

Attachment 2: 2023-2024 Winter Service Request (SR) Data

This table identifies the number of winter service requests received by type for this winter season (2023-24) compared to last winter season (2022-23).

The total number of SRs reduced significantly to almost one-tenth of the number in 2022-23, reflecting a milder winter but also improved service delivery for 2023-24 winter season.

There was a total of 2,967 winter SRs this winter season compared to last winter season with 24,239 winter SRs.

Total Number of Service Requests by Type		
Type of Service Requests	2022-23	2023-24
Boulevard Plough Damage	4,239	1,215
Road – Sanding/Salting Required	1,760	459
Driveway-Blocked by Windrow	2,687	302
Sidewalk Icy, Needs Sand/Salt	1,657	279
Sidewalk Snow Clearing	3,746	162
Road Plowing Required	3,237	130
Walkway – Snow Clearing/Salting Required	518	74
TOTAL	24,239	2,967