

Summary of Service Request (SR) Volume & Service Level by Divisions in Q1-Q3, 2021

Data Source: 311 Business Intelligence Tool

Parameters:

Date: Jan 1 - Sept 30, 2021

Created by: 311; SRs created by divisions are not included

SR statuses: Cancelled, Closed, Initiated, In-progress

SR channels: Phone, Email, Web

Division	Sum of SR Created by 311	Percentage of SRs within Service Standard
Municipal Licensing & Standards	70,415	74%
Solid Waste Management Services	122,680	88%
Toronto Water	21,300	89%
Transportation Services	49,508	86%
Urban Forestry	29,969	85%
Total	293,872	84%