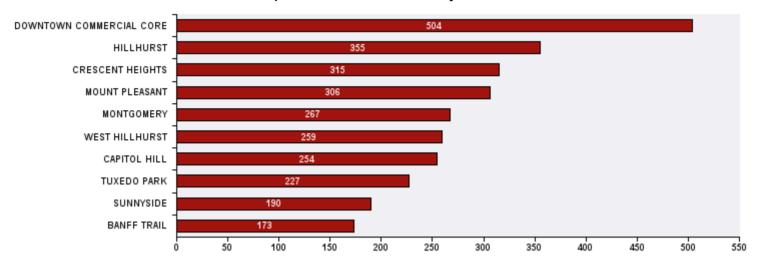
311 Top Public Service Requests (SRs) by Ward, **Community and Type**

for SRs created in December 2020





Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	482	12.9%
Roads - Snow and Ice Control	263	7.0%
Corporate - Graffiti Concerns	121	3.2%
WRS - Cart Management	99	2.6%
CBS Inspection - Commercial or Multi-Family	94	2.5%
Finance - Property Tax Account Inquiry	94	2.5%
Finance - ONLINE TIPP Agreement Request	79	2.1%
WATS - Sewage Back-up	74	2.0%
CBS Inspection - Electrical	71	1.9%
WRS - Waste - Residential	70	1.9%
Bylaw - Material on Public Property	69	1.8%
Roads - Signs - Missing - Damaged	67	1.8%
311 Contact Us	65	1.7%
CT - Employee Conduct	64	1.7%
CBS Inspection - SCP - New Home	62	1.7%
Parks - Snow and Ice Concerns - WAM	54	1.4%
Corporate - Face Covering Concerns	50	1.3%
CT - Transit Pass Programs	50	1.3%
CBS Inspection - Residential Improvement Project - RIP	48	1.3%
CBS Inspection - Plumbing	46	1.2%
Total Top 20 SR Types	2,022	54.1%
Total Other SRs	1,717	45.9%
Total SRs for Ward	3,739	100.0%