

ATTACHMENT 4 – Call volumes and wait times related to Automated Speed Enforcement

Date	Number of ASE calls to Service Vaughan	Number of ASE calls to By-law	Average wait time at Service Vaughan	Average wait time at By-law	Trending inquiries
4/23/2025	0	0	3:10	5:02	No ASE calls
4/24/2025	0	0	6:36	3:48	No ASE calls
4/25/2025	2	0	5:04	6:41	Book appeal – 2
4/28/2025	5	3	6:30	12:37	Book appeal – 6 Payment inquiries – 2
4/29/2025	7	4	7:29	4:58	Book appeal – 10 Past due ticket – 1
4/30/2025	9	12	3:67	2:24	Book appeal – 19 General complaints and education – 2
5/1/2025	40	40	2:10	5:20	Book appeal – 59 Payment inquiries – 19 General complaints and education – 2
5/2/2025	32	28	4:04	8:28	Book appeal – 41 Payment inquiries – 12 General complaints and education – 7
5/5/2025	36	41	9:17	13:06	Book appeal – 63 Payment inquiries – 9 General complaints and education – 5
5/6/2025	58	48	3:30	42:53	Book appeal – 89 Payment inquiries – 11 General complaints and education – 6
5/7/2025	72	40	4:35	1:05:05	Book appeal – 77 Payment inquiries – 26 General complaints and education – 9
5/8/2025	36	56	8:35	1:43:24	Book appeal – 83 Payment inquiries – 9
5/9/2025	28	50	12:03	17:39	Book appeal – 70 Payment inquiries – 7 General education – 1
5/12/2025	84	66	5:45	47:09	Book appeal – 123 Payment inquiries – 14 General complaints and education – 13

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5/13/2025	50	58	2:20	26:54	Book appeal – 98 Payment inquiries – 8 Past due ticket – 1 General education – 1
5/14/2025	49	64	1:59	39:35	Book appeal – 69 Payment inquiries – 26 Past due ticket – 1 General inquiry - 17

Notes:

- Wait times are in minutes.
- Some calls originate with Service Vaughan and are transferred to By-law. Some originate directly with By-law. Call types that originate with Service Vaughan and are then transferred to By-law are tracked twice in the 'Trending Inquiries' column as both departments served the customer.