

Service Request (SR) Volume & Service Level in Q1-Q3, 2021

Data Source: 311 Business Intelligence Tool

Parameters:

Date: Jan 1 - Sept 30, 2021

Created by: 311; SRs created by divisions are not included

SR statuses: Cancelled, Closed, Initiated, In-progress

SR channels: Phone, Email, Web

Note:

Service Standards are not available if a SR is not integrated with 311, or a SR has a cancelled status.

311 Integrated Divisions	Service Request Type	Sum of SR Created by 311 Toronto	Percentage of SRs within Service Standard
Municipal Licensing & Standards	INJUR/DIST WILDLIFE	10872	99%
Municipal Licensing & Standards	Property Standards	10632	62%
Municipal Licensing & Standards	CADAVER WILDLIFE	9939	74%
Municipal Licensing & Standards	Zoning	8044	68%
Municipal Licensing & Standards	Long Grass and Weeds	4633	83%
Municipal Licensing & Standards	Waste	4312	81%
Municipal Licensing & Standards	Park Use	3944	62%
Municipal Licensing & Standards	Dogs off Leash	1751	54%
Municipal Licensing & Standards	Wrong Location/Time/Day	1359	80%
Municipal Licensing & Standards	Graffiti	1288	64%
Municipal Licensing & Standards	Signs	1091	51%
Municipal Licensing & Standards	CADAVER DOMESTIC	792	75%
Municipal Licensing & Standards	STRAY AT LARGE	750	99%
Municipal Licensing & Standards	Adequate Heat	733	87%
Municipal Licensing & Standards	Postering City Property/Structures	701	21%
Municipal Licensing & Standards	STRAY CONFINED	679	97%
Municipal Licensing & Standards	INJUR/DIST DOMESTIC	645	99%
Municipal Licensing & Standards	Fence	622	51%
Municipal Licensing & Standards	Fireworks	590	57%
Municipal Licensing & Standards	ENF/INVEST ANIM CARE	577	90%

Municipal Licensing & Standards	ENF/INVEST NO LEASH	451	63%
Municipal Licensing & Standards	ENF/INVEST DAL HOME	419	63%
Municipal Licensing & Standards	Illegal Dumping	405	78%
Municipal Licensing & Standards	ENF/INVEST AN TO HU	386	86%
Municipal Licensing & Standards	Waste Storage	380	87%
Municipal Licensing & Standards	ENF/INVEST MENACE	334	74%
Municipal Licensing & Standards	Prohibited Waste	319	84%
Municipal Licensing & Standards	ENF/INVEST EXCREMENT	315	54%
Municipal Licensing & Standards	SERVICES PROT CUST	295	91%
Municipal Licensing & Standards	ENF/INVEST AN TO AN	256	82%
Municipal Licensing & Standards	Contaminated Waste/Preparation	232	76%
Municipal Licensing & Standards	Election Signs	197	74%
Municipal Licensing & Standards	ENF/INVEST UNSAN COND	181	23%
Municipal Licensing & Standards	ENF/INVEST PROH ANIMA	171	27%
Municipal Licensing & Standards	ENF/INVEST ATTACK TO AN	166	83%
Municipal Licensing & Standards	Conduct	150	38%
Municipal Licensing & Standards	ENF/INVEST ATTACK TO HU	142	88%
Municipal Licensing & Standards	Containers	140	84%
Municipal Licensing & Standards	ENF/INVEST SHELTER	134	70%
Municipal Licensing & Standards	Illegal Dumping	134	26%
Municipal Licensing & Standards	Vehicles	116	38%
Municipal Licensing & Standards	Encroachments	99	31%
Municipal Licensing & Standards	Appliance (Emergency)	97	83%
Municipal Licensing & Standards	Games	69	49%
Municipal Licensing & Standards	Trees and Plants	65	41%
Municipal Licensing & Standards	ENF/INVEST NUISAN CAT	64	21%
Municipal Licensing & Standards	Animals	60	33%
Municipal Licensing & Standards	ENF/INVEST TOO MANY	54	25%
Municipal Licensing & Standards	TAS_COYOT RESP PUB-SAFETY	50	91%
Municipal Licensing & Standards	ENF/INVEST EXTREME	50	100%
Municipal Licensing & Standards	Stoop N Scoop	48	33%
Municipal Licensing & Standards	ENF/INVEST PIGEONS	47	23%
Municipal Licensing & Standards	ENF/INVEST LICENCE	44	63%
Municipal Licensing & Standards	Commercial Enterprises	40	18%
Municipal Licensing & Standards	ENF/INVEST PIT BULL	38	35%

Municipal Licensing & Standards	Business Complaint	37	-
Municipal Licensing & Standards	TAS_STRAY ATTACK	32	100%
Municipal Licensing & Standards	Prohibited Acts/Pollicking	32	71%
Municipal Licensing & Standards	Commercial Dog Walkers	32	34%
Municipal Licensing & Standards	Parking	26	50%
Municipal Licensing & Standards	Watercraft	23	22%
Municipal Licensing & Standards	SERVICES WILD EDUC	18	94%
Municipal Licensing & Standards	Public Spaces Complaint	14	-
Municipal Licensing & Standards	ENF/INVEST MUZZLE	13	27%
Municipal Licensing & Standards	TAS_COYOT RESP AN-BITE	11	100%
Municipal Licensing & Standards	TAS_COYOT RESP AN-ATTACK	11	73%
Municipal Licensing & Standards	OWNER SURR LIVE	10	80%
Municipal Licensing & Standards	Postering Kiosks	9	38%
Municipal Licensing & Standards	ENF/INVEST TETHER	7	17%
Municipal Licensing & Standards	Road Allowance	6	0%
Municipal Licensing & Standards	ENF/INVEST TIED EXCES	6	67%
Municipal Licensing & Standards	TAS_COYOT RESP HU-ATTACK	5	100%
Municipal Licensing & Standards	SERVICES RABIES SUS	5	75%
Municipal Licensing & Standards	ENF/INVEST WALK MANY	4	100%
Municipal Licensing & Standards	Tow Truck Complaint	4	-
Municipal Licensing & Standards	TAS_COYOT RESP HU-BITE	2	100%
Municipal Licensing & Standards	Taxi, Limo Complaint	2	-
Municipal Licensing & Standards	SERVICES EDUC REQ	2	100%
Municipal Licensing & Standards	TAS_STRAY MENACE	1	-
Municipal Licensing & Standards	Trades Complaint	1	-
Municipal Licensing & Standards	Comment / Suggestion	0	-
Municipal Licensing & Standards	Staff / Service Compliment	0	-
Municipal Licensing & Standards	Staff / Service Complaint	0	-
Solid Waste Management Services	Residential: Bin: Repair or Replace Lid	13180	86%
Solid Waste Management Services	All / Hazardous Waste / Pick Up Request	7049	65%
Solid Waste Management Services	Res / Garbage / Not Picked Up	6744	95%
Solid Waste Management Services	Residential: Bin: Repair or Replace Body/Handle	6168	94%
Solid Waste Management Services	Res / Organic Green Bin / Not Picked Up	5670	96%
Solid Waste Management Services	Residential Furniture / Not Picked Up	5623	93%
Solid Waste Management Services	Res / Recycle / Not Picked Up	5328	95%

Solid Waste Management Services	Bin Investigation Request	4079	87%
Solid Waste Management Services	Residential: Garbage Bin: Exchange to Large	3767	95%
Solid Waste Management Services	Litter / Sidewalk & Blvd / Pick Up Request	3519	100%
Solid Waste Management Services	Residential: Garbage Bin: Exchange to Medium	3472	77%
Solid Waste Management Services	Residential: Garbage Bin: Missing	3437	78%
Solid Waste Management Services	Residential:Recycle Bin:Exchange to Extra Large	3410	97%
Solid Waste Management Services	Residential: Recycle Bin: Missing	3049	97%
Solid Waste Management Services	Litter / Illegal Dumping Cleanup	2827	100%
Solid Waste Management Services	Res / Organic Bin / Replace Missing	2696	69%
Solid Waste Management Services	Litter / Bin / Overflow or Not Picked Up	2449	96%
Solid Waste Management Services	Residential: Recycle Bin: Additional Extra Large	2287	96%
Solid Waste Management Services	Residential / Yard Waste / Not Picked Up	2261	83%
Solid Waste Management Services	Residential: Garbage Bin: Exchange to Extra Large	2016	94%
Solid Waste Management Services	Residential: Garbage Bin: Exchange to Small	1929	95%
Solid Waste Management Services	Dispute SR Status/Collections Curb Day	1869	92%
Solid Waste Management Services	Residential: Recycle Bin: Exchange to Large	1534	97%
Solid Waste Management Services	Res / Organic Bin / Additional	1279	64%
Solid Waste Management Services	Staff Conduct/Collections Curb Day	1223	99%
Solid Waste Management Services	Residential: Bin: Wrong Delivery	1159	94%
Solid Waste Management Services	Res / Organic Green Bin / Multiple Addresses / Not Picked Up	1156	87%
Solid Waste Management Services	Residential: Bin: Repair or Replace Wheel	1153	90%
Solid Waste Management Services	FEL Multi-Res Furniture / Not Picked Up	1108	86%
Solid Waste Management Services	Litter / Laneway / Clean Up	1039	99%
Solid Waste Management Services	Residential: Recycle Bin: Exchange to Medium	953	94%
Solid Waste Management Services	Res / Organic Bin / New Account	898	91%
Solid Waste Management Services	Residential: Recycle Bin: Additional Large	869	98%
Solid Waste Management Services	Litter/Needle Cleanup	811	100%
Solid Waste Management Services	Spills/Cleanup/Collections Curb Day	790	96%
Solid Waste Management Services	Garbage / Park / Bin Overflow	747	77%
Solid Waste Management Services	Multi-Res / Garbage Front-End / Not Picked Up	715	89%
Solid Waste Management Services	Dispute SR Status/Bins	701	52%
Solid Waste Management Services	Res / Yard Waste Multiple Addresses / Not Picked Up	638	80%
Solid Waste Management Services	Res / Recycle / Multiple Addresses / Not Picked Up	587	91%
Solid Waste Management Services	Res / Garbage / Multiple Addresses Not Picked Up	468	83%
Solid Waste Management Services	Residential / XMAS Tree / Not Picked Up	450	83%

Solid Waste Management Services	Res / Organic&Garbage / Not Picked Up	426	92%
Solid Waste Management Services	Residential: Garbage Bin: Additional Extra Large	424	97%
Solid Waste Management Services	Litter / Bike Removal Inquiry	378	61%
Solid Waste Management Services	Residential: Recycle Bin: New Account Extra Large	360	76%
Solid Waste Management Services	Multi-Res / Recycle Front-End / Not Picked Up	334	86%
Solid Waste Management Services	Res / Organic&Recycle / Not Picked Up	328	93%
Solid Waste Management Services	Application Mail Out / Non-Res	320	94%
Solid Waste Management Services	Residential: Recycle Bin: New Account Large	293	75%
Solid Waste Management Services	Residential: Bin: Repair or Replace Metal Bar	292	88%
Solid Waste Management Services	Residential: Garbage Bin: Additional Large	291	98%
Solid Waste Management Services	Residential: Garbage Bin: New Account Medium	265	63%
Solid Waste Management Services	FEL Non-Res / Garbage / Not Picked Up	256	88%
Solid Waste Management Services	Res / Organic Front&Side / Not Picked Up	256	94%
Solid Waste Management Services	Dispute SR Status/Collections FEL	251	98%
Solid Waste Management Services	FEL Multi-Res / Recycle Cart / Not Picked Up	245	83%
Solid Waste Management Services	Multi-Res / XMAS Tree / Pick Up	235	54%
Solid Waste Management Services	Multi-Res / Furniture Pile / Not Picked Up	233	84%
Solid Waste Management Services	Residential: Recycle Bin: Additional Medium	225	95%
Solid Waste Management Services	Residential: Garbage Bin: New Account Large	224	68%
Solid Waste Management Services	Residential: Recycle Bin: Exchange to Small	222	94%
Solid Waste Management Services	Operator / Operations Compliment	205	100%
Solid Waste Management Services	Multi-Res / Organic FEL / Not Picked Up	204	83%
Solid Waste Management Services	Residential: Garbage Bin: Additional Medium	194	85%
Solid Waste Management Services	All / Hazardous Waste / Not Picked Up	171	79%
Solid Waste Management Services	Residential: Garbage Bin: New Account Extra Large	170	69%
Solid Waste Management Services	Res / Garbage Front&Side / Not Picked Up	163	97%
Solid Waste Management Services	Res / Recycle Front&Side / Not Picked Up	158	97%
Solid Waste Management Services	Residential: Recycle Bin: New Account Medium	158	78%
Solid Waste Management Services	Multi-Res / Organic Bin / Not Picked Up	152	82%
Solid Waste Management Services	Res / Nite Garbage / Not Picked Up	151	98%
Solid Waste Management Services	Recycle / Park / Bin Overflow	148	78%
Solid Waste Management Services	Multi-Res / Garbage Cart / Not Picked Up	145	86%
Solid Waste Management Services	Multiple SRs/Collections Curb Day	136	77%
Solid Waste Management Services	FEL Non-Res Recycle FEL / Not Picked Up	128	76%
Solid Waste Management Services	Residential: Garbage Bin: New Account Small	125	81%

Solid Waste Management Services	Property Damaged/Collections Curb Day	124	99%
Solid Waste Management Services	Multi-Res / Recycle Cart / Not Picked Up	124	72%
Solid Waste Management Services	Application Status / Non-Res	124	94%
Solid Waste Management Services	Res Above Comm / Nite Garbage / Not Picked Up	113	100%
Solid Waste Management Services	Non-Res Organic Bin Nite / Not Picked Up	109	96%
Solid Waste Management Services	Multi-Res / Organic Cart / Not Picked Up	108	87%
Solid Waste Management Services	Non-Res Recycle Bin / Not Picked Up	105	92%
Solid Waste Management Services	Residential: Garbage Bin: Additional Small	101	99%
Solid Waste Management Services	Garbage / Park / Bin Installation	101	98%
Solid Waste Management Services	Res Above Comm / Nite Recycle / Not Picked Up	98	96%
Solid Waste Management Services	Non-Res Garbage Bin / Not Picked Up	97	91%
Solid Waste Management Services	Res / Nite Organic / Not Picked Up	96	97%
Solid Waste Management Services	Staff Conduct/Collections FEL	87	99%
Solid Waste Management Services	Res / Nite Recycle / Not Picked Up	78	100%
Solid Waste Management Services	Non-Res Garbage Bin Nite / Not Picked Up	73	100%
Solid Waste Management Services	Dispute SR Status/Collections Nights	72	100%
Solid Waste Management Services	Non-Res Recycle Bin Nite / Not Picked Up	71	100%
Solid Waste Management Services	Res / Org&Recycle Front&Side / Not Picked Up	70	100%
Solid Waste Management Services	Dispute SR Status/Litter Operations	70	100%
Solid Waste Management Services	Res / Org&Garbage Front&Side / Not Picked Up	70	98%
Solid Waste Management Services	Non-Res Organic Bin / Not Picked Up	67	90%
Solid Waste Management Services	Res / Org&Recycle Multiple Addresses / Not Picked Up	64	83%
Solid Waste Management Services	Multi-Res / FEL / Bin Inventory	60	0%
Solid Waste Management Services	Residential / Nite Furniture / Not Picked Up	58	100%
Solid Waste Management Services	Non-Res Cardboard Nite / Not Picked Up	50	100%
Solid Waste Management Services	Res / Org&Garbage Multiple Addresses / Not Picked Up	49	94%
Solid Waste Management Services	Litter / Bin / Graffiti on Bin	46	97%
Solid Waste Management Services	Litter / Special Event / Pick Up Request	43	100%
Solid Waste Management Services	Residential: Recycle Bin: Additional Small	43	100%
Solid Waste Management Services	Garbage / Park / Bin Damaged	43	95%
Solid Waste Management Services	Residential: Recycle Bin: New Account Small	40	77%
Solid Waste Management Services	FEL Non-Res Recycle Cart / Not Picked Up	39	87%
Solid Waste Management Services	Recycle / Park / Bin Installation	37	95%
Solid Waste Management Services	Staff Conduct/Non-Collections	36	89%
Solid Waste Management Services	FEL Non-Res Organic / Not Picked Up	35	79%

Solid Waste Management Services	Property Damaged/Collections FEL	34	100%
Solid Waste Management Services	Multi-Res / Nite Garbage Rear-Bin / Not Picked Up	32	100%
Solid Waste Management Services	Multi-Res / Yard Waste / Not Picked Up	31	86%
Solid Waste Management Services	Non-Res Garbage Bag Nite / Not Picked Up	30	100%
Solid Waste Management Services	Multiple SRs/Collections FEL	29	90%
Solid Waste Management Services	Multi-Res / Nite Recycle Cart / Not Picked Up	28	100%
Solid Waste Management Services	Staff Conduct/Litter Operations	27	100%
Solid Waste Management Services	Non-Res Garbage Bag / Not Picked Up	26	100%
Solid Waste Management Services	FEL Non-Res Organic Cart / Not Picked Up	26	91%
Solid Waste Management Services	Staff Conduct/Collections Nights	25	100%
Solid Waste Management Services	FEL Multi-Res Xmas Tree / Not Picked Up	24	0%
Solid Waste Management Services	Residential / Nite Yard Waste / Not Picked Up	23	100%
Solid Waste Management Services	Staff Conduct / Collections / Parks	23	90%
Solid Waste Management Services	Recycle / Park / Bin Damaged	21	86%
Solid Waste Management Services	Garbage / Park / Bin Missing	21	100%
Solid Waste Management Services	Res / Above Comm / Organic Green Bin / Not Picked Up	20	86%
Solid Waste Management Services	Spills/Cleanup/Collections FEL	18	94%
Solid Waste Management Services	Garbage / Park / Bin Removal / Relocate	17	88%
Solid Waste Management Services	Access/AODA Complaint	17	-
Solid Waste Management Services	Multi-Res / Nite Garbage Pile / Not Picked Up	14	86%
Solid Waste Management Services	Multi-Res / Garbage Rear-Bin / Not Picked Up	13	100%
Solid Waste Management Services	Garbage / Park / Bin Graffiti on Bin	12	92%
Solid Waste Management Services	Recycling Contamination Notice	11	-
Solid Waste Management Services	Recycle / Park / Bin Missing	11	100%
Solid Waste Management Services	Non-Res Yard Waste / Not Picked Up	10	100%
Solid Waste Management Services	Res / Organic Bin / Replace Damaged	10	20%
Solid Waste Management Services	Multi-Res / Nite Furniture Pile / Not Picked Up	9	100%
Solid Waste Management Services	Spills/Cleanup/Collections Nights	9	100%
Solid Waste Management Services	Spills/Cleanup/Litter Operations	9	100%
Solid Waste Management Services	Multiple SRs/Litter Operations	9	86%
Solid Waste Management Services	Multi-Res / XMAS Tree / Not Picked Up	8	25%
Solid Waste Management Services	Litter / Bin / Relocate	7	100%
Solid Waste Management Services	Res / Nite Recycle Multiple Addresses / Not Picked Up	7	100%
Solid Waste Management Services	Multiple SRs/Collections Nights	7	75%
Solid Waste Management Services	Property Damaged/Collections Nights	7	100%

Solid Waste Management Services	Res / Nite Garbage / Multiple Addresses / Not Picked Up	6	100%
Solid Waste Management Services	FEL Multi-Res Yard Waste / Not Picked Up	6	67%
Solid Waste Management Services	Multi-Res / Ewaste / Not Picked Up	5	100%
Solid Waste Management Services	Litter / Bin / Removal	5	100%
Solid Waste Management Services	Dispute SR Status/PRM	5	100%
Solid Waste Management Services	Residential / Nite XMAS Tree / Not Picked Up	5	100%
Solid Waste Management Services	Res / Nite Organic&Recycle / Not Picked Up	4	-
Solid Waste Management Services	Transfer Station Odour Complaint	4	100%
Solid Waste Management Services	Operator / Operations Complaint	4	-
Solid Waste Management Services	Multi-Res / Recycle Rear-Bin / Not Picked Up	4	100%
Solid Waste Management Services	Multi-Res / Garbage Pile / Not Picked Up	4	100%
Solid Waste Management Services	Res / Nite Organic&Garbage / Not Picked Up	3	100%
Solid Waste Management Services	Litter / Bin / Reinstall, Replace Missing	3	100%
Solid Waste Management Services	Res Above Comm / Nite Yard Waste / Not Picked Up	3	100%
Solid Waste Management Services	Complaint / Property Damaged	3	100%
Solid Waste Management Services	Res / Nite Organic Front&Side / Not Picked Up	2	-
Solid Waste Management Services	Multi-Res / Organic Bin / Missing	2	100%
Solid Waste Management Services	Recycle / Park / Bin Graffiti on Bin	2	100%
Solid Waste Management Services	Res Above Comm / Nite XMAS Tree / Not Picked Up	2	100%
Solid Waste Management Services	Property Damaged/Litter Operations	1	100%
Solid Waste Management Services	Multi-Res / Nite XMAS Tree / Not Picked Up	1	-
Solid Waste Management Services	Property Damage / Collections / Parks	1	100%
Solid Waste Management Services	Spills/Cleanup/PRM	1	-
Solid Waste Management Services	All / Calendar / Mail-Out Request	1	-
Solid Waste Management Services	Res / Nite Yard Waste Multiple Addresses / Not Picked Up	1	100%
Solid Waste Management Services	Non-Res Furniture / Not Picked Up Night	1	-
Solid Waste Management Services	Res / Nite Org&Garbage Front&Side / Not Picked Up	1	100%
Solid Waste Management Services	Res / Nite Org&Recycle Multiple Addresses / Not Picked Up	1	100%
Toronto Water	Sewer Service Line-Blocked	5332	93%
Toronto Water	Water Service Line-Check Water Service Box	2333	82%
Toronto Water	Watermain-Possible Break	1265	99%
Toronto Water	Water Service Line-No Water	1056	98%
Toronto Water	Water-Miscellaneous	1034	-
Toronto Water	Water Service Line-Leaking	1001	89%
Toronto Water	Water Service Line-Turn Off/Burst	830	99%

Toronto Water	Restoration Related	819	67%
Toronto Water	Catch basin (Storm) - Damage	568	90%
Toronto Water	Sink Hole	567	84%
Toronto Water	Water Service Test for High Lead Content	565	100%
Toronto Water	Pollution Spill Response	556	99%
Toronto Water	Catch basin (Storm) - Overflowing	466	97%
Toronto Water	Maintenance Hole-Damage	465	77%
Toronto Water	Hydrant-Leaking	463	88%
Toronto Water	Sewer Odour	461	94%
Toronto Water	District Operations-Process	443	83%
Toronto Water	District Operations-Timeliness	410	62%
Toronto Water	District Operations-Restoration	321	71%
Toronto Water	Hydrant-Damage	290	82%
Toronto Water	Sewer Service Line-Cleanout Repair	249	84%
Toronto Water	Water Valve-Leaking	227	99%
Toronto Water	Sewer-See and Advise	197	-
Toronto Water	Catch basin (Storm) - Other	179	100%
Toronto Water	Water Quality-Discoloured (Rusty or dirty) Water	156	72%
Toronto Water	District Operations-Contractor Related	140	78%
Toronto Water	Sewer main-Backup	120	98%
Toronto Water	Water Meter-Leaking	105	99%
Toronto Water	Maintenance Hole-Missing Cover	95	78%
Toronto Water	Hydrant-After Usage Test	82	100%
Toronto Water	Maintenance Hole - Overflowing	77	95%
Toronto Water	District Operations-Equipment/Untidy Const Site	71	78%
Toronto Water	District Operations-Attitude and Behavior	71	84%
Toronto Water	District Operations-Compliment	70	93%
Toronto Water	Salting-Winter (WSL/HYDT/VALVE/Watermain Break Locations	42	78%
Toronto Water	Watermain Valve - Turn Off	36	100%
Toronto Water	Watercourse Investigation	28	79%
Toronto Water	Watermain Valve - Turn On	24	78%
Toronto Water	District Operations-Construction Site Unsafe	23	68%
Toronto Water	Watermain Emergency Valve-Turn Off	22	-
Toronto Water	Water Service Line-See and Advise	11	-
Toronto Water	Water Quality-Taste/Odour	8	-

Toronto Water	Storm Event-Flooding	8	-
Toronto Water	Water Service Line Repair Program	5	-
Toronto Water	Maintenance Hole-Noisy Cover	3	-
Toronto Water	Watermain Emergency Valve-Turn On	3	-
Toronto Water	Catch basin (Storm)-Missing Cover	2	-
Toronto Water	Water Meter-Broken/Frozen	1	100%
Transportation Services	Road - Cleaning/Debris	4655	94%
Transportation Services	Missing/Damaged Signs	3466	89%
Transportation Services	Traffic Signal Maintenance	3325	97%
Transportation Services	Road - Pot hole	2789	71%
Transportation Services	Complaint/Investigation - Encroachment	2186	100%
Transportation Services	Road - Damaged	2164	100%
Transportation Services	Sidewalk - Damaged / Concrete	2004	91%
Transportation Services	Catch Basin - Blocked / Flooding	1328	51%
Transportation Services	Boulevards - Damaged Asphalt	1291	77%
Transportation Services	Ice and Snow Complaint	1099	99%
Transportation Services	Road - Sinking	1048	83%
Transportation Services	Roadway Utility Cut - Settlement	819	80%
Transportation Services	Boulevard - Plough Damage	798	94%
Transportation Services	Road-Winter Request/ Complaint	787	85%
Transportation Services	Complaint-Outcome of the Service	746	83%
Transportation Services	Roadside Utility Cut - Settlement	718	83%
Transportation Services	Sidewalk - Cleaning	681	87%
Transportation Services	Maintenance Holes -Damage / Repair	659	74%
Transportation Services	Road Water Ponding	560	66%
Transportation Services	Investigate Regulatory Signs	507	100%
Transportation Services	Curb - Damaged	503	80%
Transportation Services	Illegal Off-Street Parking	499	100%
Transportation Services	Complaint-Time Line of the Service	482	81%
Transportation Services	Catch basin Maintenance and Repair	465	80%
Transportation Services	Boulevards-Grass Cutting	457	72%
Transportation Services	Catch Basin - Debris / Litter	437	45%
Transportation Services	Laneway - Surface Damage	428	50%
Transportation Services	Traffic Calming Measures	407	100%
Transportation Services	Sidewalk Icy, Needs Sand/Salt	403	86%

Transportation Services	Walkway - damaged	398	91%
Transportation Services	Driveway-Blocked By Windrow	394	94%
Transportation Services	Expressway requires cleaning.	382	96%
Transportation Services	Complaint / Investigation - Grass and Weeds Enforcement	380	79%
Transportation Services	Traffic Signal - Graffiti Complaint	379	95%
Transportation Services	Walkway-Weeds Need Cutting	365	87%
Transportation Services	Complaint-Process and Procedures	363	84%
Transportation Services	Sidewalk - Snow Clearing	357	82%
Transportation Services	Sidewalk - Damaged /Brick/Interlock	355	87%
Transportation Services	Boulevards - Weed Removal	353	93%
Transportation Services	Sight Line Obstruction	350	90%
Transportation Services	Bridge - Graffiti Complaint	339	68%
Transportation Services	Missing/Faded Pavement Markings	326	75%
Transportation Services	Road Ploughing Required	325	78%
Transportation Services	Curb - Adjust Height (Too High/Low)	321	83%
Transportation Services	Driveway - Damaged / Ponding	310	79%
Transportation Services	Maintenance Holes Lid Loose/Missing	308	90%
Transportation Services	Complaint / Investigation - Water Discharge	297	90%
Transportation Services	PXO Maintenance	292	97%
Transportation Services	Bylaw Enforcement: Excavation	272	99%
Transportation Services	Sidewalk-Water Ponding	272	93%
Transportation Services	Catch Basin - Damaged Maintenance Requested	262	72%
Transportation Services	Sidewalk - Graffiti Complaint	238	58%
Transportation Services	Left/Right Turn Signal Priority Features	224	100%
Transportation Services	Illegal Dumping	221	63%
Transportation Services	Signal Timing Review/Vehicle Delays	218	96%
Transportation Services	Street furniture damaged	187	42%
Transportation Services	Investigate Temporary Condition Signs	184	80%
Transportation Services	Traffic Island-Grass Needs Cutting	173	93%
Transportation Services	Walkway - Snow Clearing/ Salting required	155	89%
Transportation Services	Road-Illegal Dumping	150	67%
Transportation Services	Culverts - Blocked	148	90%
Transportation Services	General Parking Regulations	147	100%
Transportation Services	Fence - Damaged	136	76%
Transportation Services	Traffic Sign - Graffiti Complaint	135	57%

Transportation Services	Boulevards-Sod Damage/Replace	135	-
Transportation Services	Complaint-Staff Conduct	133	84%
Transportation Services	Investigate Warning Signs	128	85%
Transportation Services	Investigate Pavement Markings	126	100%
Transportation Services	Sidewalk - Seniors Snow Clearing	126	72%
Transportation Services	Disabled Persons' Parking Space	120	90%
Transportation Services	Compliment-Employee/Operation	119	80%
Transportation Services	Bollard - Damaged	118	80%
Transportation Services	All-Way Stop Sign Controls	113	100%
Transportation Services	Missing/Damaged Flexible Bollards	112	85%
Transportation Services	Intersection Safety Review	105	100%
Transportation Services	Complaint/Investigation -Abandoned Bikes	103	80%
Transportation Services	Road - Graffiti Complaint	102	55%
Transportation Services	Culverts-Damaged / Maintenance Requested	102	93%
Transportation Services	Catch Basin -Cover Missing / Damaged / Loose	96	92%
Transportation Services	New Traffic Control Signal Request	92	100%
Transportation Services	Complaint - Crossing Guard Conduct	80	74%
Transportation Services	Retaining Wall - Damage / Repair	80	68%
Transportation Services	Pedestrian Issues/Timing/Delays	78	100%
Transportation Services	Ditch Maintenance Requested	77	88%
Transportation Services	Complaint / Investigation - Idling Enforcement	75	92%
Transportation Services	New Pedestrian Crossover	74	100%
Transportation Services	Guardrail - Damaged	74	74%
Transportation Services	Bridge - Debris / Litter	71	53%
Transportation Services	Missing/Damaged Watch Your Speed Boards	67	95%
Transportation Services	Boulevards-Sinking	65	-
Transportation Services	Speed Watch Programme	64	100%
Transportation Services	Roadside - Plough Damage	61	93%
Transportation Services	Pedestrian Crossing Protection	59	100%
Transportation Services	Planned Sign Maintenance/Order	54	-
Transportation Services	Boulevard - Pick-Up Shopping Carts	54	65%
Transportation Services	Pot hole on Expressway	53	96%
Transportation Services	Bridge - Damaged Structure	52	86%
Transportation Services	Speeding	48	98%
Transportation Services	Dead Animal On Expressway	47	96%

Transportation Services	Heavy Trucks	44	100%
Transportation Services	Complaint / Investigation - Leaves	43	91%
Transportation Services	Lane Designation	40	100%
Transportation Services	Bus Stops Snow Clearing Required	39	90%
Transportation Services	Reserved Lane	35	100%
Transportation Services	Boulevards - Snow Piled Too High / Too Much	35	82%
Transportation Services	Investigate Temporary Condition Markings	34	69%
Transportation Services	Snow Removal - General	34	76%
Transportation Services	Bus Stop Icy Needs Sand/Salt	33	88%
Transportation Services	Road - Plough Damage	31	86%
Transportation Services	Shoulder - Maintenance	26	80%
Transportation Services	RESCU Maintenance	25	100%
Transportation Services	Bridge Falling Debris	24	59%
Transportation Services	Investigate Vehicles Leaving Roadway	24	90%
Transportation Services	School Crossing Guard - No Show	24	95%
Transportation Services	Traffic Island - Damaged	23	100%
Transportation Services	Bridge - Surface Repair	23	95%
Transportation Services	Sidewalk - Paraplegic Ramps	23	62%
Transportation Services	Pedestrian Crossover Operation	22	100%
Transportation Services	Speed Bumps in Laneway	22	100%
Transportation Services	Corner Parking Prohibition	22	90%
Transportation Services	Road Design	22	100%
Transportation Services	Missing/Damaged School Flashing Beacons	21	100%
Transportation Services	Complaint-Disability	20	83%
Transportation Services	Flashing Beacon Maintenance	20	89%
Transportation Services	Blocked Access By Parking	18	94%
Transportation Services	Road - Sanding / Salting Required	18	88%
Transportation Services	Road damaged on Expressway	17	76%
Transportation Services	Traffic Infiltration	17	100%
Transportation Services	Parking in a Public Lane	17	100%
Transportation Services	Illegal On-Street Parking	17	100%
Transportation Services	Snow Removal - Sightline Problem	15	73%
Transportation Services	Road - Gravel Roads/Construction	13	85%
Transportation Services	Bicycle Signals	13	100%
Transportation Services	Expressway Guide Rail Damaged	12	100%

Transportation Services	One-way Streets	11	100%
Transportation Services	Alternate Side Parking	10	100%
Transportation Services	Bridge Icy Needs Sand/Salt	10	90%
Transportation Services	Disabled Loading Zone	10	100%
Transportation Services	Snow Removal - School Zone	9	100%
Transportation Services	School-Related Warning Signs	9	100%
Transportation Services	School Zone Safety Review	9	100%
Transportation Services	Time Limit or Excessive Duration Parking	8	86%
Transportation Services	Student Pick-up/Drop-off Area	8	100%
Transportation Services	Sign Maintenance	7	71%
Transportation Services	Catch basin on Expressway damaged	6	100%
Transportation Services	Complaint-Access	5	50%
Transportation Services	Street Event Permit	5	-
Transportation Services	Complaint regarding Contractor	5	100%
Transportation Services	Shoulder on Expressway Damaged	4	67%
Transportation Services	Expressway Fence - Damaged	4	67%
Transportation Services	Commercial Loading Zone	4	100%
Transportation Services	Student Crossing Issues	4	100%
Transportation Services	Catch basin on Expressway requires cleaning	3	67%
Transportation Services	West Nile Virus - Standing Water / Roadway	3	100%
Transportation Services	Laneway - Salting / Sanding / Salt	2	50%
Transportation Services	Investigate Guide and Information Signs	2	100%
Transportation Services	Motor Coach Parking	2	100%
Transportation Services	Mode of Control of TCS	2	100%
Transportation Services	Pedestrian Refuge Island	2	100%
Transportation Services	School Bus Loading Zone	2	100%
Transportation Services	Temporary Signal Timings	1	-
Transportation Services	Taxicab Stand	1	100%
Transportation Services	Missed Leaf Collection	1	100%
Transportation Services	Boulevard - Leaf Pick-up Mechanical	1	0%
Transportation Services	Streetcar Platforms	1	100%
Transportation Services	Laneway - Snow Not Ploughed	1	100%
Transportation Services	Respond to Locates Request	0	-
Urban Forestry	General Pruning	11712	93%
Urban Forestry	Storm Clean Up	5891	97%

Urban Forestry	Stemming	4179	90%
Urban Forestry	Tree Planting	1727	56%
Urban Forestry	General Tree Maintenance	1476	84%
Urban Forestry	By-Law Contravention Invest	1463	78%
Urban Forestry	Gypsy Moth Control Insp	1130	8%
Urban Forestry	Dangerous Private Tree Investigation	991	67%
Urban Forestry	Bees/Wasp	343	44%
Urban Forestry	Commercial Tree Pruning	121	91%
Urban Forestry	Parks Ravine Safety Mtc FNEM	114	88%
Urban Forestry	Commercial Tree Removal	114	75%
Urban Forestry	Parks Tree Maintenance	92	-
Urban Forestry	IPM Inspection	81	90%
Urban Forestry	Commercial Tree Maint Req	74	93%
Urban Forestry	General Tree Inspection	67	-
Urban Forestry	Stumping	66	67%
Urban Forestry	Pit Cover/Paver Maintenance	62	89%
Urban Forestry	Planting 11 Plus Trees FNEM	62	90%
Urban Forestry	EAB Exemption Request	57	100%
Urban Forestry	Commercial Tree Storm Clean Up	34	94%
Urban Forestry	Topping	32	-
Urban Forestry	Hydro - Brush Pick-up	24	35%
Urban Forestry	Commercial Tree Planting	17	100%
Urban Forestry	Area Street Tree Mtc Prg	8	-
Urban Forestry	Tree Health Care (IPM)	7	-
Urban Forestry	EAB Investigation	6	-
Urban Forestry	Fill and Seed	6	-
Urban Forestry	Storm DMG Reassessment	5	-
Urban Forestry	Permit Inspection	2	-
Urban Forestry	Ravine Inspection	1	-
Urban Forestry	Dutch Elm Disease Insp	1	-
Urban Forestry	Private Tree Inspection	1	-
Urban Forestry	Area Park Tree Maintenance	1	-
Urban Forestry	Mulching	1	100%
Urban Forestry	Newly Planted Tree Mtc Prgm	1	-

