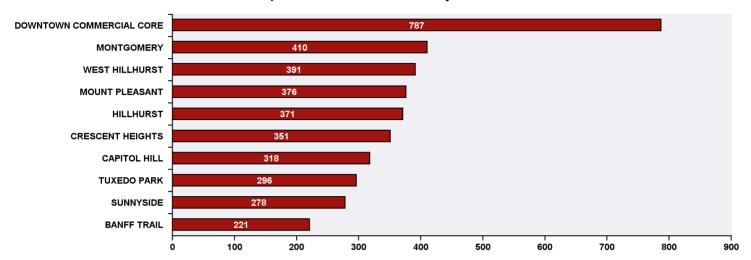
311 Top Public Service Requests (SRs) by Ward, **Community and Type**

for SRs created in May 2019





Top 20 SR Types by Volume	SR Count	% of Total Ward
City Clerk's - Civic Census (Public Inquiries)	380	7.3%
Corporate - Graffiti Concerns	281	5.4%
Parks - Tree Concern - WAM	170	3.3%
CBS Inspection - Commercial or Multi-Family	145	2.8%
Finance - ONLINE TIPP Agreement Request	144	2.8%
Finance - Property Tax Account Inquiry	139	2.7%
CT - Employee Conduct	132	2.5%
Roads - Backlane Maintenance	129	2.5%
WRS - Cart Management	123	2.4%
CBS Inspection - Electrical	121	2.3%
Roads - Pothole Maintenance	97	1.9%
Bylaw - Material on Public Property	86	1.6%
CBS Inspection - SCP - New Home	80	1.5%
Roads - Signs - Parking	72	1.4%
Roads - Sidewalk - Curb and Gutter Repair	69	1.3%
311 Contact Us	68	1.3%
Roads - Street Cleaning	64	1.2%
Roads - Debris on Street/Sidewalk/Boulevard	60	1.1%
WATS - Sewage Back-up	58	1.1%
WRS - Waste - Residential	56	1.1%
Total Top 20 SR Types	2,474	47.4%
Total Other SRs	2,745	52.6%
Total SRs for Ward	5,219	100.0%