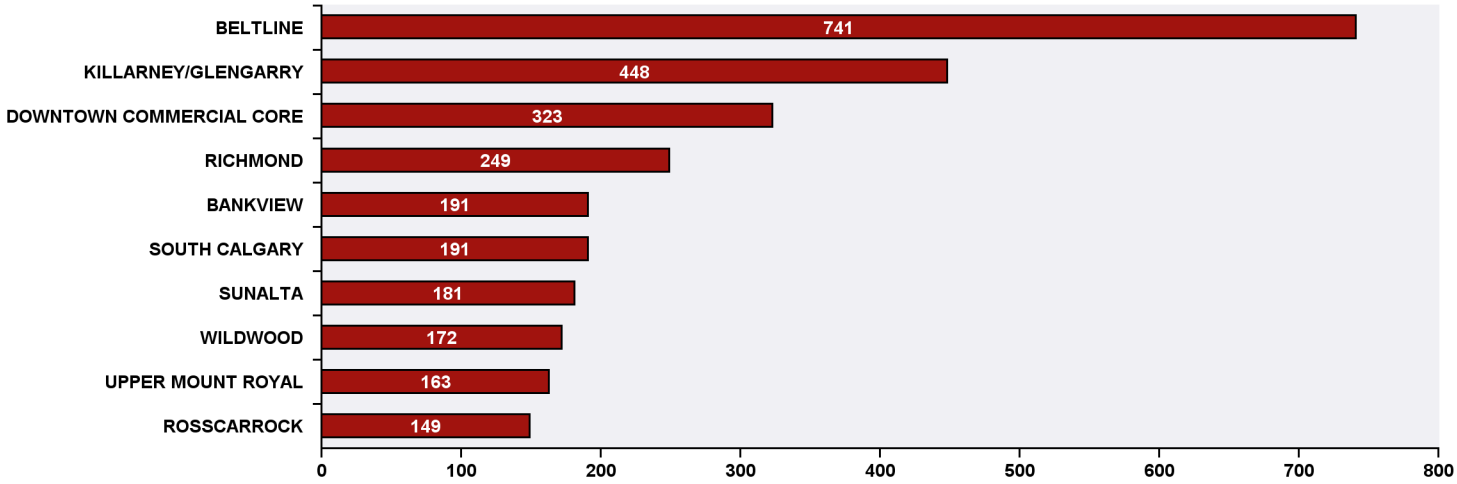
311 Top Public Service Requests (SRs) by Ward, Community and Type

for SRs created in October 2017

Top 10 Communities in Ward 8 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
City Clerk's - General Election 2017	165	4.3%
Finance - Property Tax Account Inquiry	135	3.5%
CBS Inspection - Commercial or Multi-Family	132	3.4%
CBS Inspection - SCP - New Home	130	3.4%
Corporate - Graffiti Concerns	114	3.0%
WRS - Commercial Collection Services	111	2.9%
WRS - Cart Management	105	2.7%
Roads - Debris on Street/Sidewalk/Boulevard	96	2.5%
WRS - Compost - Green Cart	93	2.4%
CBS Inspection - Residential Improvement Project - RIP	78	2.0%
CBS Inspection - Electrical	75	2.0%
CT - Employee Conduct	74	1.9%
WRS - Waste - Residential	72	1.9%
Roads - Streetlight Maintenance	71	1.9%
Finance - ONLINE TIPP Agreement Request	69	1.8%
WATS - Sewage Back-up	67	1.8%
Parks - Tree Concern - WAM	66	1.7%
WRS - Recycling - Blue Cart	62	1.6%
Bylaw - Material on Public Property	60	1.6%
Roads - Signs - Missing - Damaged	57	1.5%
Total Top 20 SR Types	**1,832**	**47.9%**
Total Other SRs	**1,996**	**52.1%**
Total SRs for Ward	**3,828**	**100.0%**

Note: Service request statistics include Business Unit work entered into the CSR system, but do not reflect all work or activity of Business Units
***The report provides data for Service Requests that are public facing. The City's internal Service Requests are not included.*

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Source: Customer Service Request (CSR) System
CSR Extract: Nov 11, 2017