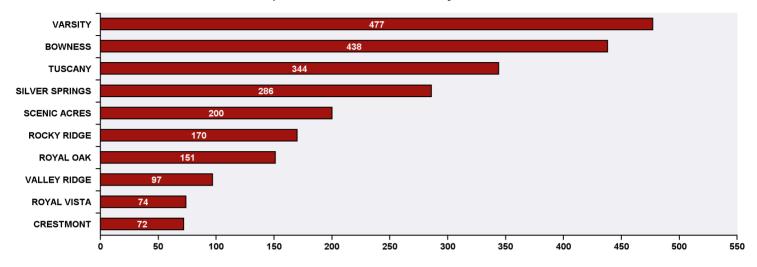


311 Top Public Service Requests (SRs) by Ward, Community and Type

for SRs created in October 2018

Top 10 Communities in Ward 1 by SR Volume



| Top 20 SR Types by Volume | SR Count | % of Total Ward |
|--|----------|-----------------|
| WRS - Compost - Green Cart | 139 | 5.9% |
| WRS - Cart Management | 99 | 4.2% |
| Finance - Property Tax Account Inquiry | 89 | 3.8% |
| CBS Inspection - Residential Improvement Project - RIP | 80 | 3.4% |
| CBS Inspection - Electrical | 74 | 3.1% |
| Finance - ONLINE TIPP Agreement Request | 55 | 2.3% |
| City Clerk's - Olympic VOTE 2018 | 53 | 2.3% |
| Roads - Snow and Ice Control | 53 | 2.3% |
| WRS - Recycling - Blue Cart | 47 | 2.0% |
| Roads - Streetlight Maintenance | 46 | 2.0% |
| Roads - Debris on Street/Sidewalk/Boulevard | 42 | 1.8% |
| Parks - Tree Concern - WAM | 41 | 1.7% |
| WRS - Waste - Residential | 41 | 1.7% |
| Parks - Wildlife Sightings | 39 | 1.7% |
| CT - Employee Conduct | 38 | 1.6% |
| CBS Inspection - Furnace Replacement | 37 | 1.6% |
| CBS Inspection - Gas | 37 | 1.6% |
| WATS - Sewage Back-up | 37 | 1.6% |
| Parks - Maintenance - WAM | 36 | 1.5% |
| 311 Contact Us | 34 | 1.4% |
| Bylaw - Material on Public Property | 34 | 1.4% |
| Total Top 20 SR Types | 1,151 | 48.9% |
| Total Other SRs | 1,203 | 51.1% |
| Total SRs for Ward | 2,354 | 100.0% |