

**Attachment 2: 2016-2017 Service Requests-Service Standard Summary**

**Table 1:** Service Request - Service Standard Summary, (Comparison of 2016 and 2017)

**Date:** 2016 / 2017

**Wards:** Citywide (All Wards)

**Divisions:** 311 Toronto, Municipal Licensing & Standards, Solid Waste Management Services, Toronto Water, Transportation Services, Urban Forestry

Division				
311 Toronto*	10,842	92.	9,546	96.10%
Municipal Licensing & Standards	117,048	85.	119,094	82.58%
Solid Waste Management Services	180,438	88.	171,303	87.16%
Toronto Water	47,288	82.	46,927	80.22%
Transportation Services	104,365	93.	104,853	95.70%
Urban Forestry	79,120	82.	76,474	83.95%
<b>Grand Total</b>	<b>539,101</b>	<b>87.</b>	<b>528,197</b>	<b>86.94%</b>

\*Service requests created by 311 Toronto include complaints, compliments, comments, publication requests and lead water registration.

**Table 2:** Service Request – Service Standard Summary by Ward (Comparison of 2016 and 2017)

**Date:** 2016 / 2017

**Wards:** Trinity-Spadina (20), Toronto Centre-Rosedale (27), Toronto Centre-Rosedale (28)

**Divisions:** 311 Toronto, Municipal Licensing & Standards, Solid Waste Management Services, Toronto Water, Transportation Services, Urban Forestry

Division	Service Request Volume (2016)	% Service Requests within Service Standard (2016)	Service Request Volume (2017)	% Service Requests within Service Standard (2017)
<b>Trinity-Spadina (20)</b>	<b>21,633</b>	<b>88.51%</b>	<b>22,242</b>	<b>89.43%</b>
311 Toronto*	1,094	91.21%	1,051	97.80%
Municipal Licensing & Standards	5,436	89.31%	5,448	88.01%
Solid Waste Management Services	4,966	81.41%	5,866	83.08%
Toronto Water	1,493	79.87%	1,495	79.61%
Transportation Services	4,831	94.48%	5,336	96.66%
Urban Forestry	3,813	90.74%	3,046	92.20%
<b>Toronto Centre-Rosedale (27)</b>	<b>16,742</b>	<b>83.61%</b>	<b>16,019</b>	<b>87.50%</b>
311 Toronto*	185	90.83%	175	94.02%
Municipal Licensing & Standards	4,006	78.34%	3,693	82.48%
Solid Waste Management Services	4,304	82.83%	4,339	83.69%
Toronto Water	1,343	74.96%	1,196	76.37%
Transportation Services	4,383	91.92%	4,237	96.55%
Urban Forestry	2,521	81.53%	2,379	89.58%
<b>Toronto Centre-Rosedale (28)</b>	<b>14,528</b>	<b>88.96%</b>	<b>13,533</b>	<b>88.95%</b>
311 Toronto*	110	93.75%	120	95.59%
Municipal Licensing & Standards	3,527	87.96%	3,126	85.50%
Solid Waste Management Services	2,867	83.73%	3,428	83.46%
Toronto Water	1,037	74.29%	1,039	72.46%
Transportation Services	4,230	93.37%	3,574	96.48%
Urban Forestry	2,757	92.88%	2,246	95.37%
<b>Grand Total</b>	<b>52,903</b>	<b>87.11%</b>	<b>51,794</b>	<b>88.72%</b>

\*Service requests created by 311 Toronto include complaints, compliments, comments, publication requests and lead water registration.