

Service Standard Dashboard

311 – Customer Experience Division

2025 Q1 – Q2

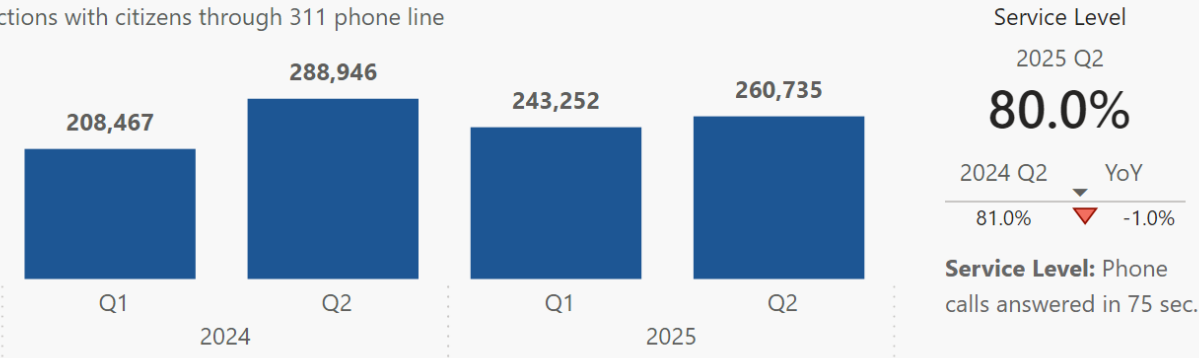


Measures the average time residents, businesses, and visitors wait to speak with a 311 Customer Service Representative for non-emergency City services and information.

311 Interactions Volume

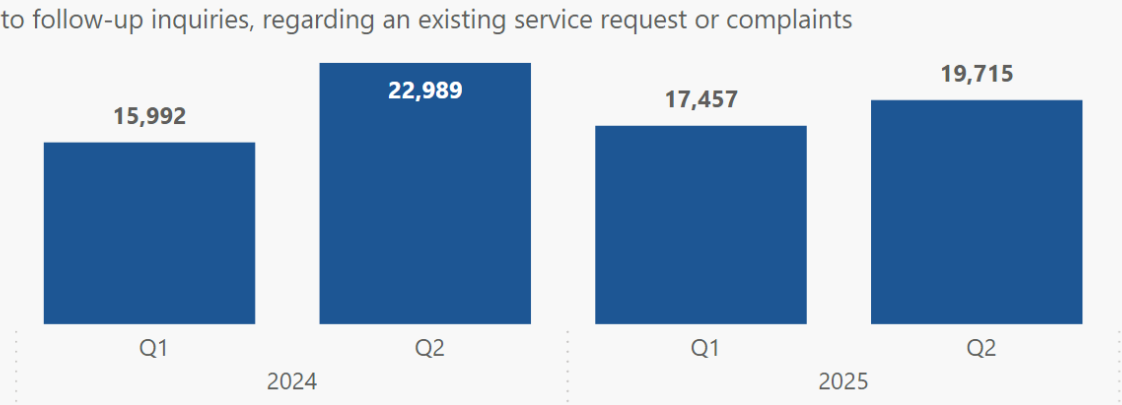
Number of phone Interactions

Interactions with citizens through 311 phone line



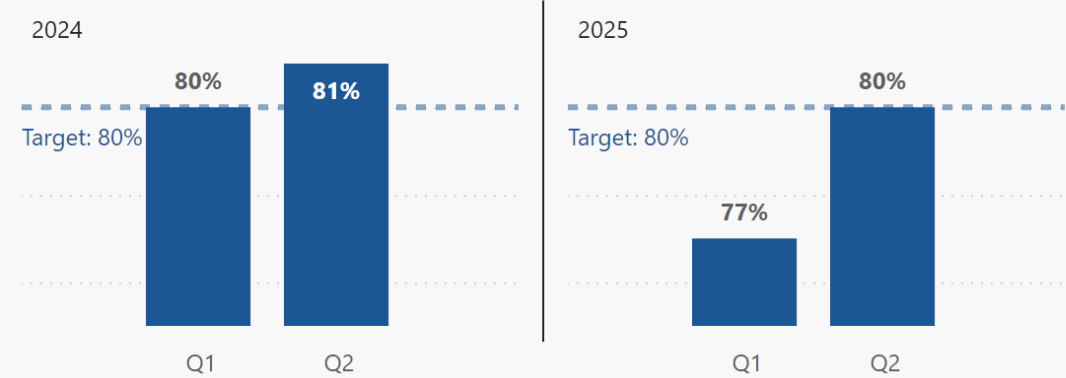
Status Inquiries Volume

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

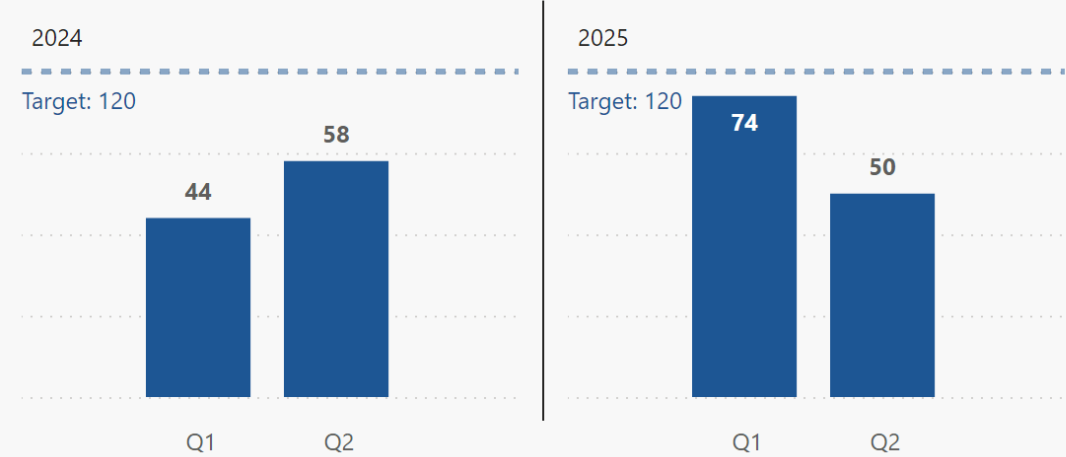


Phone Channel Metrics

Calls Answered Within 75 Seconds



Avg. Wait Time (Seconds) to Speak to 311



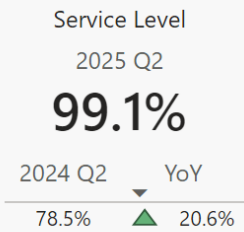
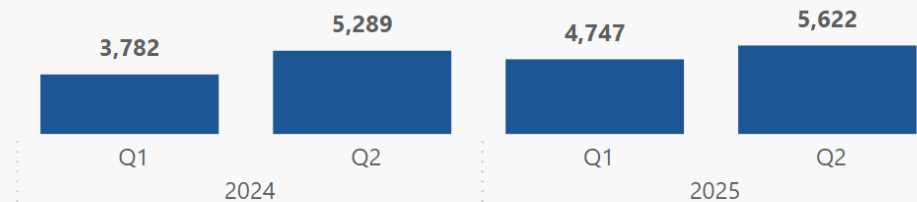
Notes: (YoY) Year over Year difference.
High call volume due to winter storm conditions in Q1 impacted service level

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

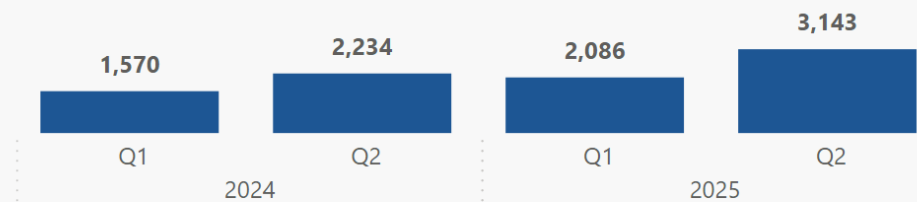
Property that do not meet the City's municipal code on prop (e.g., pest control)



Service Level: 5 Days

Waste or Illegal Dumping on Private Property

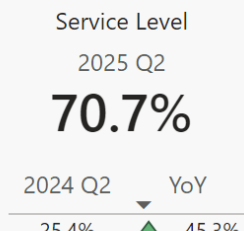
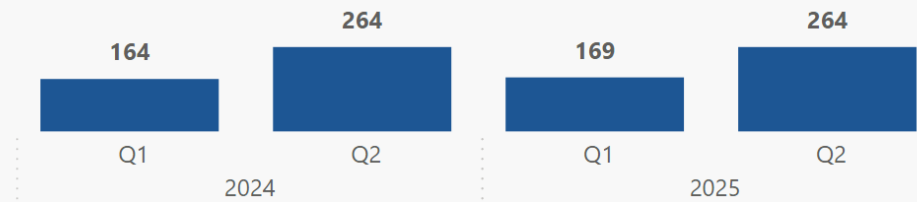
Accumulation of waste, litter or witnessed illegal dumping on private property



Service Level: 10 Days

Illegal Dumping on City Property

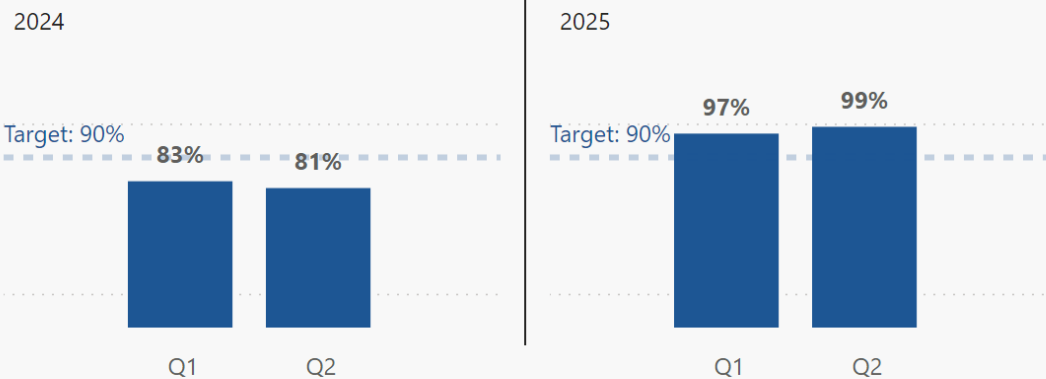
Illegal dumping and littering on City roadways, boulevards, street garbage bins



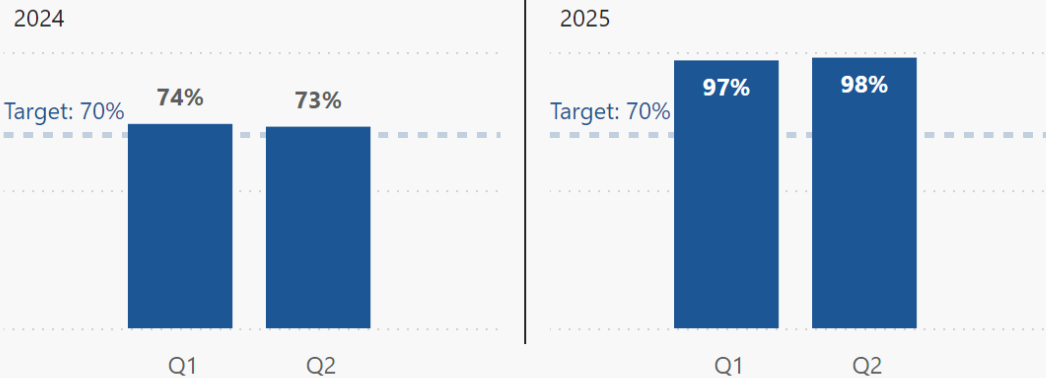
Service Level: 10 Days

Service Standard Metrics

Property Standards Complaints Investigated Within 24 Hours Priority



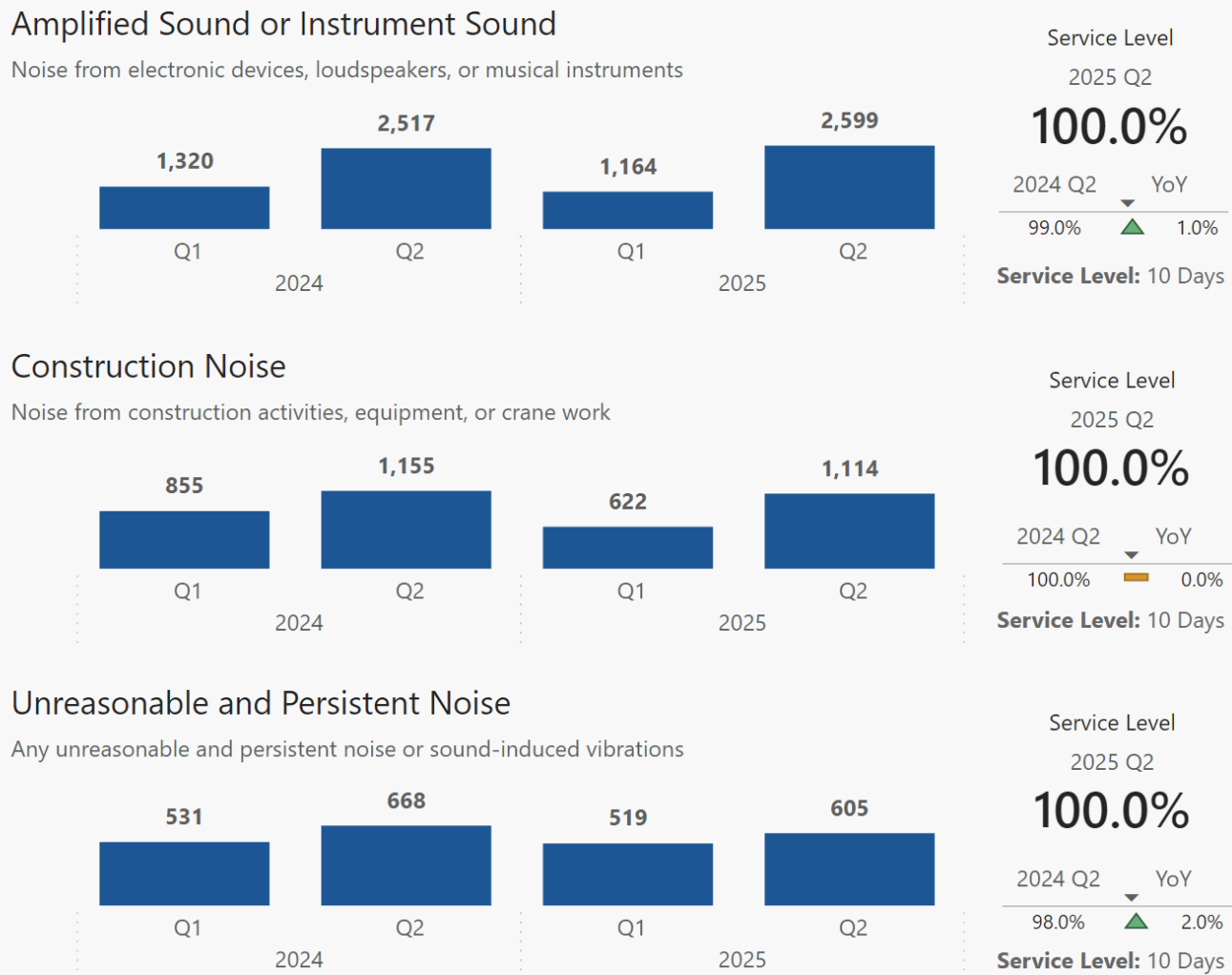
Property Standards Complaints Investigated Within 5 Days Priority



Notes: (YoY) Year over Year difference.

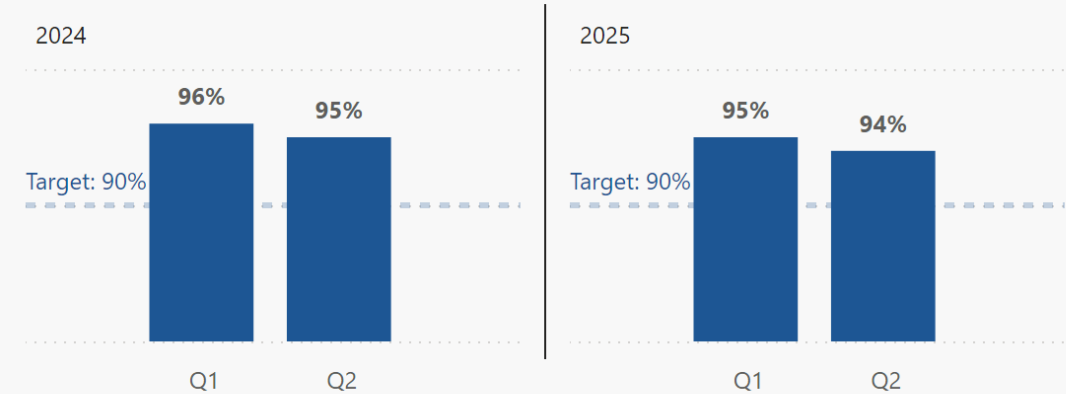
Investigation of noise concerns related to construction, amplified sound and other sources as regulated by the Noise By-law.

Top Service Requests to 311

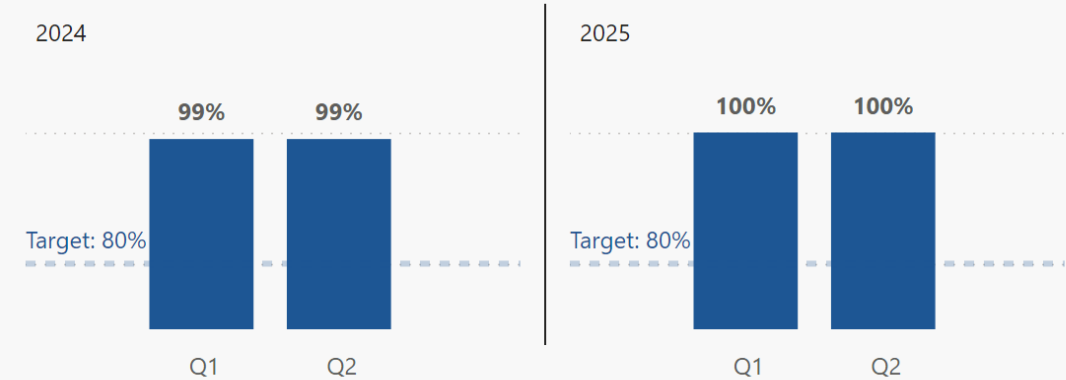


Service Standard Metrics

Rate of Noise Complaints Investigated Within 5 Days Priority



Rate of Noise Complaints Investigated Within 10 Days Priority



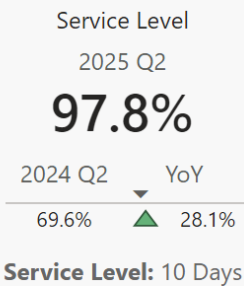
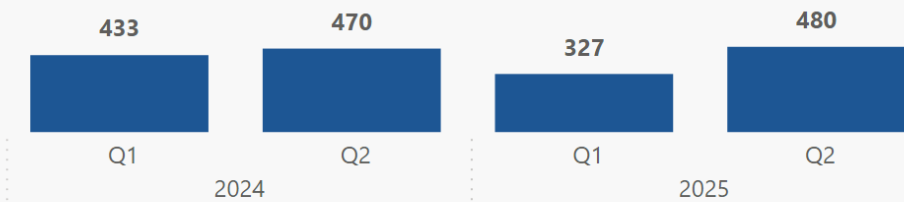
Notes: (YoY) Year over Year difference.

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

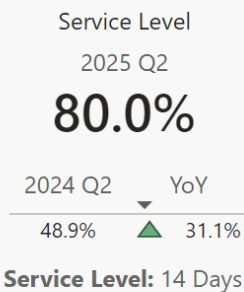
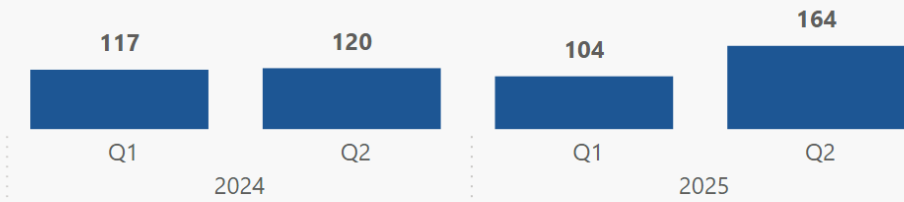
Graffiti on Private Property

Report graffiti on private property



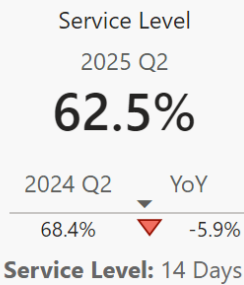
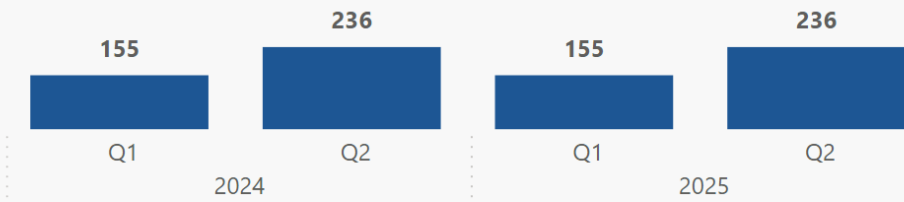
Traffic or Street Name Sign - Graffiti Complaint

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



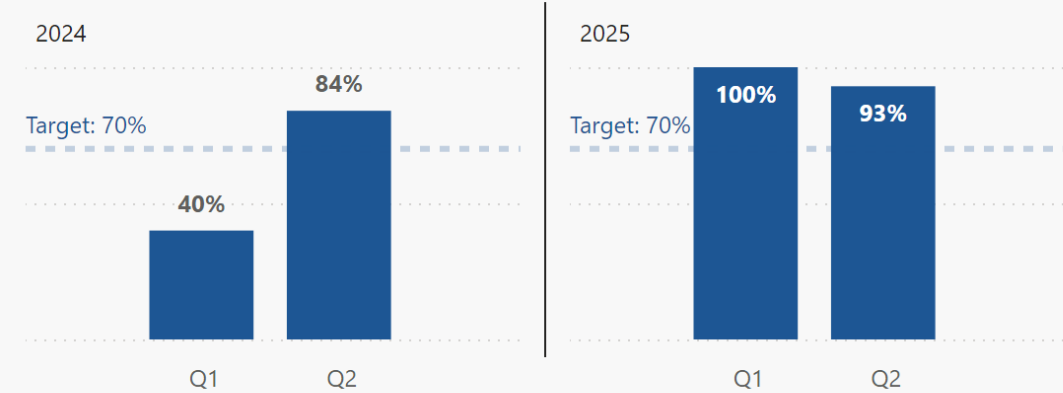
Traffic Signal Equipment - Graffiti Complaint

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

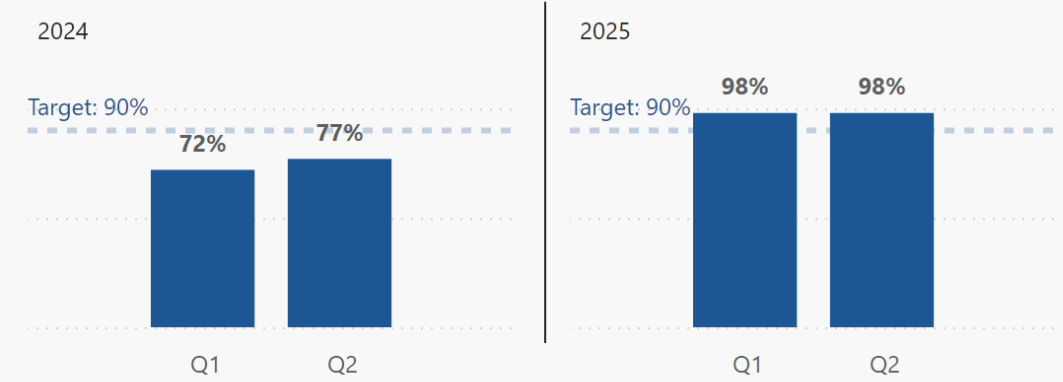


Service Standard Metrics

Graffiti Removal on Private Property Within 24 Hours



Graffiti Removal on Private Property Within 10 Days



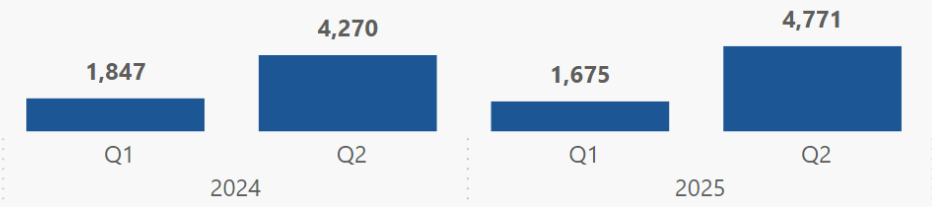
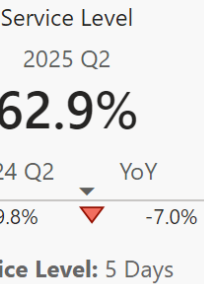
Notes: (YoY) Year over Year difference.

Removal of dead animals and wildlife

Top Service Requests to 311

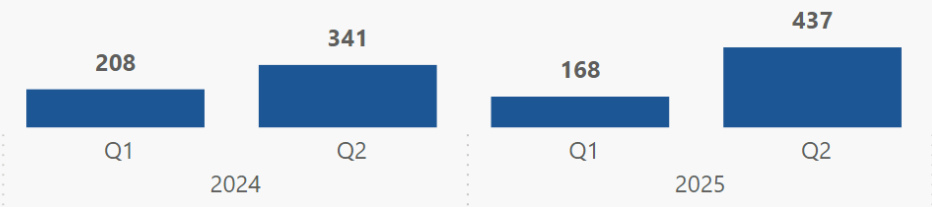
Pick up Dead Wildlife

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



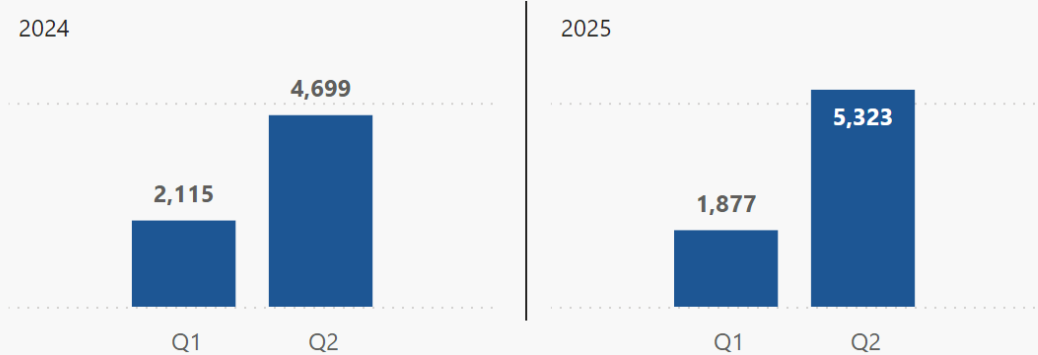
Pick up Dead Domestic Animals

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



Service Standard Metrics

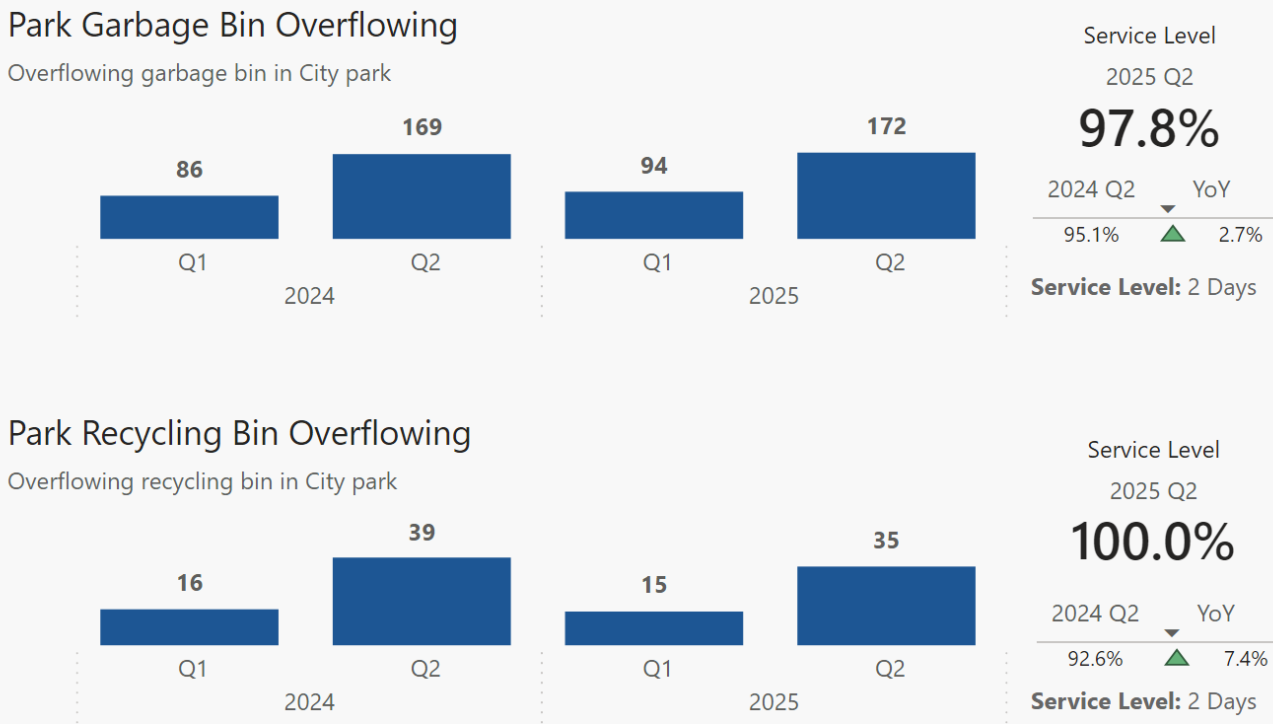
Number of Overall Dead Animals Picked Up



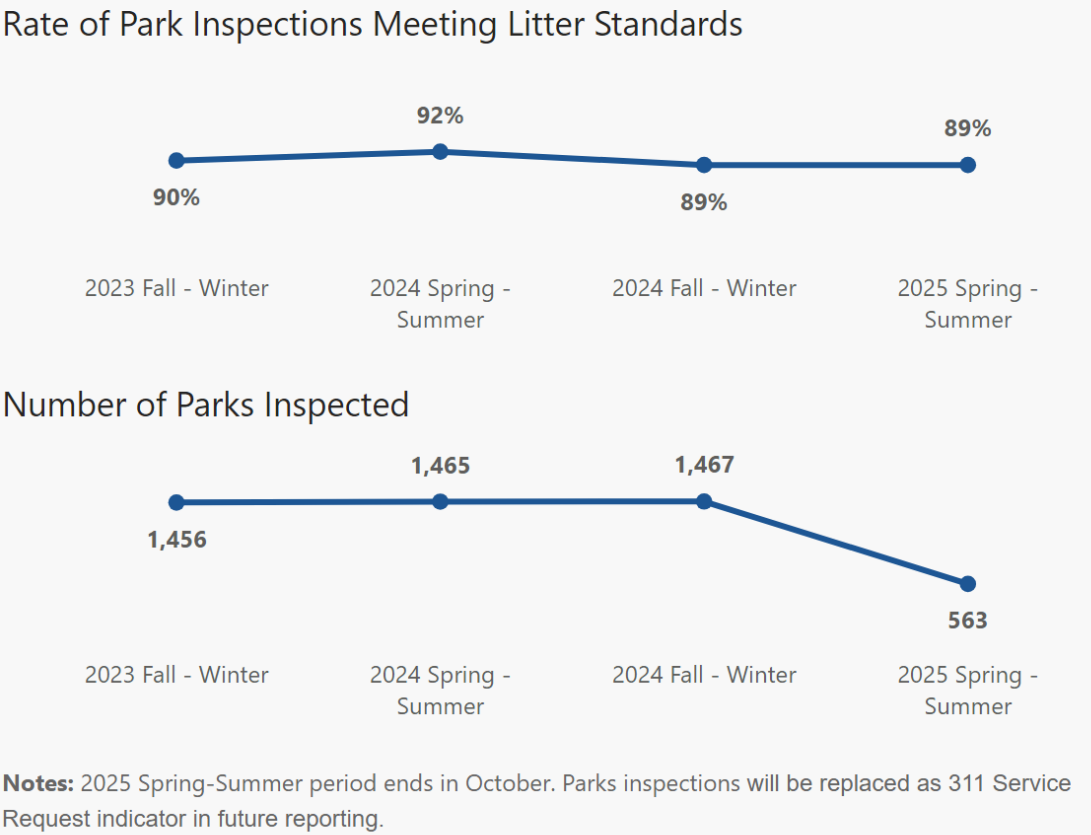
Notes: (YoY) Year over Year difference.

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



Service Standard Metrics



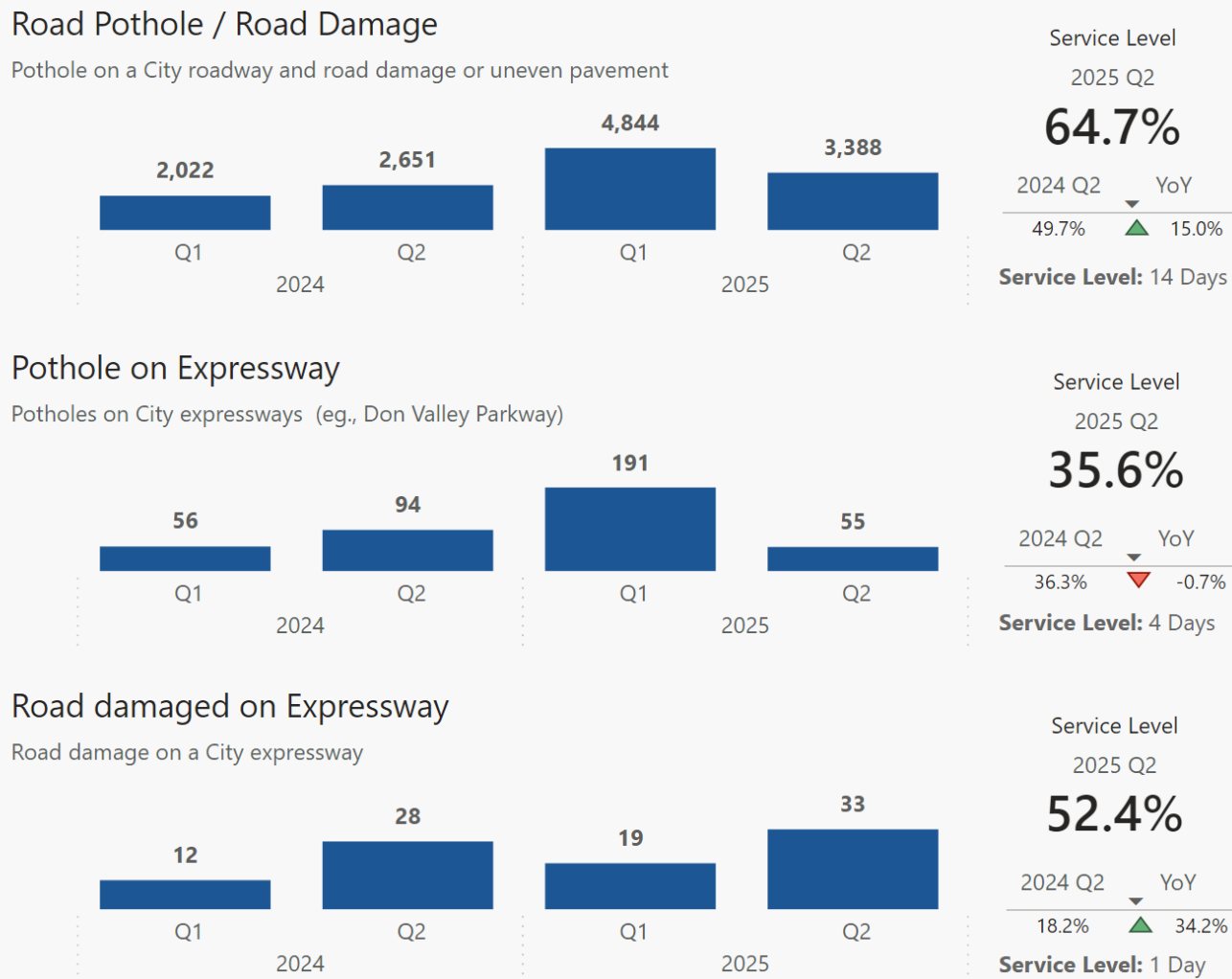
Notes:

- 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.
- 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.
- Inspection seasons last ~6 months. Fall-Winter season (~Sept-March) spans 2 calendar years.
- (YoY) Year over Year difference.

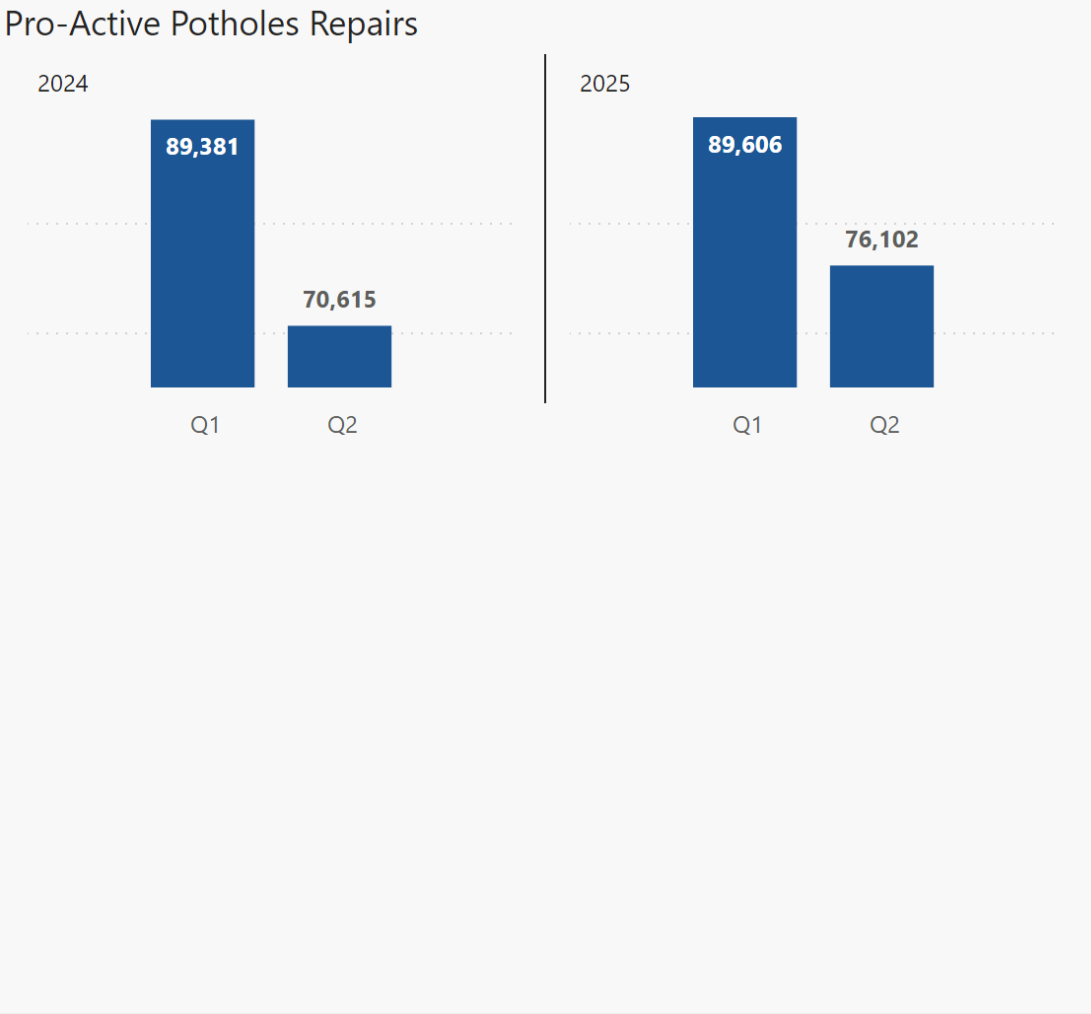
311

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



Service Standard Metrics



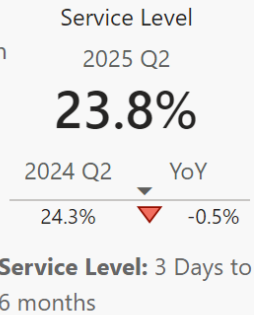
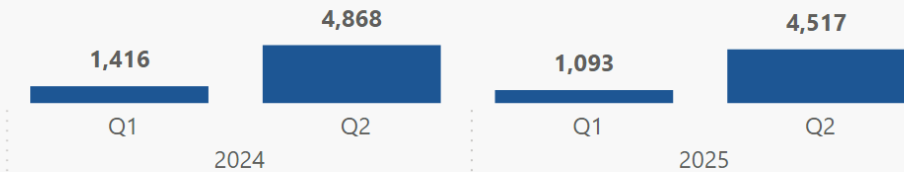
Notes: (YoY) Year over Year difference.

Care, maintenance, planting, pruning, and removal of City trees to support a healthy urban forest and public safety.

Top Service Requests to 311

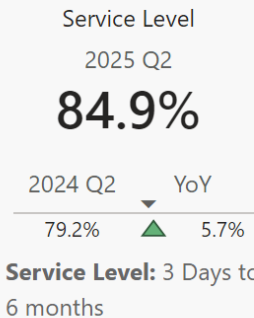
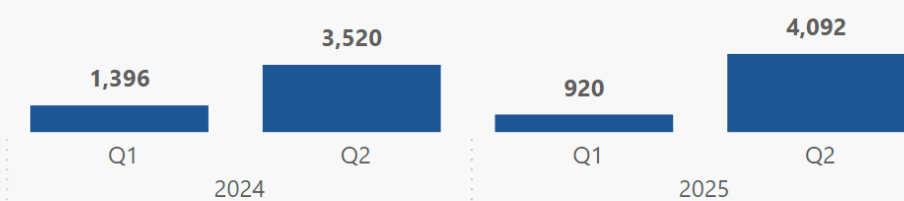
General Pruning

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



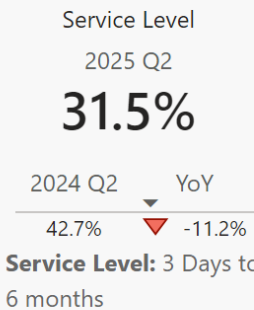
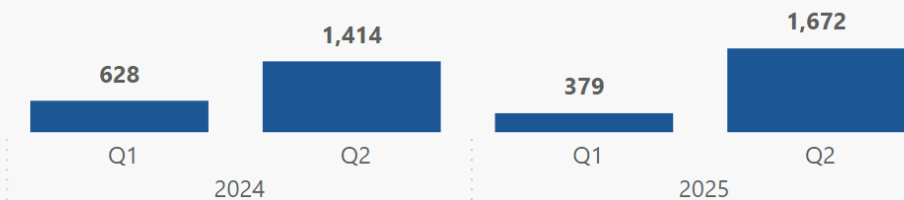
Tree Emergency Clean-Up

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



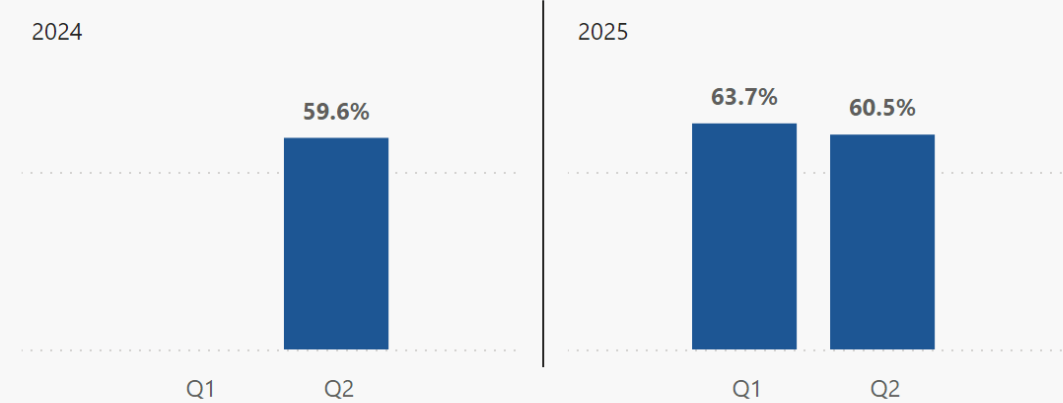
Residential or Park Tree Removal

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



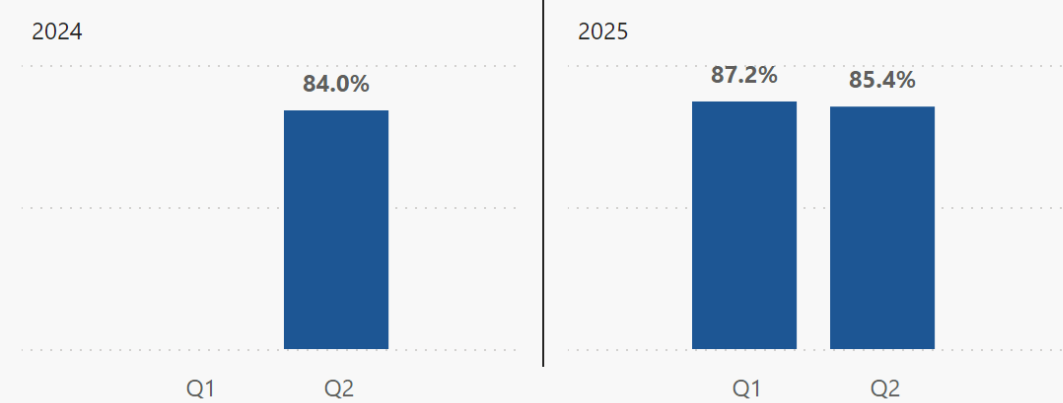
Service Standard Metrics

Storm Cleanups Response Within 1 Day



Data for 2024 Q1 is not available.

Storm Cleanups Response Within 3 Days



Data for 2024 Q1 is not available.

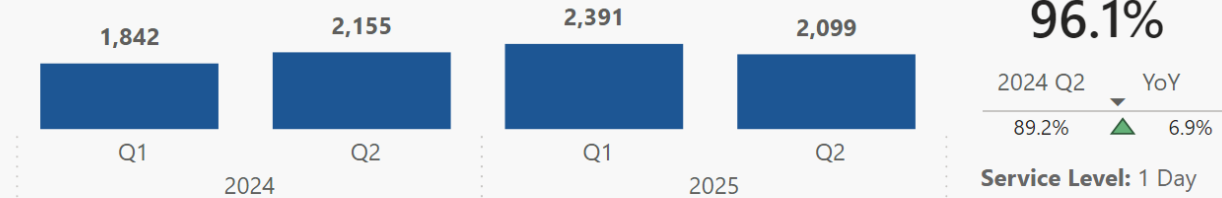
Notes: (YoY) Year over Year difference. **Service level ranges from 3 days to 6 months, depending on the severity of the request.** Tree clean-up and removal often require additional work orders with varying priorities (e.g. tree topping is completed quicker than stump removal). In some cases, lower-priority tasks from the request may be deferred, which can affect the overall service timeline.

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

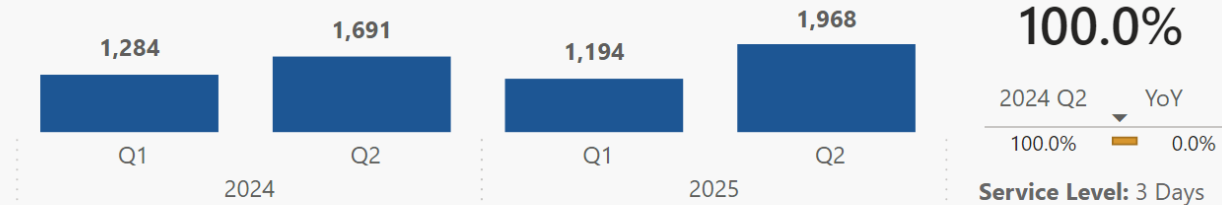
Residential - Garbage Day Collection - Not Picked Up

Garbage not picked up during regular collection at a residential property



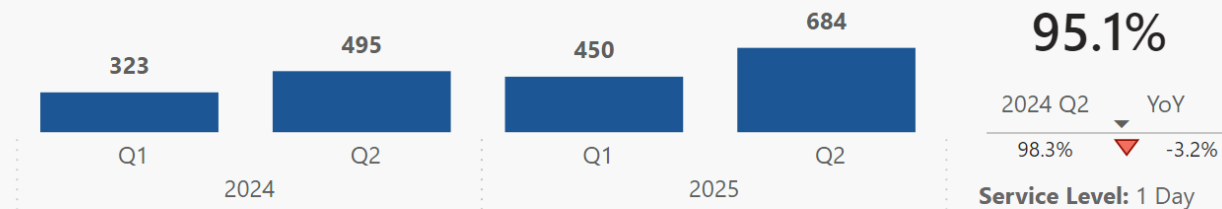
Clean up Illegal Dumping on City Road Allowance

Cleanup of items illegally dumped on City road allowances



Clean up Overflowing Street Litter Bin

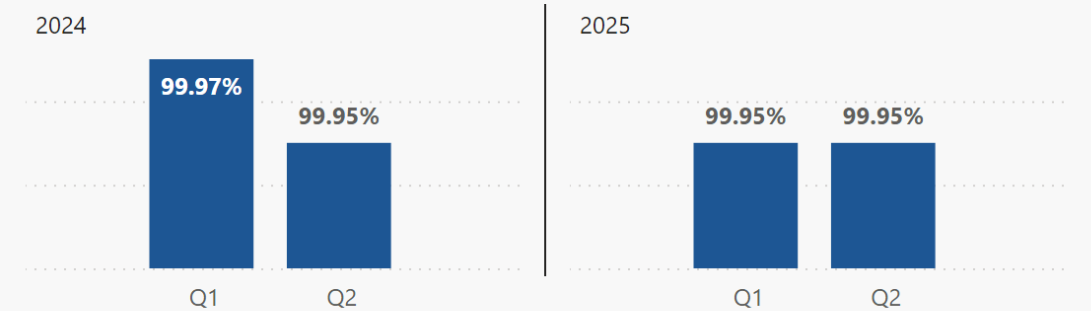
Overflowing street litter bin on the street allowance



Service Standard Metrics

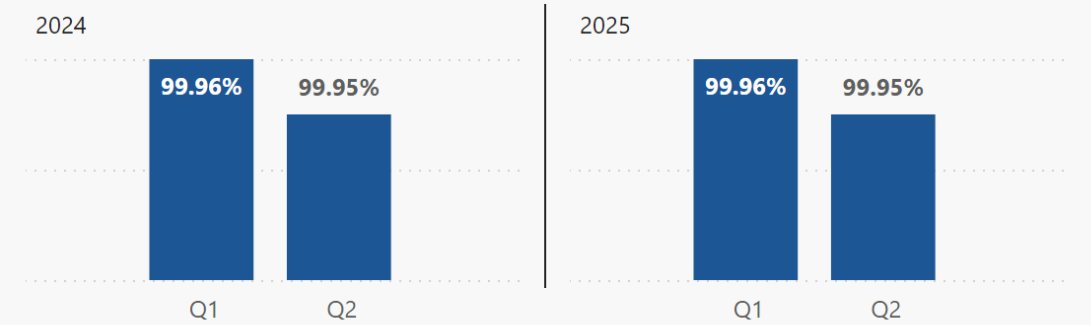
General Collection Reliability Rate for Single-Family Households

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



General Collection Reliability Rate for Litter Bins

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



Notes: (YoY) Year over Year difference.

- **Average Wait Time to Speak to 311:** Average wait time to speak to 311 is the number of seconds callers are put on hold before reaching a 311 Customer Service Representative.
- **Interactions:** Refers to the number of calls received by Customer Service Representatives from customers calling the 311 phone line.
- **Priority:** Refers to the time frame in which a Service Request may be responded to or completed. The defined priority varies based on the type of Service Request.
- **Service Level:** Refers to the percentage of how frequently a Service Request is delivered within or below the service standard response timeframe.
- **Service Request or Complaint:** Customer request submitted to 311 Toronto for a municipal-related matter that requires bylaw investigation and enforcement, maintenance or repairs, or municipal utility service.
- **Service Standard Metric:** Refers to general data tracked by City of Toronto divisions used to measure performance and service volume.
- **Target:** Percentage goal of how frequently a request should be delivered within or below the service standard response timeframe.
- **Status Inquiry:** Refers to a follow-up interaction from customer regarding an existing Service Request or Complaint.