

Integrated Service Division	Service Request Type	Service Standards
Municipal Licensing & Standards	Illegal Dumping in City Parks	2 Days
Municipal Licensing & Standards	Encroachments	2 Days
Municipal Licensing & Standards	Disturbing/Injuring/Feeding Wildlife in a City Park	2 Days
Municipal Licensing & Standards	Damage or Removal of Plants in City Parks	2 Days
Municipal Licensing & Standards	Watercraft	2 Days
Municipal Licensing & Standards	Commercial Enterprises	2 Days
Municipal Licensing & Standards	Park Conduct	2 Days
Municipal Licensing & Standards	Fireworks	2 Days
Municipal Licensing & Standards	Park Use	2 Days
Municipal Licensing & Standards	Games	2 Days
Municipal Licensing & Standards	Vehicles	2 Days
Municipal Licensing & Standards	Commercial Dog Walkers	2 Days
Municipal Licensing & Standards	Dogs off Leash	2 Days
Municipal Licensing & Standards	Stoop and Scoop	2 Days
Municipal Licensing & Standards	Waste Set Out - Wrong Location / Time/ Day	10 Days
Municipal Licensing & Standards	Waste Storage on a Multi-residential / Commercial Property	10 Days
Municipal Licensing & Standards	Containers	10 Days
Municipal Licensing & Standards	Contaminated Waste / Preparation	10 Days
Municipal Licensing & Standards	Prohibited Waste	10 Days
Municipal Licensing & Standards	Prohibited Acts / Pollicking	10 Days
Municipal Licensing & Standards	Illegal Dumping on City Property	10 Days
Municipal Licensing & Standards	Posting City Property / Structures	2 Days
Municipal Licensing & Standards	Posting Kiosks	2 Days
Municipal Licensing & Standards	Waste or Illegal Dumping on Private Property	10 Days
Municipal Licensing & Standards	Adequate Heat	24 Hours
Municipal Licensing & Standards	Fence	5 Days
Municipal Licensing & Standards	Property Standards and Maintenance Violations	5 Days
Municipal Licensing & Standards	Right of Entry	5 Days
Municipal Licensing & Standards	Signs	5 Days
Municipal Licensing & Standards	Graffiti on Private Property	10 Days
Municipal Licensing & Standards	Election Signs	5 Days
Municipal Licensing & Standards	Snow and Ice Removal on Private Property	24 Hours
Municipal Licensing & Standards	Illegally Dumped Appliance with Doors On (Emergency)	24 Hours
Municipal Licensing & Standards	Zoning Regulations Violations	10 Days
Municipal Licensing & Standards	Business Complaint	2 Days
Municipal Licensing & Standards	Public Spaces Complaint	2 Days
Municipal Licensing & Standards	Taxi, Limo Complaint	2 Days
Municipal Licensing & Standards	Private Transportation Company Complaint	2 Days
Municipal Licensing & Standards	Trades Complaint	2 Days
Municipal Licensing & Standards	COVID Business Complaint	2 Days
Municipal Licensing & Standards	Amplified Sound	240 Hours
Municipal Licensing & Standards	Construction Noise	240 Hours
Municipal Licensing & Standards	Loading and Unloading Noise	240 Hours

<b>Integrated Service Division</b>	<b>Service Request Type</b>	<b>Service Standards</b>
Municipal Licensing & Standards	Motor Vehicle Noise	240 Hours
Municipal Licensing & Standards	Power Device Noise	240 Hours
Municipal Licensing & Standards	Stationary Source Noise	240 Hours
Municipal Licensing & Standards	Unreasonable and Persistent Noise	240 Hours
Municipal Licensing & Standards	Pick up Dead Domestic Animals	48 Hours
Municipal Licensing & Standards	Pick up Dead Wildlife	48 Hours
Municipal Licensing & Standards	Injured - Domestic	2 Hours
Municipal Licensing & Standards	Injured - Wildlife	2 Hours
Municipal Licensing & Standards	Stray - Confined	5 Hours
Municipal Licensing & Standards	Stray - At Large	5 Hours
Municipal Licensing & Standards	Investigate - Animal to Animal Bite	24 Hours
Municipal Licensing & Standards	Investigate - Animal to Human Bite	24 Hours
Municipal Licensing & Standards	Investigate - Animal Care	5 Days
Municipal Licensing & Standards	Investigate - Shelter	5 Days
Municipal Licensing & Standards	Animal on Short Tether	5 Days
Municipal Licensing & Standards	Animal Noise	5 Days
Municipal Licensing & Standards	Investigate - Prohibited Animal	5 Days
Municipal Licensing & Standards	Investigate - Too Many Animals	5 Days
Municipal Licensing & Standards	Investigate - Pigeons	5 Days
Municipal Licensing & Standards	Investigate - Unsanitary Conditions	5 Days
Municipal Licensing & Standards	Investigate - Dog Excrement	5 Days
Municipal Licensing & Standards	Investigate - Licence	5 Days
Municipal Licensing & Standards	Investigate - Muzzle	5 Days
Municipal Licensing & Standards	Investigate - No Leash	5 Days
Municipal Licensing & Standards	Investigate - Dog Frequently At Large	5 Days
Municipal Licensing & Standards	Investigate - Pit Bull	5 Days
Municipal Licensing & Standards	Investigate - Nuisance Cat	5 Days
Municipal Licensing & Standards	Protective Custody	5 Hours
Municipal Licensing & Standards	Rabies Suspect	5 Hours
Municipal Licensing & Standards	Stray - Attack	2 Hours
Municipal Licensing & Standards	Stray - Menace	2 Hours
Municipal Licensing & Standards	Investigate - Attack to Human	24 Hours
Municipal Licensing & Standards	Investigate - Attack to Animal	24 Hours
Municipal Licensing & Standards	Investigate - Menace	24 Hours
Municipal Licensing & Standards	Investigate - Animal Extreme Condition	10 Hours
Municipal Licensing & Standards	Investigate - Tied Excessive Time	24 Hours
Municipal Licensing & Standards	Investigate - Tied Prohibited Collar	24 Hours
Municipal Licensing & Standards	Investigate - Prohibited Collar	24 Hours
Municipal Licensing & Standards	Investigate - Walking Too Many	5 Days
Municipal Licensing & Standards	Coyote Response - Human Bite	2 Hours
Municipal Licensing & Standards	Coyote Response - Human Attack	2 Hours
Municipal Licensing & Standards	Coyote Response - Animal Bite	24 Hours
Municipal Licensing & Standards	Coyote Response - Animal Attack	24 Hours
Municipal Licensing & Standards	Coyote Dangerous to Public Safety	24 Hours
Municipal Licensing & Standards	Coyote Sighting	5 Days
Municipal Licensing & Standards	Feeding Wildlife on Private and Public Property	5 Days

<b>Integrated Service Division</b>	<b>Service Request Type</b>	<b>Service Standards</b>
Municipal Licensing & Standards	Comment / Suggestion	10 Days
Municipal Licensing & Standards	Staff / Service Compliment	10 Days
Municipal Licensing & Standards	Staff / Service Complaint	10 Days
Parks, Forestry & Recreation	Tree Brush Pick-up	5 Days
Parks, Forestry & Recreation	General Tree Maintenance	56 Days
Parks, Forestry & Recreation	Parks Ravine Safety	14 Days
Parks, Forestry & Recreation	Commercial Tree Planting	56 Days
Parks, Forestry & Recreation	Spongy Moth Control Insp	28 Days
Parks, Forestry & Recreation	Commercial Tree Maint Req	112 Days
Parks, Forestry & Recreation	Planting 11 Plus Trees	56 Days
Parks, Forestry & Recreation	Residential or Park Tree Removal	56 Days
Parks, Forestry & Recreation	Tree Planting	56 Days
Parks, Forestry & Recreation	Mulching	56 Days
Parks, Forestry & Recreation	Stump Removal	56 Days
Parks, Forestry & Recreation	Integrated Pest Management Inspection	28 Days
Parks, Forestry & Recreation	Commercial Tree Removal	56 Days
Parks, Forestry & Recreation	Dangerous Private Tree Investigation	72 Hours
Parks, Forestry & Recreation	Commercial Tree - Emergency Clean-up	72 Hours
Parks, Forestry & Recreation	Tree Emergency Clean-Up	72 Hours
Parks, Forestry & Recreation	General Pruning	56 Days
Parks, Forestry & Recreation	Pit Cover/Paver Maintenance	112 Days
Parks, Forestry & Recreation	Unauthorized Tree Injury or Removal	21 Days
Parks, Forestry & Recreation	Commercial Tree Pruning	56 Days
Solid Waste Management Services	Park Garbage Bin Graffiti	30 Days
Solid Waste Management Services	Park Recycling Bin Graffiti	30 Days
Solid Waste Management Services	Dispute Recycling Contamination Notice	5 Days
Solid Waste Management Services	Application Status	7 Days
Solid Waste Management Services	Bike Removal and Lost Bike Inquiry	7 Days
Solid Waste Management Services	Hazardous Waste Pick-up	14 Days
Solid Waste Management Services	Dispute SR Status/Collections Curb Day	5 Days
Solid Waste Management Services	Dispute Service Request Status for Front End Loaded Requests	5 Days
Solid Waste Management Services	Dispute SR Status/Collections Night	5 Days
Solid Waste Management Services	Residential - Organic and Recycling Front and Side Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Residential - Recycling Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Residential - Organic and Recycling Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Operator / Operations Compliment	30 Days
Solid Waste Management Services	Front End Loaded Bin Spills Clean-up	5 Days
Solid Waste Management Services	Residential - Recycling Front & Side Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Residential - Yard Waste Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Front End Loaded Collection Staff Conduct Complaint	7 Days

<b>Integrated Service Division</b>	<b>Service Request Type</b>	<b>Service Standards</b>
Solid Waste Management Services	Staff Conduct/Collections Nights	7 Days
Solid Waste Management Services	Staff Conduct/Litter Operations	7 Days
Solid Waste Management Services	Staff Conduct/Non-Collections	7 Days
Solid Waste Management Services	Non-Residential - Christmas Tree Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Residential Oversized/Electronics Item Night Collection Not Picked Up	24 Hours
Solid Waste Management Services	Dispute SR Status/PRM	5 Days
Solid Waste Management Services	Spills/Cleanup/Collections Curb Day	5 Days
Solid Waste Management Services	Spills/Cleanup/Collections Nights	5 Days
Solid Waste Management Services	Spills/Cleanup/Litter Operations	5 Days
Solid Waste Management Services	Residential - Garbage Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Residential - Organic and Garbage Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Dispute SR Status/Bins	5 Days
Solid Waste Management Services	Residential - Organic and Garbage Front and Side Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Residential - Organic Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Clean up Litter on Laneways	2 Days
Solid Waste Management Services	Dispute SR Status/Litter Operations	5 Days
Solid Waste Management Services	Staff Conduct/Collections Curb Day	7 Days
Solid Waste Management Services	Staff Conduct / Collections / Parks	7 Days
Solid Waste Management Services	Residential - Christmas Tree Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Residential - Organic Front and Side Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Transfer Station Odour Complaint	30 Days
Solid Waste Management Services	Property Damaged/Collections Curb Day	30 Days
Solid Waste Management Services	Front End Load Customer Property Damage	30 Days
Solid Waste Management Services	Property Damaged/Collections Nights	30 Days
Solid Waste Management Services	Property Damaged/Litter Operations	30 Days
Solid Waste Management Services	Non-Residential - Garbage Bag Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Non-Residential - Garbage Bin Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Property Damage - Transfer Station	30 Days
Solid Waste Management Services	Apartment Above Business - Christmas Tree Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Bin Investigation Request	30 Days
Solid Waste Management Services	Residential: Garbage Bin: Missing	14 Days
Solid Waste Management Services	Non-Residential - Organic Bin Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Non-Residential - Recycling Bin Night Collection - Not Picked Up	24 Hours

Integrated Service Division	Service Request Type	Service Standards
Solid Waste Management Services	Apartment Above Business - Yard Waste Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Residential: Recycle Bin: Exchange to Extra Large	14 Days
Solid Waste Management Services	Residential: Recycle Bin: Missing	14 Days
Solid Waste Management Services	Solid Waste Application Forms	7 Days
Solid Waste Management Services	Multi-Residential - Garbage Pile Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Apartment Above Business - Garbage Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Multi-Residential - Christmas Tree Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Multi-Residential - Furniture Pile Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Residential: Bin: Wrong Delivery or Bin Return	14 Days
Solid Waste Management Services	Apartment Above Business - Recycling Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Residential: Recycle Bin: Exchange to Medium	14 Days
Solid Waste Management Services	Residential: Garbage Bin: Exchange to Medium	14 Days
Solid Waste Management Services	Multi-residential Front End Loaded Bin Inventory	14 Days
Solid Waste Management Services	Residential: Garbage Bin: Exchange to Small	14 Days
Solid Waste Management Services	Multi-Residential Electronic Waste Not Picked Up	2 Days
Solid Waste Management Services	Hazardous Waste Not Picked Up	2 Days
Solid Waste Management Services	Access/AODA Complaint	5 Days
Solid Waste Management Services	Spills/Cleanup/PRM	5 Days
Solid Waste Management Services	Residential: Garbage Bin: Exchange to Large	14 Days
Solid Waste Management Services	Residential: Garbage Bin: Exchange to Extra Large	14 Days
Solid Waste Management Services	Residential: Recycle Bin: Exchange to Small	14 Days
Solid Waste Management Services	Residential: Recycle Bin: Exchange to Large	14 Days
Solid Waste Management Services	Multi-Residential - Recycling Cart Night Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Park Garbage Bin Damaged	30 Days
Solid Waste Management Services	Park Recycling Bin Installation	30 Days
Solid Waste Management Services	Park Garbage Bin Missing	30 Days
Solid Waste Management Services	Park Recycling Bin Overflowing	2 Days
Solid Waste Management Services	Park Garbage Bin Relocate or Remove	30 Days
Solid Waste Management Services	Park Recycling Bin Missing	30 Days
Solid Waste Management Services	Park Recycling Bin Damaged	30 Days
Solid Waste Management Services	Park Garbage Bin Installation	30 Days
Solid Waste Management Services	Park Garbage Bin Overflowing	2 Days
Solid Waste Management Services	Park Recycling Bin Relocation or Removal	30 Days

Integrated Service Division	Service Request Type	Service Standards
Solid Waste Management Services	Residential Organic & Garbage Not Picked Up	24 Hours
Solid Waste Management Services	Residential Garbage & Organics Whole Street Not Picked Up	24 Hours
Solid Waste Management Services	Non-residential Front End Loaded Organic Cart Not Picked Up	24 Hours
Solid Waste Management Services	Non-residential Front End Loaded Organics Not Picked Up	24 Hours
Solid Waste Management Services	Residential Front & Side Door Garbage Not Picked Up	24 Hours
Solid Waste Management Services	Residential Organics Not Picked Up	24 Hours
Solid Waste Management Services	Clean up Litter on Sidewalks and Boulevards	24 Hours
Solid Waste Management Services	Residential - Organic and Recycling Night Collection - Whole Street Not Picked Up	24 Hours
Solid Waste Management Services	Non-residential Recycling Bin Not Picked Up	2 Days
Solid Waste Management Services	Non-residential Front End Loaded Recycling Cart Not Picked Up	2 Days
Solid Waste Management Services	Residential Organics & Recycling Whole Street Not Picked Up	24 Hours
Solid Waste Management Services	Residential - Recycling Day Collection - Whole Street Not Picked Up	24 Hours
Solid Waste Management Services	Residential - Recycling Night Collection - Whole Street Not Picked Up	24 Hours
Solid Waste Management Services	Residential / Yard Waste / Missed	24 Hours
Solid Waste Management Services	Residential Christmas Tree Not Picked Up	24 Hours
Solid Waste Management Services	Residential Front & Side Collected Recycling Not Picked Up	24 Hours
Solid Waste Management Services	Residential Front & Side Collected Organics & Recycling Not Picked Up	24 Hours
Solid Waste Management Services	Clean up Overflowing Street Litter Bin	24 Hours
Solid Waste Management Services	Special Event Litter Pick-up Request	24 Hours
Solid Waste Management Services	Clean up Illegal Dumping on City Road Allowance	3 Days
Solid Waste Management Services	Residential Yard Waste Whole Street Not Picked Up	24 Hours
Solid Waste Management Services	Residential - Yard Waste Night Collection - Whole Street Not Picked Up	24 Hours
Solid Waste Management Services	Residential Oversized/Electronics Item Day Collection Not Picked Up	24 Hours
Solid Waste Management Services	Non-residential Front End Loaded Garbage Not Picked Up	24 Hours
Solid Waste Management Services	Residential Front & Side Collected Garbage & Organics Not Picked Up	24 Hours
Solid Waste Management Services	Residential - Organic and Garbage Night Collection - Whole Street Not Picked Up	24 Hours
Solid Waste Management Services	Residential - Garbage Night Collection - Whole Street Not Picked Up	24 Hours

Integrated Service Division	Service Request Type	Service Standards
Solid Waste Management Services	Residential Organic Bin Whole Street Not Picked Up	24 Hours
Solid Waste Management Services	Residential - Recycling Day Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Residential Organics & Recycling Bin Not Picked Up	24 Hours
Solid Waste Management Services	Residential Front & Side Collected Organics Not Picked Up	24 Hours
Solid Waste Management Services	Non-residential Garbage Bag/s Not Picked Up	24 Hours
Solid Waste Management Services	Non-residential Garbage Bag/s Not Picked Up	24 Hours
Solid Waste Management Services	Residential Garbage Not Picked Up on the Whole Street	2 Days
Solid Waste Management Services	Clean up Needles or Syringes	24 Hours
Solid Waste Management Services	Residential - Garbage Day Collection - Not Picked Up	24 Hours
Solid Waste Management Services	Residential Bin Metal Bar Damaged	7 Days
Solid Waste Management Services	Residential: Garbage Bin: New Account Small	21 Days
Solid Waste Management Services	Residential: Garbage Bin: New Account Medium	21 Days
Solid Waste Management Services	Residential: Recycle Bin: New Account Large	21 Days
Solid Waste Management Services	Multi-residential Yard Waste Not Picked Up	24 Hours
Solid Waste Management Services	Multi-residential Garbage Cart Not Picked Up	24 Hours
Solid Waste Management Services	Multi-residential Garbage Pile Not Picked Up	24 Hours
Solid Waste Management Services	Non-residential Organic Bin Not Picked Up	24 Hours
Solid Waste Management Services	Multi-residential Front End Loaded Yard Waste Not Picked up	24 Hours
Solid Waste Management Services	Multi-Residential Christmas Tree Not Picked Up	24 Hours
Solid Waste Management Services	Non-Residential Christmas Tree Not Picked Up	24 Hours
Solid Waste Management Services	Residential: Recycle Bin: New Account Small	21 Days
Solid Waste Management Services	Residential: Recycle Bin: New Account Extra Large	21 Days
Solid Waste Management Services	Residential New Account Organic Bin	21 Days
Solid Waste Management Services	Multi-residential Recycling Cart Not Picked Up	24 Hours
Solid Waste Management Services	Non-residential Front End Loaded Recycling Not Picked Up	24 Hours
Solid Waste Management Services	Additional Residential Organic Bin	14 Days
Solid Waste Management Services	Multi-residential Front End Loaded Garbage Not Picked Up	24 Hours
Solid Waste Management Services	Multi-residential Organic Bin Not Picked Up	24 Hours
Solid Waste Management Services	Residential Bin Wheel Damaged	7 Days
Solid Waste Management Services	Residential Bin Lid Damaged	7 Days
Solid Waste Management Services	Residential Bin Body or Handle Damaged	7 Days

<b>Integrated Service Division</b>	<b>Service Request Type</b>	<b>Service Standards</b>
Solid Waste Management Services	Residential: Garbage Bin: New Account Large	21 Days
Solid Waste Management Services	Multi-residential Oversized Itmes Not Picked Up	24 Hours
Solid Waste Management Services	Multi-residential Front End Loaded Oversized Items Not Picked Up	24 Hours
Solid Waste Management Services	Apartment Above Business - Organic Night Collection - Not Picked Up.	24 Hours
Solid Waste Management Services	Residential: Recycle Bin: Additional Small	21 Days
Solid Waste Management Services	Residential: Recycle Bin: Additional Medium	21 Days
Solid Waste Management Services	Residential: Recycle Bin: Additional Extra Large	21 Days
Solid Waste Management Services	Replace Missing Residential Organic Bin	14 Days
Solid Waste Management Services	Residential: Garbage Bin: Additional Large	21 Days
Solid Waste Management Services	Multi-residential Organic Cart Not Picked Up	24 Hours
Solid Waste Management Services	Multi-residential Front-end Loaded Organics Not Picked Up	24 Hours
Solid Waste Management Services	Residential: Garbage Bin: New Account Extra Large	21 Days
Solid Waste Management Services	Residential: Garbage Bin: Additional Extra Large	21 Days
Solid Waste Management Services	Multi-residential Front End Loaded Recycling Not Picked Up	24 Hours
Solid Waste Management Services	Residential: Recycle Bin: New Account Medium	21 Days
Solid Waste Management Services	Residential: Garbage Bin: Additional Small	21 Days
Solid Waste Management Services	Residential: Garbage Bin: Additional Medium	21 Days
Solid Waste Management Services	Residential: Recycle Bin: Additional Large	21 Days
Solid Waste Management Services	Multi-residential Front End Loaded Recycling Cart Not Picked Up	24 Hours
Toronto Water	Toronto Water Service Card Request	30 Days
Toronto Water	Watercourse Investigation	48 Hours
Toronto Water	Water Service Line-Check Water Service Box	48 Hours
Toronto Water	Lost Items in Catch Basin	10 Days
Toronto Water	Water Meter Strong Leak or Burst	24 Hours
Toronto Water	Sewer Odour	24 Hours
Toronto Water	Hydrant-After Usage Test	10 Days
Toronto Water	Hydrant-Damage	8 Hours
Toronto Water	District Operations-Contractor Related	2 Days
Toronto Water	District Operations-Process	2 Days
Toronto Water	Water Service Line - Low Pressure, Low Flow - Ongoing - Residential	48 Hours
Toronto Water	District Operations-Compliment	30 Days
Toronto Water	District Operations-Equipment/Untidy Const Site	2 Days
Toronto Water	Water Service Line - Low Pressure, Low Flow - Ongoing - Non-Residential	48 Hours

Integrated Service Division	Service Request Type	Service Standards
Toronto Water	Water Service Line - Low Pressure, Low Flow Inspection - (Sudden)	23 Hours
Toronto Water	Request Water Service Turn Off	By Appointment
Toronto Water	Request Water Service Turn On	By Appointment
Toronto Water	Sewer Service Line-Cleanout Repair	24 Hours
Toronto Water	Sewer main-Backup	8 Hours
Toronto Water	Water Quality-Discoloured (Rusty or dirty) Water	8 Hours
Toronto Water	Lead Water Pipes Record Search	30 Days
Toronto Water	Water Currently Flowing from Yard	24 Hours
Toronto Water	District Operations-Restoration	2 Days
Toronto Water	District Operations- Attitude and Behavior	2 Days
Toronto Water	District Operations-Timeliness	2 Days
Toronto Water	Watermain Emergency Valve - Turn Off	4 Hours
Toronto Water	Watermain emergency Valve - Turn On	4 Hours
Toronto Water	Water Service Line-No Water	4 Hours
Toronto Water	Hydrant-Leaking	4 Hours
Toronto Water	Water Service Line-Leaking	4 Hours
Toronto Water	Maintenance Hole - Overflowing	2 Hours
Toronto Water	Salting - Toronto Water Asset or Site	4 Hours
Toronto Water	District Operations-Construction Site Unsafe	4 Hours
Toronto Water	Sewer Service Line-Blocked	4 Hours
Toronto Water	Watermain-Possible Break	2 Hours
Toronto Water	Water Service Line-Turn Off/Burst	2 Hours
Toronto Water	Pollution Spill & Illegal Dumping Response	2 Hours
Transportation Services	Bike Lane Pavement Damage	30 Days
Transportation Services	Reserved Lane	270 Days
Transportation Services	Traffic or Street Name Sign - Graffiti Complaint	14 Days
Transportation Services	Bylaw Enforcement: Excavation	180 Days
Transportation Services	Illegal On-Street Parking	180 Days
Transportation Services	Ditch Maintenance Request	5 Days
Transportation Services	Icy Sidewalk Needs Salting	72 Hours
Transportation Services	Complaint / Investigation - Encroachment	365 Days
Transportation Services	Traffic Island - Damaged	56 Days
Transportation Services	Snow at Intersections - Impeded Mobility	72 Hours
Transportation Services	School Zone Snow Clearing	7 Days
Transportation Services	Illegal Snow Dumping & Failure to Clear Snow or Ice on Public Sidewalk	21 Days
Transportation Services	Complaint / Investigation - Leaves	21 Days
Transportation Services	Complaint - Abandoned Bikes in Rideable Condition	30 Days
Transportation Services	Lane Designation	270 Days
Transportation Services	Bridge - Graffiti Complaint	7 Days
Transportation Services	Road - Graffiti Complaint	5 Days
Transportation Services	School-Related Warning Signs	180 Days
Transportation Services	Investigate Pavement Markings	270 Days

<b>Integrated Service Division</b>	<b>Service Request Type</b>	<b>Service Standards</b>
Transportation Services	Boulevards-Grass Cutting	5 Days
Transportation Services	Investigate Temporary Condition Markings	90 Days
Transportation Services	New Traffic Control Signal Request	270 Days
Transportation Services	Sidewalk - Graffiti Complaint	5 Days
Transportation Services	Walkway-Weeds Need Cutting	35 Days
Transportation Services	Clean up Illegal Dumping on Roadways and Bridge Underpass	5 Days
Transportation Services	Long Grass and Weeds on the Boulevard	21 Days
Transportation Services	Complaint / Investigation - Idling Enforcement	21 Days
Transportation Services	Illegal Off-Street Parking	180 Days
Transportation Services	Investigate Mud or Water Discharge on the Street Allowance	21 Days
Transportation Services	Bicycle Stand (Post and Ring) Repair or Graffiti Removal	5 Days
Transportation Services	Bus Stops Snow Clearing Required	72 Hours
Transportation Services	Sidewalk Snow Clearing Required	72 Hours
Transportation Services	Walkway Snow Clearing/Salting Request	72 Hours
Transportation Services	Traffic Island-Grass Needs Cutting	35 Days
Transportation Services	Laneway Needs Salting	72 Hours
Transportation Services	Road Plowing Request	72 Hours
Transportation Services	Complaint regarding Contractor	5 Days
Transportation Services	Missing/Faded Pavement Markings	14 Days
Transportation Services	Sidewalk-Water Ponding	30 Days
Transportation Services	Heavy Trucks	270 Days
Transportation Services	Streetcar Platforms	270 Days
Transportation Services	Student Pick-up/Drop-off Area	270 Days
Transportation Services	Investigate Vehicles Leaving Roadway	180 Days
Transportation Services	Pedestrian Refuge Island	270 Days
Transportation Services	New Pedestrian Crossover	270 Days
Transportation Services	Taxicab Stand	270 Days
Transportation Services	Bridge - Damaged Structure	5 Days
Transportation Services	Complaint-Access	30 Days
Transportation Services	Complaint-Time Line of the Service	30 Days
Transportation Services	Complaint-Outcome of the Service	30 Days
Transportation Services	All-Way Stop Sign Controls	270 Days
Transportation Services	West Nile Virus - Standing Water / Roadway	72 Hours
Transportation Services	Complaint-Process and Procedures	30 Days
Transportation Services	Traffic Calming Measures	365 Days
Transportation Services	Laneway - Surface Damage	5 Days
Transportation Services	Sidewalk - Cleaning	21 Days
Transportation Services	West Nile Virus-Standing Water / Roadside	5 Days
Transportation Services	Boulevards - Damaged Asphalt	5 Days
Transportation Services	Damaged Concrete Sidewalk	30 Days
Transportation Services	Road Water Ponding	72 Hours
Transportation Services	Walkway - Damaged or Uneven	30 Days
Transportation Services	Complaint-Staff Conduct	30 Days

<b>Integrated Service Division</b>	<b>Service Request Type</b>	<b>Service Standards</b>
Transportation Services	Speed Bumps in Laneway	270 Days
Transportation Services	Free-floating Car Share - Parking Complaint - Communauto Flex	2 Hours
Transportation Services	Boulevard - Pick-Up Shopping Carts	5 Days
Transportation Services	Traffic Infiltration	365 Days
Transportation Services	Bridge - Debris / Litter	7 Days
Transportation Services	Disabled Loading Zone	180 Days
Transportation Services	Commercial Loading Zone	270 Days
Transportation Services	Speeding	270 Days
Transportation Services	Speed Watch Programme	270 Days
Transportation Services	School Bus Loading Zone	270 Days
Transportation Services	Compliment-Employee/Operation	30 Days
Transportation Services	Sidewalk - Damaged /Brick/Interlock	0.5 Days
Transportation Services	Sidewalk - Accessible Ramps & Tactile Pavers	5 Days
Transportation Services	Investigate Regulatory Signs	270 Days
Transportation Services	Expressway Fence - Damaged	5 Days
Transportation Services	Complaint - Crossing Guard Conduct	30 Days
Transportation Services	Shoulder on Expressway Damaged	5 Days
Transportation Services	Complaint-Disability	30 Days
Transportation Services	Time Limit or Excessive Duration Parking	270 Days
Transportation Services	Boulevards - Weed Removal	35 Days
Transportation Services	Roadway Utility Cut - Settlement	5 Days
Transportation Services	Icy Bus Stop Needs Salting	72 Hours
Transportation Services	Blocked Access By Parking	180 Days
Transportation Services	School Zone Safety Review	270 Days
Transportation Services	Illegal Dumping on Road	5 Days
Transportation Services	Snow Removal - Sightline Problem	72 Hours
Transportation Services	Sight Line Obstruction	90 Days
Transportation Services	School Safety Programs	180 Days
Transportation Services	Fence - Damaged	5 Days
Transportation Services	Guardrail - Damaged	5 Days
Transportation Services	Investigate Warning Signs	90 Days
Transportation Services	Intersection Safety Review	270 Days
Transportation Services	Driveway Blocked By Plowed Snowbank	72 Hours
Transportation Services	Clean up Debris on Road	28 Days
Transportation Services	Missing/Damaged Flexible Bollards	14 Days
Transportation Services	Culverts - Blocked	5 Days
Transportation Services	Curb - Adjust Height (Too High/Low)	5 Days
Transportation Services	Curb - Damaged	5 Days
Transportation Services	Damaged Catch Basin on the Roadside	5 Days
Transportation Services	Retaining Wall - Damage / Repair	5 Days
Transportation Services	Catch Basin - Blocked / Flooding	72 Hours
Transportation Services	Shoulder - Maintenance	5 Days
Transportation Services	Student Crossing Issues	180 Days
Transportation Services	Road - Sinking	5 Days
Transportation Services	Catch Basin - Debris / Litter	72 Hours

<b>Integrated Service Division</b>	<b>Service Request Type</b>	<b>Service Standards</b>
Transportation Services	Minor Road Damage	1460 Days
Transportation Services	Road - Gravel Roads/Construction	30 Days
Transportation Services	Road - Pothole	4 Days
Transportation Services	Expressway Guide Rail Damaged	5 Days
Transportation Services	Pedestrian Crossover Operation	270 Days
Transportation Services	Corner Parking Prohibition	180 Days
Transportation Services	Alternate Side Parking	270 Days
Transportation Services	Parking in a Public Lane	270 Days
Transportation Services	Motor Coach Parking	270 Days
Transportation Services	Maintenance Holes -Damage / Repair	72 Hours
Transportation Services	School Crossing Guard - No Show	30 Days
Transportation Services	General Parking Regulations	365 Days
Transportation Services	Pedestrian Crossing Protection	270 Days
Transportation Services	Investigate Temporary Condition Signs	90 Days
Transportation Services	Culverts-Damaged / Maintenance Requested	5 Days
Transportation Services	Disabled Persons' Parking Space	180 Days
Transportation Services	Driveway - Damaged / Ponding	5 Days
Transportation Services	Bollard - Damaged	30 Days
Transportation Services	One-way Streets	365 Days
Transportation Services	Road Design	270 Days
Transportation Services	Bike Lane Pothole	4 Days
Transportation Services	Icy Bridge Needs Salting	24 Hours
Transportation Services	Dead Animal On Expressway	24 Hours
Transportation Services	Pedestrian Crossover (PXO) Maintenance	4 Hours
Transportation Services	Bridge - Surface Repair	24 Hours
Transportation Services	Bridge Falling Debris	4 Hours
Transportation Services	Road damaged on Expressway	24 Hours
Transportation Services	Expressway Requires Cleaning	24 Hours
Transportation Services	Catch basin on Expressway requires cleaning	24 Hours
Transportation Services	Catch basin on Expressway damaged	24 Hours
Transportation Services	Bike Lane Winter Maintenance Required	72 Hours
Transportation Services	Pot Hole on Expressway	24 Hours
Transportation Services	Flashing Beacon Maintenance	4 Hours
Transportation Services	Traffic Camera (RESCU) Maintenance	4 Hours
Transportation Services	Traffic Signal Maintenance	4 Hours
Transportation Services	Catch Basin -Cover Missing / Damaged / Loose	24 Hours
Transportation Services	Maintenance Holes Lid Loose/Missing	24 Hours
Transportation Services	Sign Maintenance	4 Hours
Transportation Services	Road Salting Request	72 Hours
Transportation Services	CaféTO Encroachment Complaint	14 Days
Transportation Services	Damaged Bike Lane Barrier	24 Hours
Transportation Services	Pedestrian Signal Issue	180 Days
Transportation Services	Bicycle Signal Issue	180 Days
Transportation Services	Vehicle Traffic Signal Issue	180 Days
Transportation Services	Traffic Signal Equipment - Graffiti Complaint	14 Days
Transportation Services	Road Plow Damage	360 Days

<b>Integrated Service Division</b>	<b>Service Request Type</b>	<b>Service Standards</b>
Transportation Services	Boulevard Plow Damage	360 Days
Transportation Services	Roadside Utility Cut - Settlement	5 Days
Transportation Services	Missing / Damaged Street or Traffic Signs	4 Hours
Transportation Services	Missing/Damaged Watch Your Speed Boards	14 Days
Transportation Services	Missing/Damaged School Flashing Beacons	14 Days
Transportation Services	Damaged Catch Basin on the Road	72 Hours
	Automated Speed Enforcement (ASE ) Camera	
Transportation Services	Vandalism or Damage	2 Days