

Customer Experience Division – 311 Toronto - Key Metrics Report 2025 (text-only)

Total CXD-311 Interactions

In 2025, CXD-311 had a total of 1.58 million customer contacts.

Service Level – Phone – 311 Channel

In 2025, the service level of CXD-311 phone channel was 81%. The target service level of CXD-311 is 80%.

Volume Change by Year

The total contact volume per year was

- 1.49 million 2024 and
- 1.58 million in 2025.

Interactions by Channel

- Phone – 311 1.01 million,
- Phone – Tax and Utility 172 thousand,
- Web 135 thousand,
- Email 95 thousand,
- Phone – Vacant Home Tax 62 thousand,
- Counter 58 thousand,
- Mobile 25 thousand
- Live Chat 19 thousand and
- Social Media 1 thousand

Service Level – Email Channel

In 2025, the service level of CXD-311 email channel was 91%. The target service level of CXD-311 is to respond to 80% of emails within 24 hours.

Service Level – Phone – Tax and Utility

In 2025, the service level of the Tax and Utility queue was 63%. The internal service level target of CXD-311 for the Tax and Utility queue is 70%.

Requests Volume

- General Inquiries 60.77%,
- Service Requests 34.21%
- Status Inquiries 5.03%.

311 Staff Complaints & Compliments

The number of CXD-311 Staff Service Compliments was

- 287 in 2024 and
- 289 in 2025.

The number of CXD-311 Staff Service Complaints was

- 251 in 2024 and

- 290 in 2025.

Volume Change by Channel

The volume per channel for the year 2024 was

- Phone - 311 0.99 million,
- Phone – Tax and Utility 174 thousand,
- Web 95 thousand,
- Email 92 thousand,
- Counter Visits 73 thousand,
- Mobile 21 thousand and
- Live Chat 19 thousand

The volume per channel for the year 2025 was

- Phone – 311 1.01 million,
- Phone – Tax and Utility 172 thousand,
- Web 135 thousand,
- Email 95 thousand,
- Counter Visits 58 thousand,
- Mobile 25 thousand and
- Live Chat 19 thousand

The volume change by channel for 2024 vs 2025 was

- Phone – 311 +2%,
- Phone – Tax and Utility -1%,
- Web +43%,
- Email +3%,
- Counter Visits -19%,
- Mobile +17% and
- Live Chats -2%

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 calls to the main line within 75 seconds. Similarly, the target SL for the email channel (established on July 1, 2025, when 311 began accepting email service requests) is to respond to 80% of emails within 24 hours. The internal CXD target Service Level (SL) for the phone Tax and Utility channel is to answer 70% of calls within 400 seconds. There is no council mandated target for the Tax and Utility line. The Vacant Home Tax line was launched in November 2024, therefore a Year-Over-Year comparison is not available.

Data Source: Salesforce, Infinity Oracle, CUIC. See Appendix "CXD-311 Toronto Data Definitions" for information of data model and KPI definitions.

General Inquiries (GIs)– 2025

Total General Inquiries

The total number of General Inquires was 955 thousand in 2025.

General Inquiries by Channel

- Phone 903 thousand
- Email 49 thousand
- Live Chat 2 thousand and
- Twitter 0.23 thousand

Total GI Comparison

General inquiries views for 2024 were 886 thousand and 955 thousand for 2025

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.

Top 10 general inquiries Answered by CXD-311 CSRs:

1. Property Tax Billing* was inquired 84422 times.
2. Vacant Home Tax* was inquired 63850 times.
3. Utility Bill Payments* was inquired 21443 times.
4. On-street Parking Enforcement was inquired 18073 times.
5. Water Utility Bill - Meter Transmission Unit (MTU) Issues, Estimated Billing and Dedicated Phone Line - Water Meter 14167 times.
6. Property Tax & Utility Billing - Change of Ownership - Address Change* 13909 times.
7. Pre-Authorized Property Tax Payment Program* 12654 times.
8. Residential Oversized Items for Collection 12587 times.
9. Utility Billing - Water and Solid Waste* was inquired 10562 times.
10. Solid Waste Drop-Off Depots - Transfer Stations was inquired 10167 times.

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.

Knowlege Base View by Public – 2025

Total Knowledge Base (KB) Views – Public Comparison

KB views in 2024 were 0.37 million and 0.46 million in 2025

Top 10 KBs Searched by the Public via Web Portal and Mobile App

1. Road And Expressway Closures - Road Restrictions - Street Events was viewed 35425 times.
2. Recreation Program Registration was viewed 22991 times.
3. On-street Parking Enforcement was viewed 13678 times.

4. Residential Oversized Items For Collection was viewed 9510 times.
5. Provincial Offences Act (POA) Fines Or Tickets - Traffic Tickets – Payments was viewed 9124 times.
6. Permit For A Park Fire Or BBQ was viewed 8982 times.
7. Property Tax Billing was viewed 8026 times.
8. Farmers Markets At Civic Centres & Around Toronto was viewed 7329 times.
9. Residential Garbage, Recycling Bin Exchange was viewed 7106 times.
10. Compost Available For Pick Up was viewed 6047 times.

KB Views by Public refers to the 311 Knowledge Base (KB) pages viewed online by the public through the 311 web and mobile app.

Customer Service Requests (SR) Created by CXD-311 – 2025

SR Volume

The total service request volume created by CXD-311 for integrated divisions was 537 thousand.

Volume Change by Year

- 2024 463 thousand and
- 2025 537 thousand

Top 5 SR-Transportation

The top 5 service requests for Transportation Services division in 2025 were:

1. Sidewalk Snow Clearing Required, 12,843
2. Road Pothole / Road Damage, 12,789
3. Road Plowing Request, 7,139
4. Clean up Debris on Road, 6,942
5. Traffic Signal Repair, 6,285

Top 5 SR-Toronto Water

The top 5 service requests for Toronto Water division in 2025 were:

1. Sewer Service Line-Blocked, 6,900
2. Request Water Service Turn Off, 5,306
3. Request Water Service Turn On, 4,197
4. Water Service Line-Leaking, 2,771
5. Watermain-Possible Break, 2,688

Top 5 SR- Environment, Climate & Forestry

The top 5 service requests for Environment, Climate & Forestry division in 2025 were:

1. General Pruning, 13,580
2. Tree Emergency Clean-Up, 9,319
3. Residential or Park Tree Removal, 4,068
4. General Tree Maintenance, 2,503
5. Unauthorized Tree Injury or Removal, 2,416

SR Volume by Division

- Solid Waste Management 168,025
- Transportation 141,995
- Municipal Licensing and Standards 138,231
- Environment, Climate & Forestry 39,562
- Toronto Water 37,826
- 311 Toronto 6,401
- Parks & Recreation 2,980
- Public Health 2,257
- Court Services 88
- Technology Services 72
- City Clerk's Office 2

Top 5 SR-Municipal Licensing & Standards

The top 5 service requests for Municipal Licensing & Standards division, including Toronto Animal Services in 2025 were:

1. Pick up Dead Wildlife, 18,013
2. Property Standards and Maintenance Violations, 17,708
3. Injured - Wildlife, 16,794
4. Amplified or Musical Instrument Noise, 9,256
5. Zoning Regulations Violations, 5,640

Top 5 SR- Parks & Recreation

The top 5 service requests for Parks & Recreation division, including Toronto Animal Services in 2025 were:

1. Park Litter and Garbage, 614
2. Park Lighting Maintenance, 505
3. Park General Maintenance, 276
4. Park Pathways and Trails Maintenance, 182
5. Park Playground Repairs, 163
6. Park Property Snow and Ice Clearing, 163

Top 5 SR-311 & Other Divisions

The top 5 service requests for 311 & other divisions in 2025 were:

1. Publication Request - Solid Waste, 5,411
2. Lead Water Testing Kit Registration, 990
3. Reporting Communicable Disease Outbreak, 877
4. Rabies Vaccine Request, 720
5. PH Advice Request, 223

Top 5 SR-Solid Waste Management

The top 5 service requests for Solid Waste Management division in 2025 were:

1. Residential Bin Lid Damaged, 24,768
2. Residential Bin Body or Handle Damaged, 10,987
3. Residential - Garbage Day Collection - Not Picked Up, 9,328
4. Residential Oversized/Electronics Item Day Collection Not Picked Up, 8,761
5. Residential - Recycling Day Collection - Not Picked Up, 8,484

Total Customer Service Requests (SR) Volume includes customer service requests created for six integrated divisions: Solid Waste Management Services, Transportation Services, Toronto Water, Environment, Climate & Forestry and Municipal Licensing & Standards (including Animal Services), Parks and Recreation as well as SRs created for non-integrated divisions and agencies: Court Services, Technology Services, Toronto Public Health and City Clerk's Office.

Note: CXD-311 integrated with the section of Parks of the Parks & Recreation division on September 15, 2025.

Customer Service Requests (SRs) by City Wards – 2025

SR Volume by Ward

- Toronto-Danforth, 31560
- University-Rosedale, 29521
- Davenport, 29044
- Beaches-East York, 29032
- Etobicoke-Lakeshore, 28318
- Parkdale-High Park, 27549
- Spadina-Fort York, 25226
- Eglinton-Lawrence, 25002
- Scarborough Southwest, 23100
- Toronto-St. Paul's, 23074
- Etobicoke Centre, 22441
- York South-Weston, 21559
- Toronto Centre, 20904
- Don Valley West, 20727
- Scarborough Centre, 20035
- Scarborough-Rouge Park, 19985
- York Centre, 19424
- Willowdale, 16667
- Etobicoke North, 16101
- Scarborough-Guildwood, 15968
- Don Valley North, 15147
- Humber River-Black Creek, 14436
- Scarborough North, 13432
- Scarborough-Agincourt, 13229
- Don Valley East, 12723

Top 5 SRs in Each Ward – 2025

Beaches-East York

1. Pick up Dead Wildlife, 1053
2. Residential - Garbage Day Collection - Not Picked Up, 939
3. Property Standards and Maintenance Violations, 896
4. Residential - Recycling Day Collection - Not Picked Up, 858
5. Road Plowing Request, 825

Davenport

1. Residential Bin Lid Damaged, 1841

2. Property Standards and Maintenance Violations, 1133
3. Sidewalk Snow Clearing Required, 1022
4. Residential Bin Body or Handle Damaged, 1021
5. Pick up Dead Wildlife, 829

Don Valley East

1. Property Standards and Maintenance Violations, 512
2. Injured - Wildlife, 497
3. Pick up Dead Wildlife, 481
4. Residential Bin Lid Damaged, 461
5. Residential Oversized/Electronics Item Day Collection Not Picked Up, 343

Don Valley North

1. Residential Bin Lid Damaged, 841
2. Pick up Dead Wildlife, 509
3. Road Pothole / Road Damage, 427
4. Residential Oversized/Electronics Item Day Collection Not Picked Up, 413
5. Tree Emergency Clean-Up, 398

Don Valley West

1. Pick up Dead Wildlife, 833
2. Residential Bin Lid Damaged, 706
3. Property Standards and Maintenance Violations, 687
4. General Pruning, 684
5. Tree Emergency Clean-Up, 674

Eglinton-Lawrence

1. Residential Bin Lid Damaged, 1635
2. Sidewalk Snow Clearing Required, 1103
3. Pick up Dead Wildlife, 887
4. General Pruning, 747
5. Residential Bin Body or Handle Damaged, 707

Etobicoke Centre

1. Residential Bin Lid Damaged, 1023
2. Injured - Wildlife, 959
3. Pick up Dead Wildlife, 935
4. General Pruning, 838
5. Tree Emergency Clean-Up, 646

Etobicoke North

1. Residential Bin Lid Damaged, 1044
2. Pick up Dead Wildlife, 752
3. Injured - Wildlife, 681
4. Property Standards and Maintenance Violations, 651
5. Road Pothole / Road Damage, 530

Etobicoke-Lakeshore

1. Injured - Wildlife, 1690
2. Pick up Dead Wildlife, 1247
3. Residential Bin Lid Damaged, 1098
4. General Pruning, 975
5. Road Pothole / Road Damage, 807

Humber River-Black Creek

1. Residential Bin Lid Damaged, 902
2. Property Standards and Maintenance Violations, 745
3. Injured - Wildlife, 571
4. Road Pothole / Road Damage, 498

5. Pick up Dead Wildlife, 401

Parkdale-High Park

1. Injured - Wildlife, 1601
2. Residential Bin Lid Damaged, 1594
3. Pick up Dead Wildlife, 1237
4. Property Standards and Maintenance Violations, 1055
5. Sidewalk Snow Clearing Required, 840

Scarborough Centre

1. Residential Bin Lid Damaged, 1130
2. Property Standards and Maintenance Violations, 665
3. Residential Organics Not Picked Up, 583
4. Road Pothole / Road Damage, 580
5. Pick up Dead Wildlife, 579

Scarborough North

1. Residential Bin Lid Damaged, 867
2. Road Pothole / Road Damage, 627
3. General Pruning, 477
4. Residential Organics Not Picked Up, 473
5. Pick up Dead Wildlife, 395

Scarborough Southwest

1. Residential Bin Lid Damaged, 1077
2. Property Standards and Maintenance Violations, 897
3. Residential - Garbage Day Collection - Not Picked Up, 826
4. Pick up Dead Wildlife, 691
5. Residential Oversized/Electronics Item Day Collection Not Picked Up, 638

Scarborough - Agincourt

1. Residential Bin Lid Damaged, 778
2. General Pruning, 486
3. Road Pothole / Road Damage, 406
4. Property Standards and Maintenance Violations, 381
5. Pick up Dead Wildlife, 354

Scarborough-Guildwood

1. Residential Bin Lid Damaged, 892
2. Property Standards and Maintenance Violations, 591
3. Pick up Dead Wildlife, 550
4. Residential Oversized/Electronics Item Day Collection Not Picked Up, 440
5. Injured - Wildlife, 417

Scarborough-Rouge Park

1. Residential Bin Lid Damaged, 1150
2. Residential Organics Not Picked Up, 864
3. Residential - Garbage Day Collection - Not Picked Up, 770
4. General Pruning, 738
5. Residential Oversized/Electronics Item Day Collection Not Picked Up, 695

Spadina-Fort York

1. Amplified or Musical Instrument Noise, 1302
2. Postering City Property / Structures, 1019
3. Injured - Wildlife, 892
4. Sidewalk - Cleaning, 794
5. Clean up Illegal Dumping on City Road Allowance, 694

Toronto Centre

1. Property Standards and Maintenance Violations, 1108
2. Clean up Illegal Dumping on City Road Allowance, 824
3. Sidewalk - Cleaning, 704
4. Injured - Wildlife, 579
5. Amplified or Musical Instrument Noise, 488

Toronto-Danforth

1. Pick up Dead Wildlife, 1144
2. Property Standards and Maintenance Violations, 1034
3. General Pruning, 914
4. Sidewalk Snow Clearing Required, 896
5. Residential Bin Lid Damaged, 870

Toronto-St. Paul's

1. Residential Bin Lid Damaged, 1303
2. Property Standards and Maintenance Violations, 915
3. Sidewalk Snow Clearing Required, 866
4. Road Pothole / Road Damage, 828
5. Pick up Dead Wildlife, 737

University-Rosedale

1. Residential Bin Lid Damaged, 1351
2. Property Standards and Maintenance Violations, 1007
3. Injured - Wildlife, 1000
4. Pick up Dead Wildlife, 947
5. Sidewalk Snow Clearing Required, 777

Willowdale

1. Residential Bin Lid Damaged, 774
2. Pick up Dead Wildlife, 664
3. General Pruning, 429
4. Property Standards and Maintenance Violations, 420
5. Road Pothole / Road Damage, 419

York Centre

1. Moving Motor Vehicle Noise, 2107
2. Residential Bin Lid Damaged, 937
3. Pick up Dead Wildlife, 663
4. Property Standards and Maintenance Violations, 553
5. Road Pothole / Road Damage, 495

York South-Weston

1. Residential Bin Lid Damaged, 1320
2. Property Standards and Maintenance Violations, 1016
3. Injured - Wildlife, 793
4. Pick up Dead Wildlife, 761
5. Sidewalk Snow Clearing Required, 603