

GL5.13 Appendix A

Appendix A - Summary of Service Request Volume & Service Standards by Division in 2017 & 2018

* Some backend Service Requests are not included in this report.

Division	2017 Sum of New Service Requests Created	2018 Sum of New Service Requests Created	% Change 2018 vs 2017	2017 % responded to within standard	2018 % responded to within standard
Municipal Licensing & Standards	119,088	121,008	1.61%	82.62%	78.47%
Solid Waste Management	171,289	153,454	-10.41%	87.07%	89.48%
Toronto Water	43,317	41,762	-3.59%	80.17%	76.77%
Transportation Services	104,273	123,063	18.02%	94.56%	94.68%
Urban Forestry	75,792	85,319	12.57%	79.17%	82.47%
Total	513,759	524,606	2.11%	85.80%	85.95%