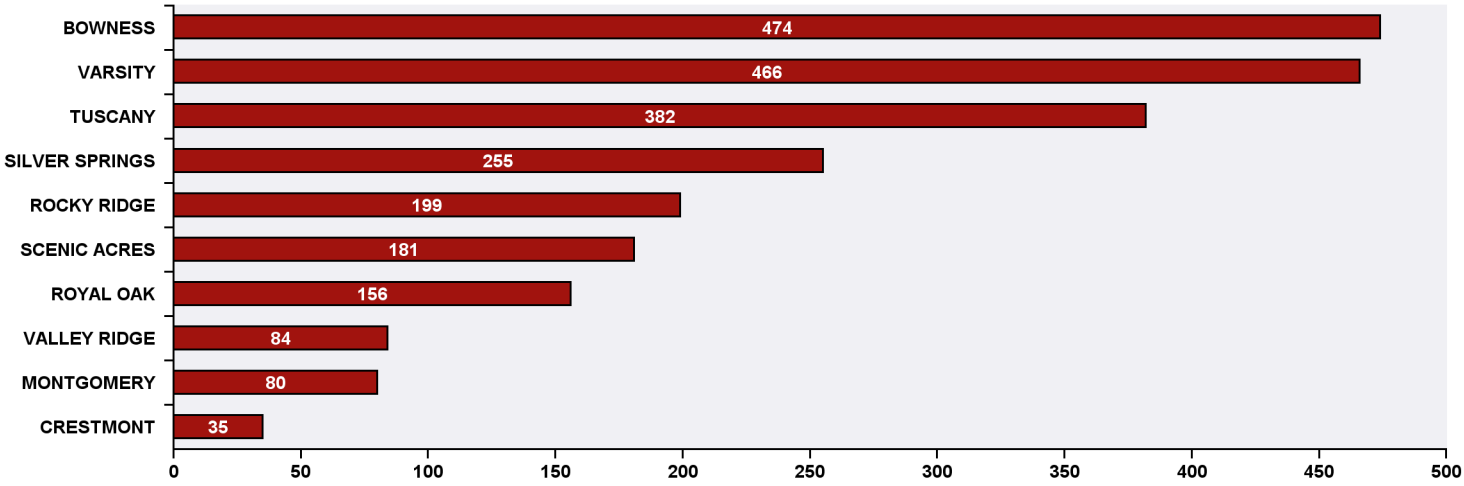
311 Top Public Service Requests (SRs) by Ward, Community and Type

for SRs created in November 2017

Top 10 Communities in Ward 1 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	128	5.3%
Finance - ONLINE TIPP Agreement Request	112	4.6%
WRS - Cart Management	92	3.8%
Finance - Property Tax Account Inquiry	91	3.8%
CBS Inspection - Electrical	88	3.6%
WRS - Waste - Residential	88	3.6%
Bylaw - Snow and Ice on Sidewalk	84	3.5%
Roads - Streetlight Maintenance	79	3.3%
Corporate - Graffiti Concerns	63	2.6%
CBS Inspection - Residential Improvement Project - RIP	61	2.5%
Finance - TIPP Agreement Request	54	2.2%
WRS - Compost - Green Cart	51	2.1%
WRS - Recycling - Blue Cart	49	2.0%
CBS Inspection - Furnace Replacement	43	1.8%
Roads - Debris on Street/Sidewalk/Boulevard	43	1.8%
CBS Inspection - Plumbing	40	1.7%
CNS - Subsidized Programs - Fair Entry	40	1.7%
Parks - Snow and Ice Concerns - WAM	39	1.6%
CBS Inspection - Gas	38	1.6%
CT - Employee Conduct	36	1.5%
Total Top 20 SR Types	**1,319**	**54.5%**
Total Other SRs	**1,099**	**45.5%**
Total SRs for Ward	**2,418**	**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: Dec 11, 2017