 (24 hours), Priority 2 (5 days), and Priority 3 (10 days), determined by considerations including public health and safety.

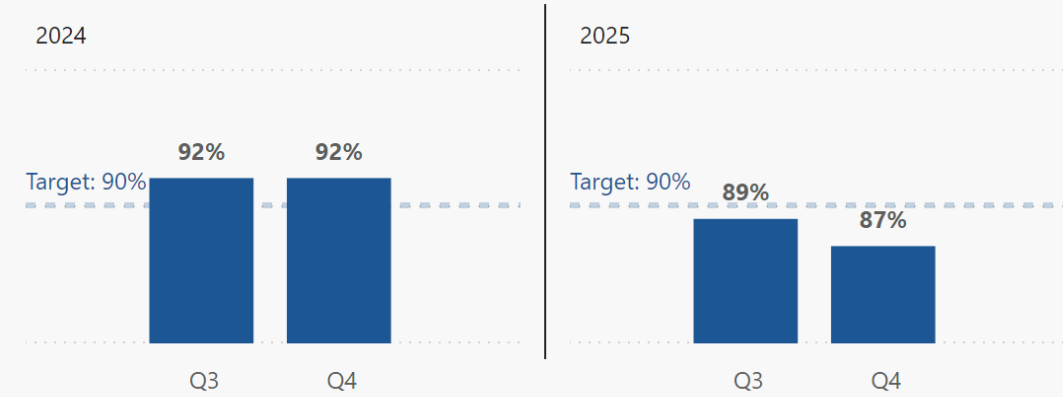
Investigation of noise concerns related to construction, amplified sound and other sources as regulated by the Noise By-law.

Top Service Requests to 311

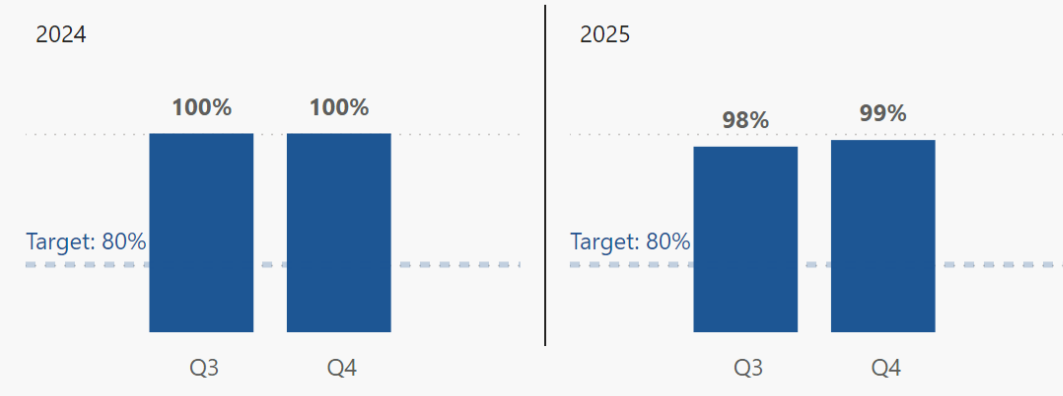


Service Standard Metrics

Priority 2: Rate of Noise Complaints Responded to Within 5 Days



Priority 3: Rate of Noise Complaints Responded to Within 10 Days

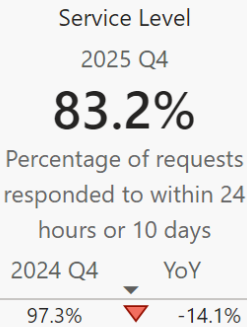
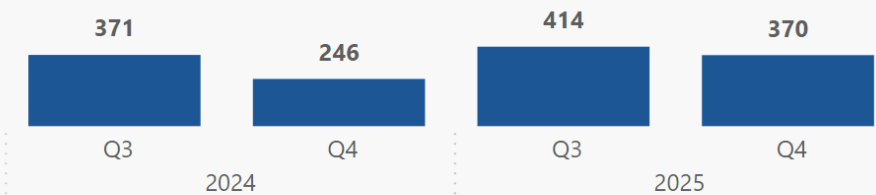


Removal of graffiti from City or private property to maintain a clean and attractive city, in compliance with the Graffiti By-law.

Top Service Requests to 311

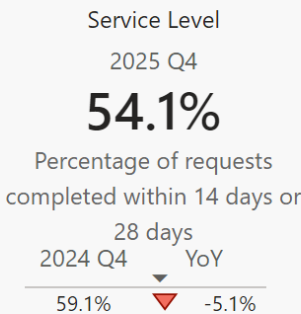
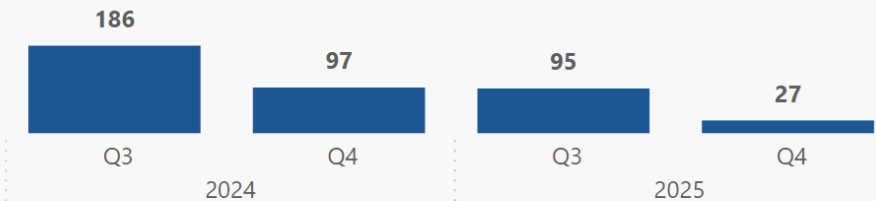
Graffiti on Private Property

Report graffiti on private property



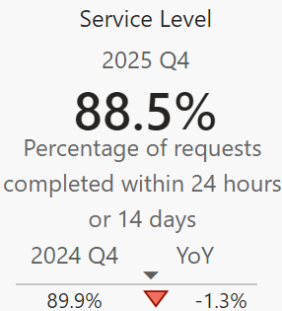
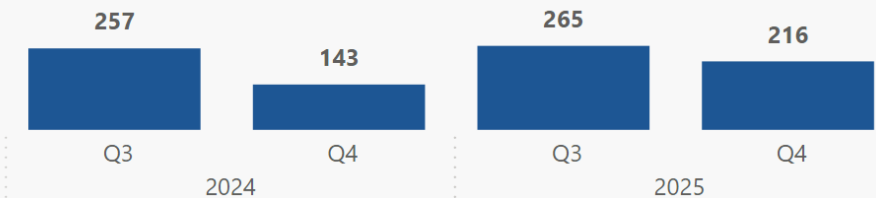
Traffic or Street Name Sign - Graffiti Complaint

Graffiti on traffic signs (e.g., Stop, Yield etc.)



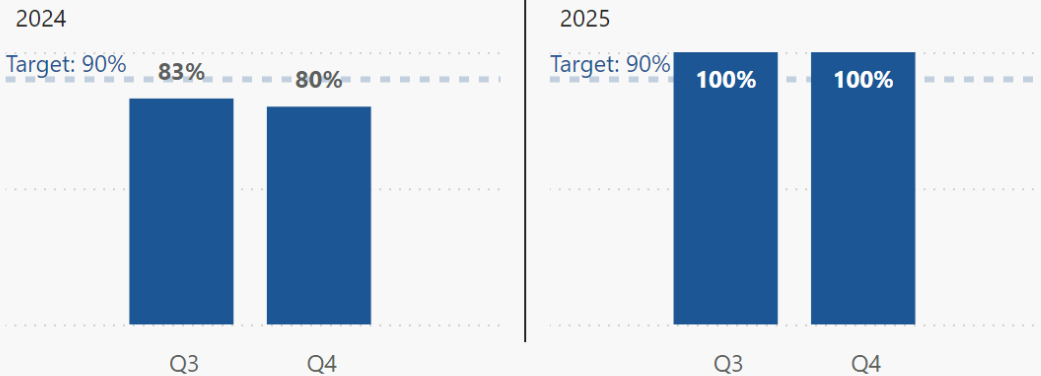
Traffic Signal Equipment - Graffiti Complaint

Graffiti on traffic signal equipment or poles (e.g., traffic signal boxes)

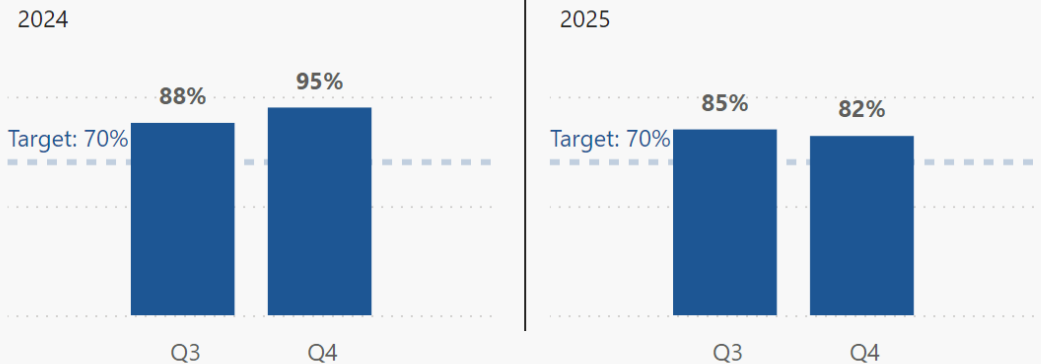


Service Standard Metrics

Priority 1: Graffiti Removal Complaints Responded to Within 24 Hours



Priority 3: Graffiti Removal Complaints Responded to Within 10 Days

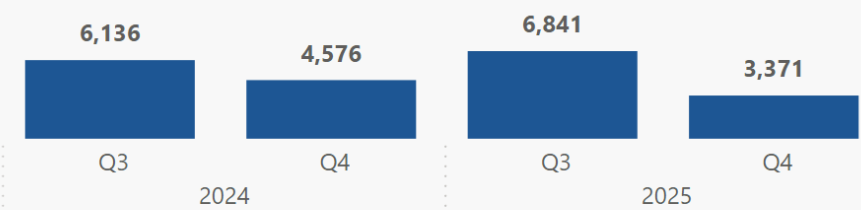


Removal of dead animals and wildlife

Top Service Requests to 311

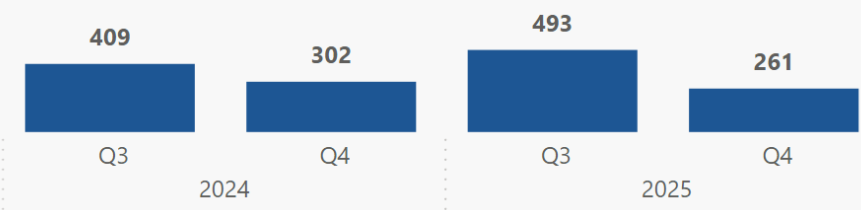
Pick up Dead Wildlife

Request to pick up dead wildlife such as raccoons, on City or private property



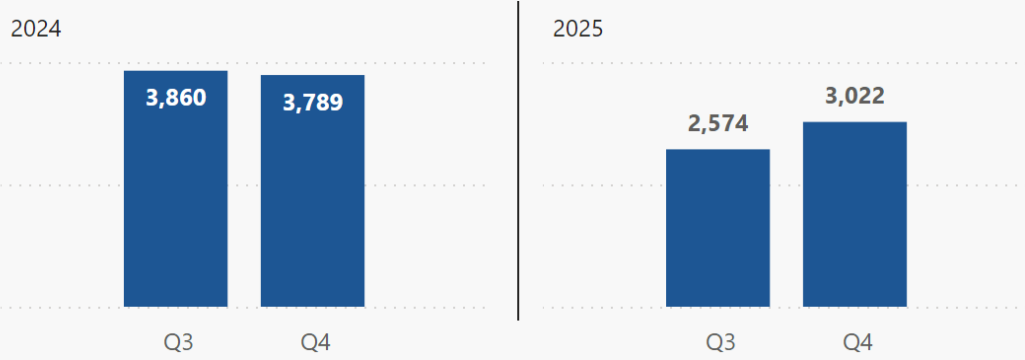
Pick up Dead Domestic Animals

Request to pick up dead domestic animals on City or private property



Service Standard Metrics

Number of Overall Dead Animals Picked Up



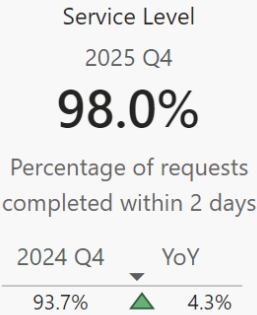
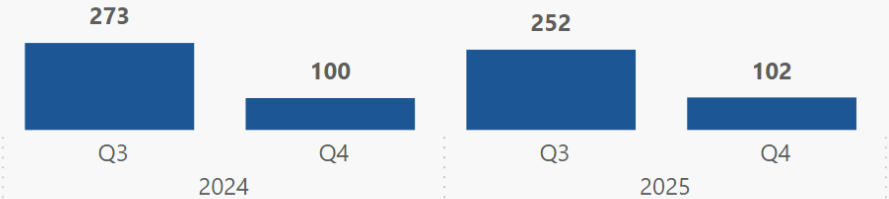
Notes: (YoY) Year over Year difference. ML&S uses a priority-based response model with defined service standards: Priority 1 (24 hours), Priority 2 (5 days), and Priority 3 (10 days), determined by considerations including public health and safety.

Ongoing care, cleaning, and maintenance of City parks, including addressing overflowing garbage and recycling bins and the removal of illegally dumped materials, to ensure safe and beautiful public spaces.

Top Service Requests to 311

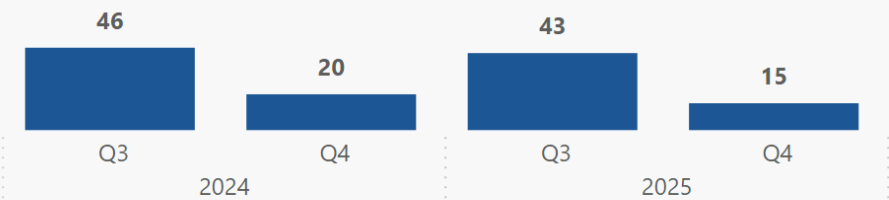
Park Garbage Bin Overflowing

Overflowing garbage bin in City park



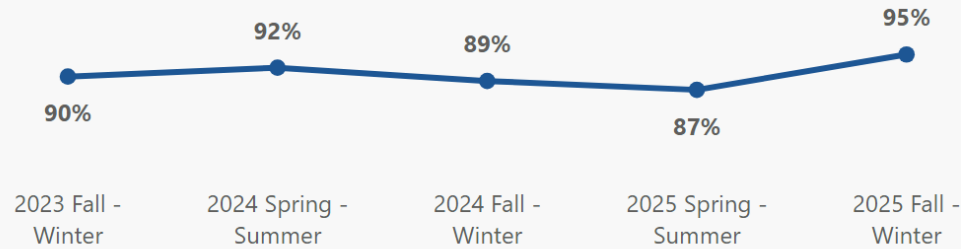
Park Recycling Bin Overflowing

Overflowing recycling bin in City park

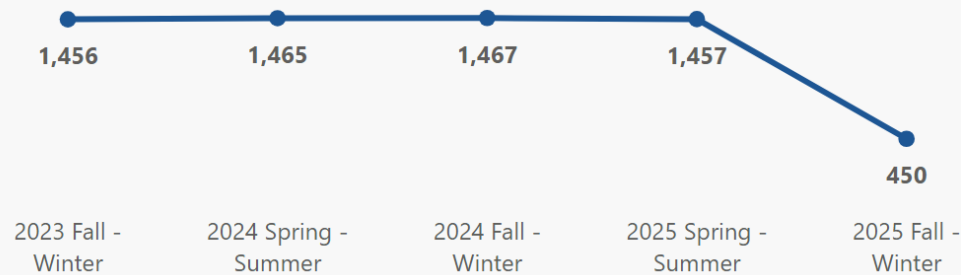


Service Standard Metrics

Rate of Park Inspections Meeting Litter Standards



Number of Parks Inspected



Notes: 2025 Fall-Winter period is in progress and ends in March of 2026. Park inspections will be replaced with 311 Service Request indicator in future reporting.

- Notes:**
- 1. Operational parks receive a full inspection at least once per inspection season. Seasonal inspection counts vary as the number of operational parks changes, due to new parks coming online and/or parks temporarily non-operational due to construction or repairs.
 - 2. Inspections assess parks against standards for litter, debris, glass, or other hazards. If standards are not met or not corrected during the inspection, follow-up action by parks crews is triggered.
 - 3. Inspection seasons last ~6 months. Fall-Winter season (~October to March) spans 2 calendar years.
 - 4. (YoY) Year over Year difference.
- 3

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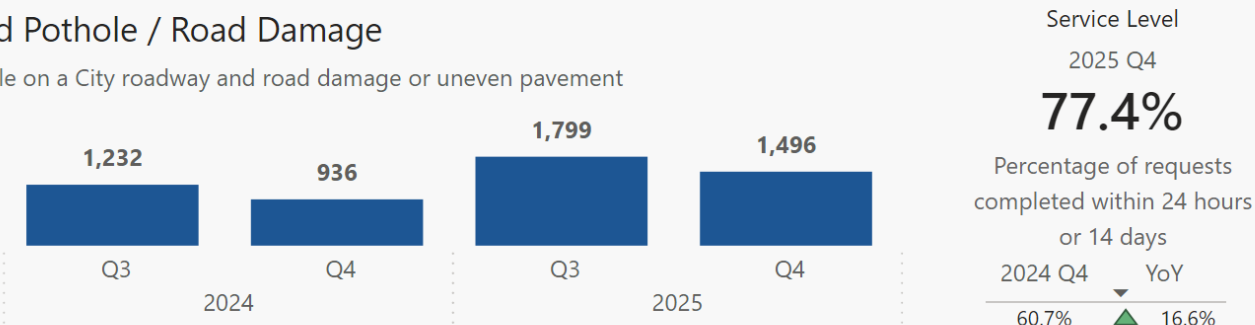
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Requests for inspection and repair of road surface damage, including potholes, cracks, and other hazards to ensure safe travel on City roads and expressways.

Top Service Requests to 311

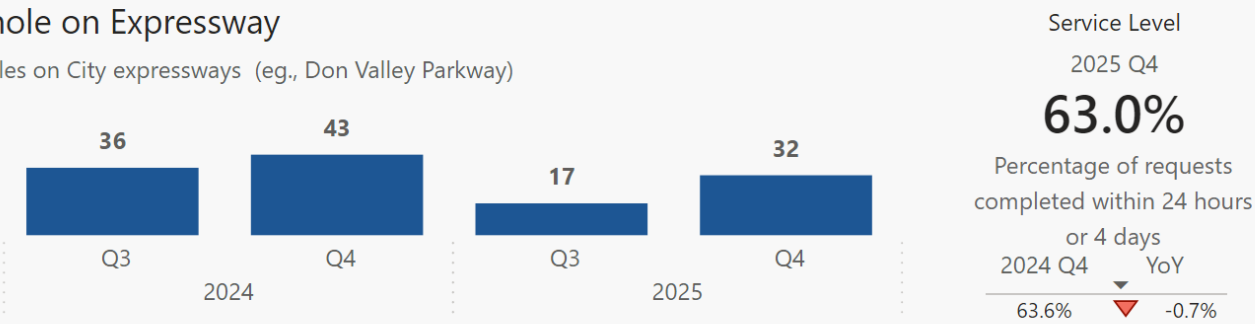
Road Pothole / Road Damage

Pothole on a City roadway and road damage or uneven pavement



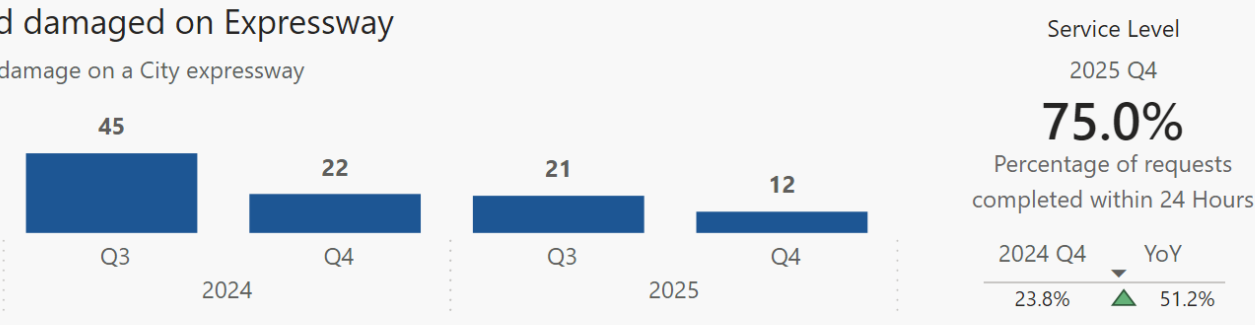
Pothole on Expressway

Potholes on City expressways (eg., Don Valley Parkway)



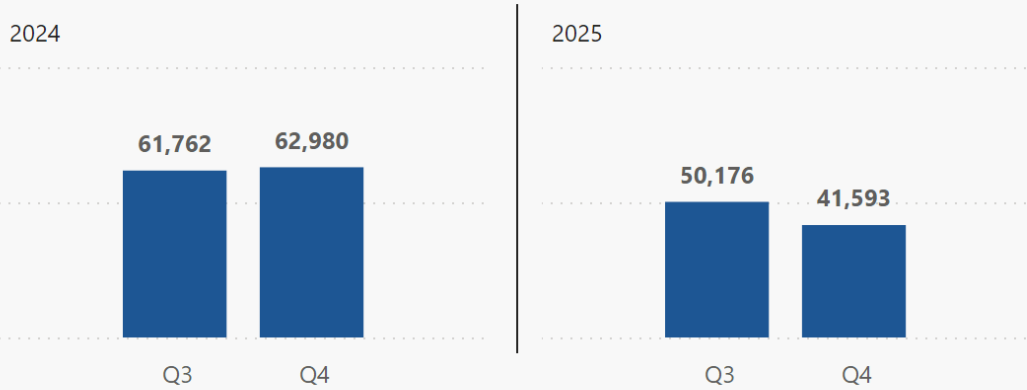
Road damaged on Expressway

Road damage on a City expressway



Service Standard Metrics

Pro-Active Potholes Repairs



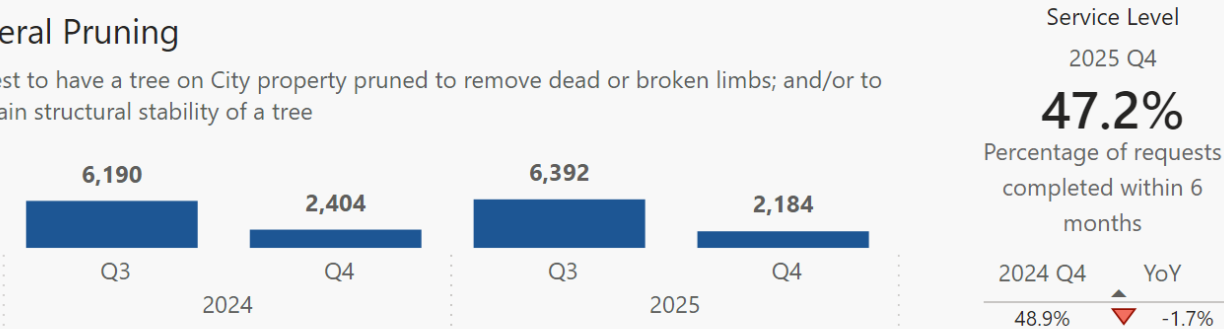
Notes: (YoY) Year over Year difference.

City Tree Maintenance (care, pruning, removal) to support public safety and a healthy urban forest.

Top Service Requests to 311

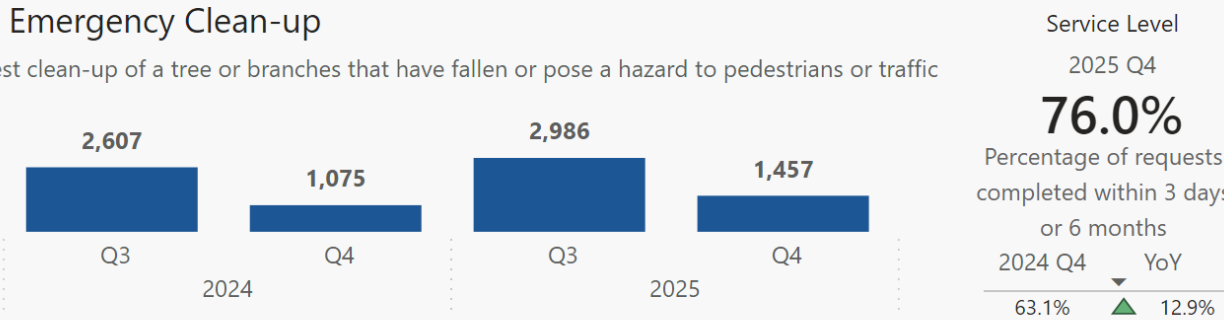
General Pruning

Request to have a tree on City property pruned to remove dead or broken limbs; and/or to maintain structural stability of a tree



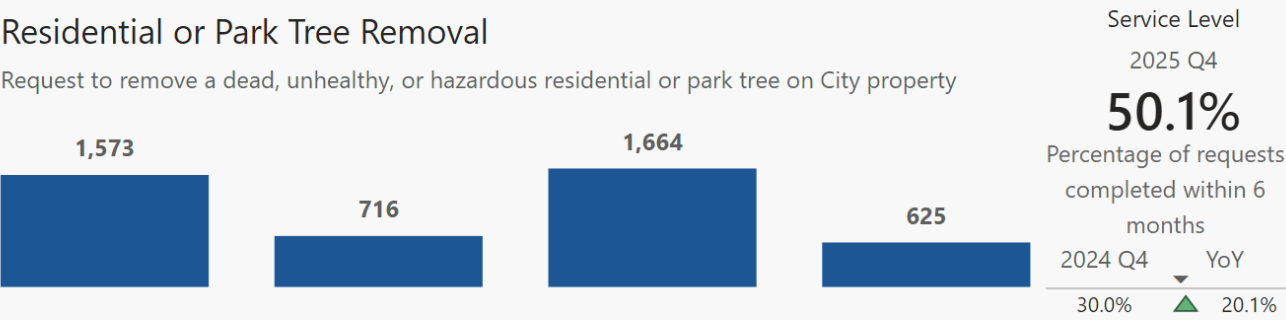
Tree Emergency Clean-up

Request clean-up of a tree or branches that have fallen or pose a hazard to pedestrians or traffic



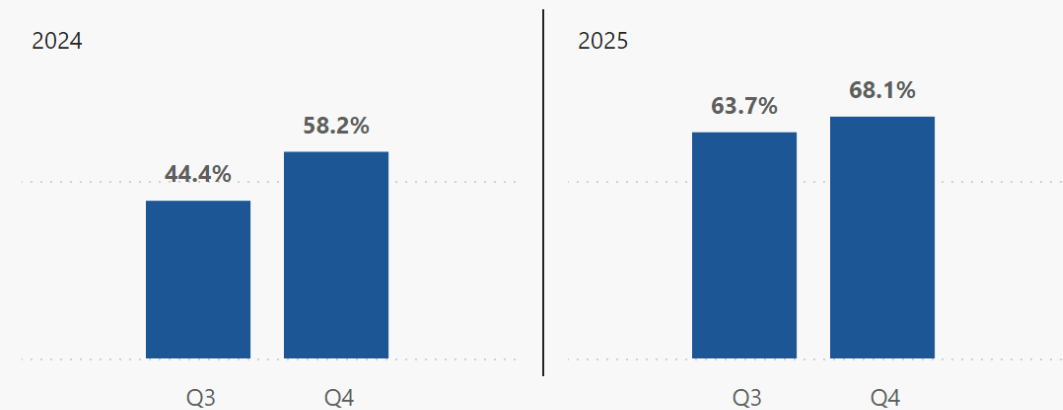
Residential or Park Tree Removal

Request to remove a dead, unhealthy, or hazardous residential or park tree on City property

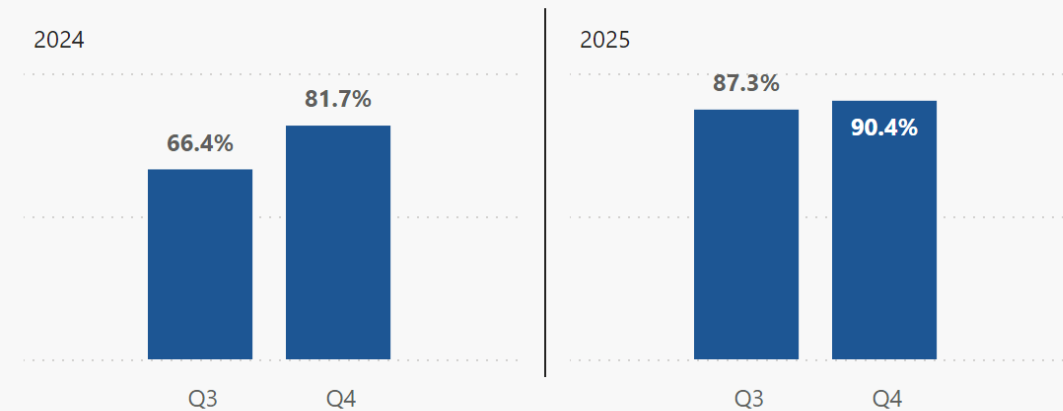


Service Standard Metrics

Tree Emergency Clean-up Completed Within 1 Day



Tree Emergency Clean-up Completed Within 3 Days



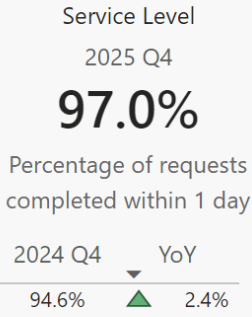
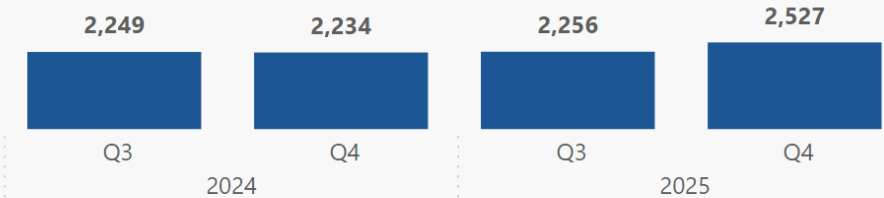
Average Tree Emergency Clean-up response for 2025 is 1.84 days

Removal of waste, including the cleanup of illegal dumping on city road allowance, servicing of overflowing street litter bins, and responding to missed residential garbage pickups.

Top Service Requests to 311

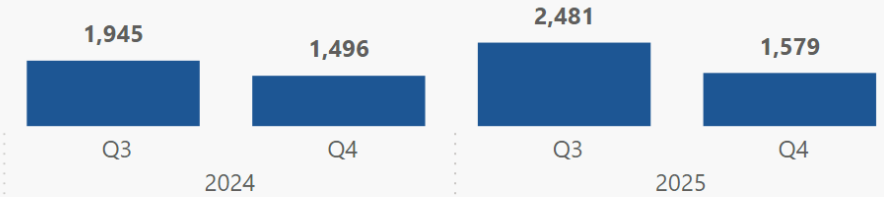
Residential - Garbage Day Collection - Not Picked Up

Garbage not picked up during regular collection at a residential property



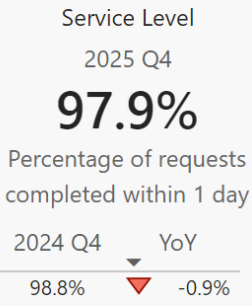
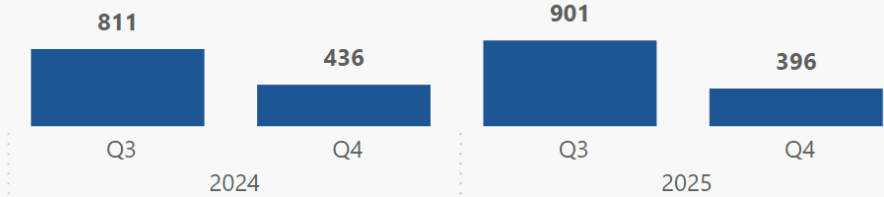
Clean up Illegal Dumping on City Road Allowance

Cleanup of items illegally dumped on City road allowances



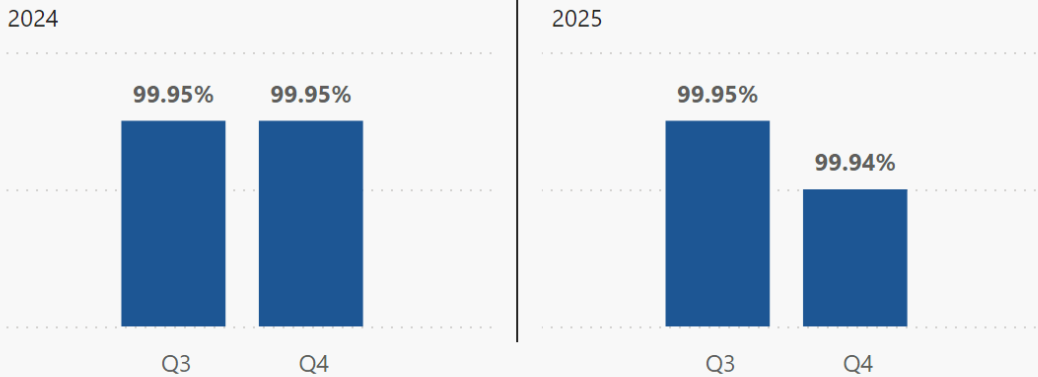
Clean up Overflowing Street Litter Bin

Overflowing street litter bin on the street allowance

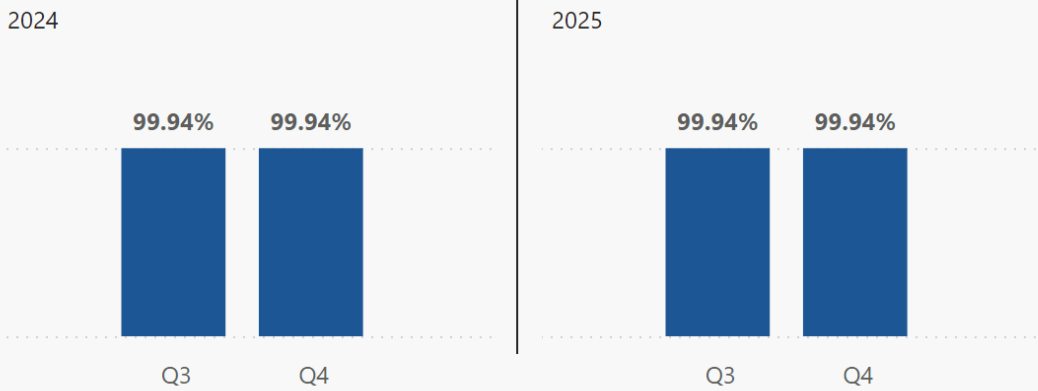


Service Standard Metrics

General Collection Reliability Rate for Single-Family Households



General Collection Reliability Rate for Litter Bins



Notes: (YoY) Year over Year difference. Collection reliability rate is % of scheduled waste collections completed successfully and on time (e.g., garbage, recycling, organics, litter bins, etc.)

311 Responsiveness

Service	Overview of Service	Service Level and Service Standard Description
Number of Phone Interactions	The total number of customer interactions handled via phone through the 311 service during the specified period.	- The service level measures the percentage of calls which 311 answered within 75 seconds or less. - The service standard is a Council-approved target to answer 80% of calls within 75 seconds or less.
Status Inquiries Volume	The total number of follow-up customer interactions related to checking the status of an existing service request during the specified period.	

Graffiti Removal

Service	Overview of Service	Service Level and Service Standard Description
Graffiti Removal on Private Property	Report graffiti from privately owned properties, as regulated by Toronto Municipal Code Chapter 629 (Property Standards) and Chapter 485 (Graffiti). The City does not remove graffiti on private property. Property owners are responsible for removing graffiti from their premises, even if they did not create it, to maintain a clean and graffiti-free environment.	- The service level shows how many service requests were contacted by ML&S within the service standard. - To ensure urgent issues are addressed quickly and customers receive timely support, ML&S uses a priority response model. This helps maintain a responsive and effective service request process. - The service standards are: - Priority 1: Initial contact within 24 hours of reported issue. - Priority 3: Initial contact within 10 days of reported issue. - Additional details can be found here: MLS Customer Service Standards
Traffic or Street Name Sign – Graffiti Complaint	Report graffiti on traffic or street name signs, including Stop, Yield, Speed, guide, and information signs. Graffiti may include drawings, paintings, stickers, or any material attached to the sign.	- The service level shows how many graffiti complaint service requests were resolved by Transportation Services within the service standard. - The service standard is to resolve graffiti complaints within 28 days.
Traffic Signal Equipment – Graffiti Complaint	Report graffiti on specific traffic signal elements. This includes traffic signals, traffic signal boxes (also known as controller cabinets, which are grey boxes located at traffic-controlled intersections), and traffic signal poles, limited to octagonal poles. It also applies to stickers placed above push-button controls on traffic signal poles or crosswalk poles.	- The service level shows how many graffiti complaint service requests were resolved by Transportation Services within the service standard. - The service standard is to resolve graffiti complaints within 14 days.

Property Standards & By-law Violations

Service	Overview of Service	Service Level and Service Standard Description
Property Standards and Maintenance Violations	Report properties that fail to comply with the City's Municipal Code or property maintenance and occupancy standards. This includes issues such as pest infestations, unsafe retaining walls, vacant or deteriorating buildings, damaged roofs, broken stairs, malfunctioning elevators, inadequate ventilation, excessive dust from residential construction, and improperly maintained items like clothing donation boxes.	• The service level shows how many service requests were contacted by ML&S within the service standard. • To ensure urgent issues are addressed quickly and customers receive timely support, ML&S uses a priority response model. This helps maintain a responsive and effective service request process. • The service standards are: • Priority 1: Initial contact within 24 hours of reported issue. • Priority 2: Initial contact within 5 days of reported issue. • Priority 3: Initial contact within 10 days of reported issue. • Additional details can be found here: MLS Customer Service Standards
Waste or Illegal Dumping on Private Property	Report the accumulation of waste, litter, standing water, or witnessed illegal dumping on privately owned property. Examples include derelict vehicles, excessive refuse, and stagnant water in unused pools.	• The service level shows how many service requests were contacted by ML&S within the service standard. • To ensure urgent issues are addressed quickly and customers receive timely support, ML&S uses a priority response model. This helps maintain a responsive and effective service request process. • The service standard is to initially contact the customer within 10 days of reported issue. • Additional details can be found here: MLS Customer Service Standards
Illegal Dumping on City Property	Report illegal dumping or littering on City-owned areas such as roadways, boulevards, street garbage bins. The individuals responsible for the dumping must be identifiable by the customer initiating the service request.	• The service level shows how many service requests were contacted by ML&S within the service standard. • To ensure urgent issues are addressed quickly and customers receive timely support, ML&S uses a priority response model. This helps maintain a responsive and effective service request process. • The service standards are: • Priority 1: Initial contact within 3 days of reported issue. • Priority 2: Initial contact within 5 days of reported issue. • Priority 3: Initial contact within 10 days of reported issue. • Additional details can be found here: MLS Customer Service Standards

Noise Complaints

Service	Overview of Service	Service Level and Service Standard Description
Amplified Sound or Instrument Noise	Report noise generated by electronic devices, loudspeakers, or musical instruments, including amplified music, voices or other sounds from sources such as nightclubs, bars, restaurant patios, or concerts. Noise levels are assessed by Bylaw Enforcement Officers at the point of reception (where the sound is heard).	- The service level shows how many service requests were contacted by ML&S within the service standard. - To ensure urgent issues are addressed quickly and customers receive timely support, ML&S uses a priority response model. This helps maintain a responsive and effective service request process. - The service standards are: - Priority 2: Initial contact within 5 days of reported issue. - Priority 3: Initial contact within 10 days of reported issue. - Additional details can be found here: MLS Customer Service Standards
Construction Noise	Report noise from construction activities, equipment, or crane operations (including erection, dismantling, or work requiring road closure) occurring outside permitted hours. Examples include noise from building repair, demolition, excavation, land clearing, laying pipes, applying concrete, or installing equipment.	- The service level shows how many service requests were contacted by ML&S within the service standard. - To ensure urgent issues are addressed quickly and customers receive timely support, ML&S uses a priority response model. This helps maintain a responsive and effective service request process. - The service standards are: - Priority 2: Initial contact within 5 days of reported issue. - Priority 3: Initial contact within 10 days of reported issue. - Additional details can be found here: MLS Customer Service Standards
Unreasonable and Persistent Noise	Report noise or sound-induced vibration that disturbs the peace, comfort, or convenience of a reasonable person. Persistent noise is defined as sound or vibration heard or felt continuously for 10 minutes or more, or intermittently for a total of 10 minutes within one hour.	- The service level shows how many service requests were contacted by ML&S within the service standard. - To ensure urgent issues are addressed quickly and customers receive timely support, ML&S uses a priority response model. This helps maintain a responsive and effective service request process. - The service standards are: - Priority 2: Initial contact within 5 days of reported issue. - Priority 3: Initial contact within 10 days of reported issue. - Additional details can be found here: MLS Customer Service Standards

Dead Animal Collection

Service	Overview of Service	Service Level and Service Standard Description
Pick up Dead Wildlife	Request pick-up of dead wildlife animals on City or private property. Removals are carried out based on the type and location of the animal and are completed when conditions allow staff to do so safely. Wildlife animals include skunks, raccoons, opossums, deer, and coyotes.	- The service level shows how many dead wildlife service requests were picked up by Toronto Animal Services within the service standard. - The service standard is to pick up dead wildlife within 5 days.
Pick up Dead Domestic Animals	Request pick-up of dead domestic animals on City or private property where the owner is unknown.	- The service level shows how many dead animal service requests were picked up by Toronto Animal Services within the service standard. - The service standard is to pick up dead animals within 5 days.

Park Maintenance & Cleanliness

Service	Overview of Service	Service Level and Service Standard Description
Park Garbage Bin Overflowing	Report an overflowing garbage bin in a City of Toronto park (excluding Toronto Island Park).	- The service level measures how many park garbage bin service requests were cleaned up by Solid Waste Management Services within the service standard. - The service standard is to clean up bins within 2 business days.
Park Recycling Bin Overflowing	Report an overflowing recycling bin in a City of Toronto park (excluding Toronto Island Park).	- The service level measures how many park recycling bin service requests were cleaned up by Solid Waste Management Services within the service standard. - The service standard is to clean up bins within 2 business days.

Road Damage and Potholes Repair

Service	Overview of Service	Service Level and Service Standard Description
Road Pothole/ Road Damage	Report potholes, road damage, or uneven pavement on City of Toronto roadways. The City’s Transportation Division also proactively assigns work crews to repair potholes and similar defects year-round, as weather permits.	• The service level shows how many road damage service requests were repaired by Transportation Services within the service standard. • The current service standard is to repair roads within 14 days, except for Priority 1 emergency service requests that have a 24-hour service standard across all road classifications. • In Q2 2026, service standards will be changed based on a road type and priority. • Emergency Repair on Expressways/Arterial Roads: Repairs will be made within 24 hours of reported issue. • Expressways (>40,000 vehicles/day): Repairs will be made within 4 days of reported issue. • Arterial Roads (>8,000 vehicles/day): Repairs will be made within 4 days of reported issue. • Collector Roads (2,500–8,000 vehicles/day): Repairs will be made within 14 days of reported issue. • Local Streets (<2,500 vehicles/day): Repairs will be made within 21 days of reported issue. • Public Laneways: Repairs will be made within 21 days of reported issue.
Pothole on Expressway	Report potholes on City of Toronto expressways, including Don Valley Parkway (south of Highway 401), Highway 27, Gardiner Expressway, Highway 2A (Kingston Rd.), Allen Expressway, and Black Creek Drive. Potholes must exceed 600 cm² in area and 8 cm in depth to qualify for repair under this category.	• The service level shows how many pothole on expressway service requests were repaired by Transportation Services within the service standard. • The service standard is to repair potholes within 4 days, except for Priority 1 emergency service requests that have a 24-hour service standard.
Road Damaged on Expressway	Report road damage on City of Toronto expressways, including Don Valley Parkway (south of Highway 401), Highway 27, Gardiner Expressway, Highway 2A (Kingston Rd.), Allen Expressway, and Black Creek Drive. This includes damage to the roadway surface or shoulders.	• The service level shows how many expressway road damage service requests were repaired by Transportation Services within the service standard. • The service standard is to repair expressway roads within 1 day.

Tree Maintenance & Planting

Service	Overview of Service	Service Level and Service Standard Description
General Pruning	Request pruning for a tree on City property. Tree pruning service is done by trained City staff according to tree pruning guidelines and arboricultural best practices. Pruning is conducted to support tree health, maintain the tree’s natural form, remove dead limbs, and ensure branches do not interfere with structures, street lighting, traffic signals or signs, utility conductors, or pedestrian and vehicular movement.	• The service level shows how many general pruning service requests were completed by Urban Forestry within the service standard. • The service standard is to complete pruning within 6 months. This includes initial inspection and pruning work completed. • High priority pruning requests (e.g. for clearing blocked traffic or site lines) are prioritized for a 3-day response.
Tree Emergency Clean-up	Request clean-up for a tree on City property that has fallen over and/or poses a safety hazard to pedestrians or traffic.	• The service level currently shows how many emergency tree clean-up service requests were completed by Urban Forestry, including low priority non-emergency work, within the service standard. • The current service standard is to investigate emergencies within 72 hours (3 days) and complete Tree emergency Clean-up work within 6 months.
Residential or Park Tree Removal	Request the removal of an unhealthy or unsafe City-owned tree, such as those located on the public right-of-way or in City parks.	• The service level shows how many residential or park tree service requests were completed by Urban Forestry within the service standard. • The service standard is to remove trees within 6 months, including inspection, topping and stemming, and stumping work related to tree removal. • Residential and Park Tree removal often requires additional work orders with varying priorities (e.g. Tree topping is completed quicker than stump removal). These lower priority tasks which may be deferred (due to weather for example) but affect the overall service timeline.

Waste Removal

Service	Overview of Service	Service Level and Service Standard Description
Residential – Garbage Day Collection – Not picked up	Missed waste collection service allows residents to report when garbage was not picked up as scheduled.	- The service level shows how many residential garbage service requests were picked up by Solid Waste Management Services within the service standard. - The service standard is to pick up within 1 business day.
Clean up Illegal Dumping on City Road Allowance	Report illegal dumping on the road allowance. Road allowance includes the sidewalk, boulevard, public laneway, around street litter bins, or waste set out for collection not generated from the property.	- The service level shows how many illegal dumping service requests were picked up by Solid Waste Management Services within the service standard. - The service standard is to pick up within 3 business days.
Clean up Overflowing Street Litter Bin	Report overflowing street litter bins on the street allowance or request the cleanup of debris and litter.	- The service level shows how many overflowing street litter bin service requests were picked up by Solid Waste Management Services within the service standard. - The service standard is to pick up within 1 business day.