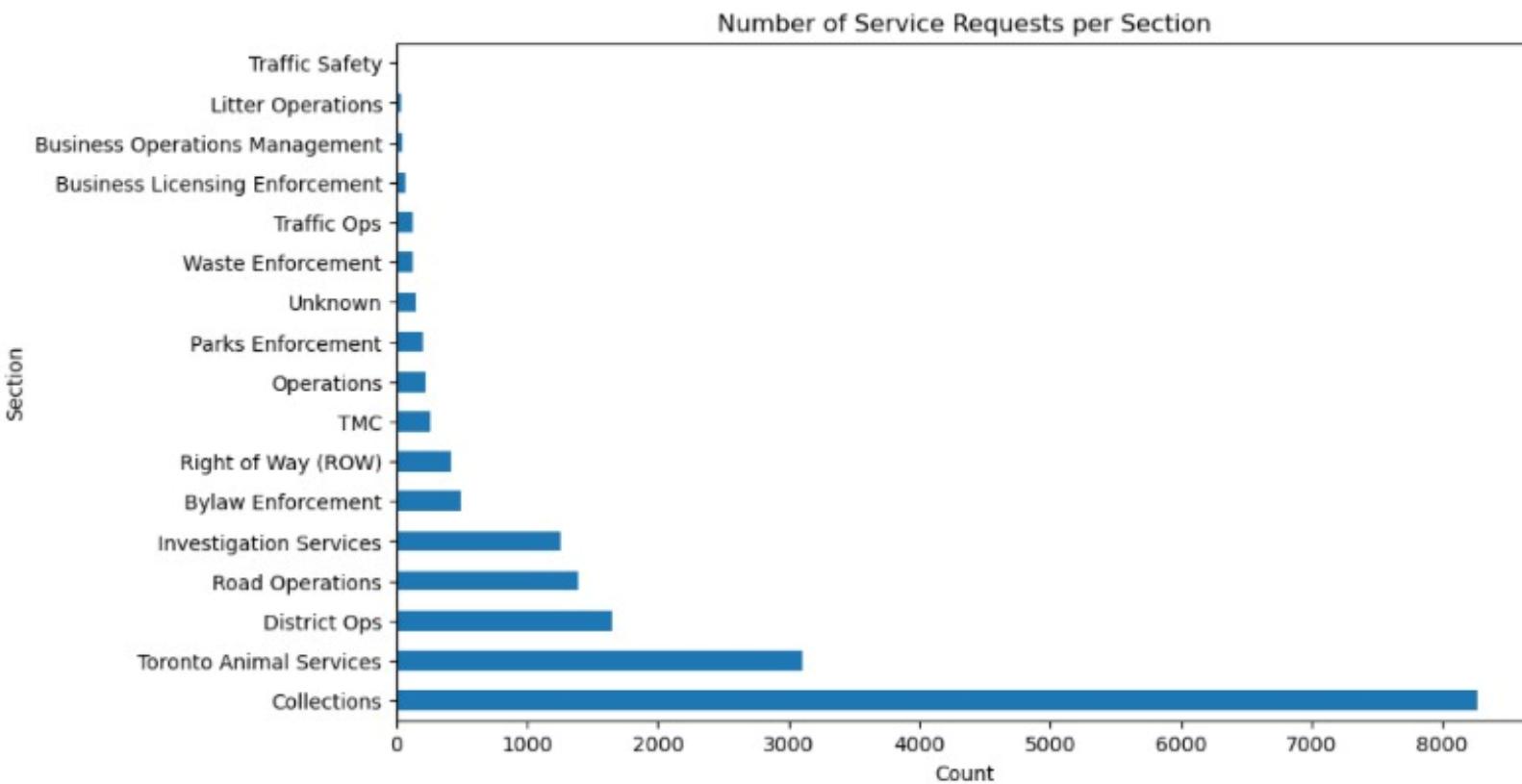


# **Beach BIA: 311 Complaints figures**

# Total 17 sections

Section

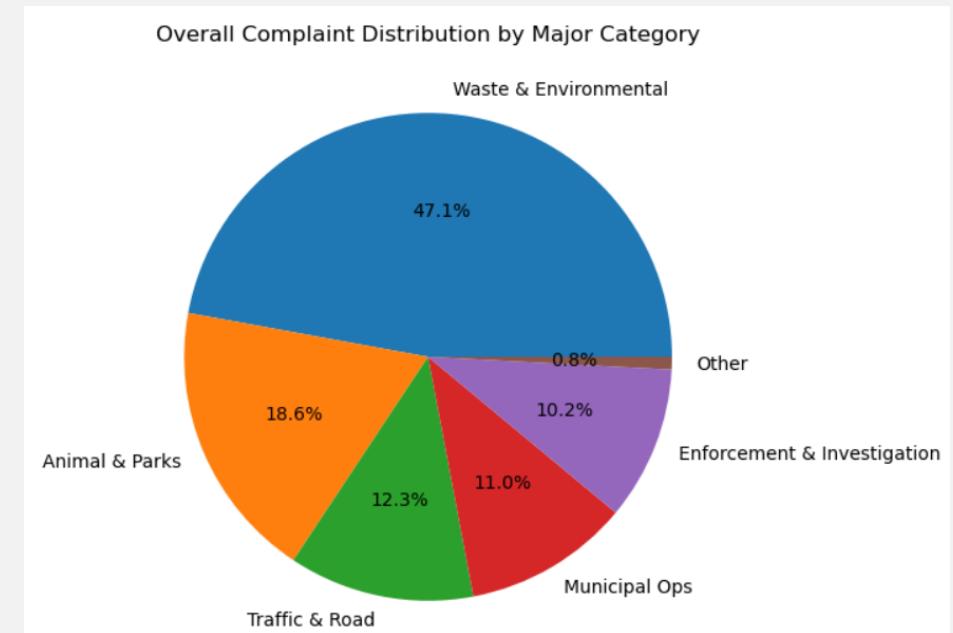


Section	Count
Collections	8266
Toronto Animal Services	3103
District Ops	1652
Road Operations	1388
Investigation Services	1253
Bylaw Enforcement	499
Right of Way (ROW)	416
TMC	257
Operations	224
Parks Enforcement	205
Unknown	148
Waste Enforcement	127
Traffic Ops	124
Business Licensing Enforcement	65
Business Operations Management	48
Litter Operations	34
Traffic Safety	4

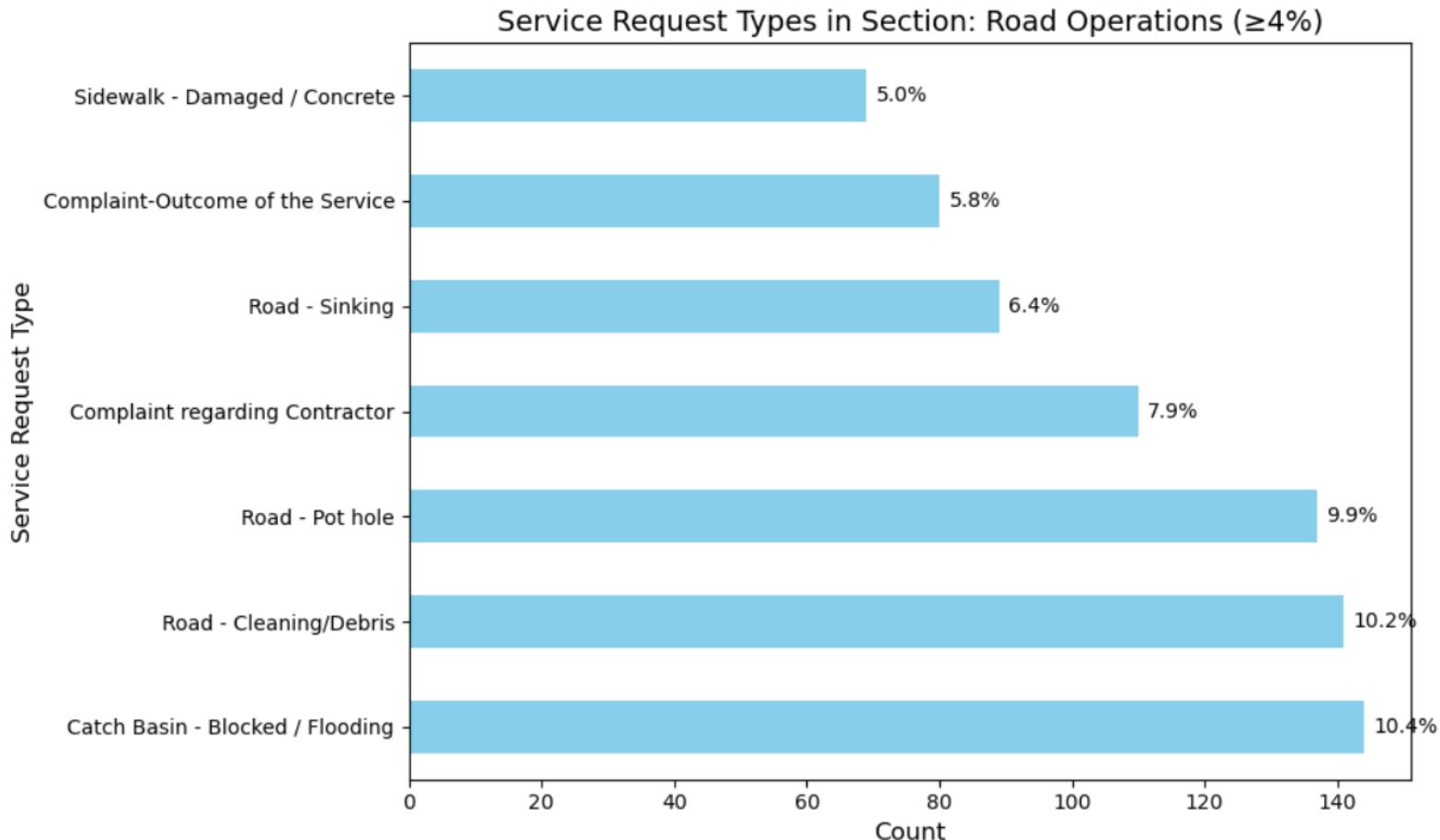
# 5 Major categories

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- 1. Traffic & Road Operations
- 2. Municipal Operations
- 3. Enforcement & Investigation
- 4. Waste & Environmental Enforcement
- 5. Animal & Parks Enforcement



# Road Operations section: Total 1388 Complaints



# Complaint more than 50 times

	<b>Section</b>	<b>Service Request Type</b>	<b>Count</b>
	Right of Way (ROW)	Complaint/Investigation - Encroachment	204
	Right of Way (ROW)	Illegal Off-Street Parking	60
	Road Operations	Catch Basin - Blocked / Flooding	144
	Road Operations	Road - Cleaning/Debris	141
	Road Operations	Road - Pot hole	137
	Road Operations	Complaint regarding Contractor	110
	Road Operations	Road - Sinking	89
	Road Operations	Complaint-Outcome of the Service	80
	Road Operations	Sidewalk - Damaged / Concrete	69
<b>10</b>	TMC	Missing/Damaged Signs	236

# Complaint more than 50 times (12)

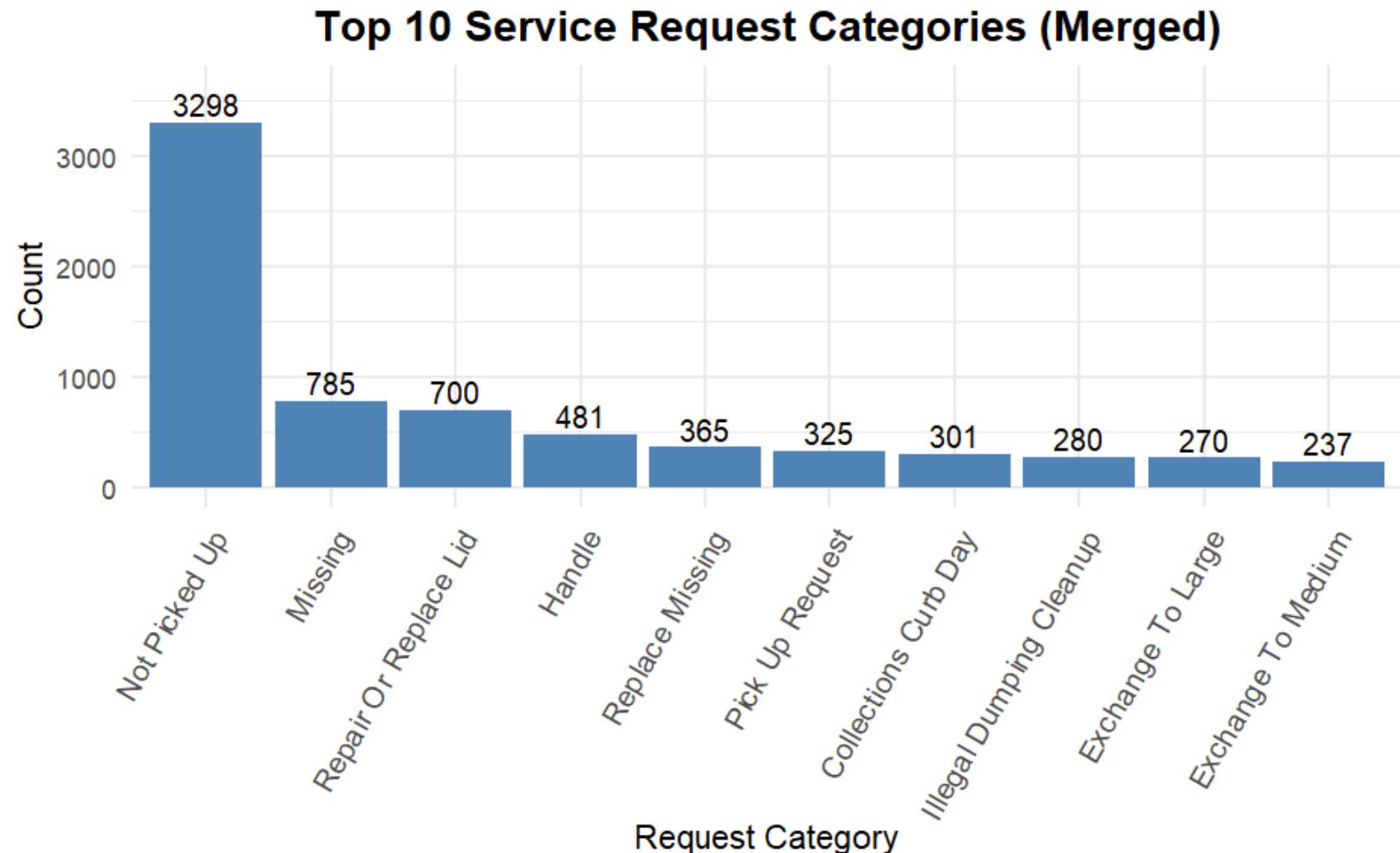
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Section	Service Request Type	Count
District Ops	Water Service Line-Turn Off	125
District Ops	Water Service Line-Leaking	96
District Ops	Water Service Line-Turn On	94
District Ops	District Operations-Timeliness	91
District Ops	Water Service Line-No Water	84
District Ops	Water Service Line-Check Water Service Box	77
District Ops	Water Service Line-Turn Off/Burst	70
District Ops	Watermain-Possible Break	54
District Ops	Catch basin (Storm) - Overflowing	54
District Ops	Sewer Odour	51
Operations	Publication Request - Solid Waste	113
Operations	Registration - Toronto Water	111

# Complaint more than 50 times (9)

<b>Section</b>	<b>Service Request Type</b>	<b>Count</b>
Bylaw Enforcement	Amplified Sound	235
Bylaw Enforcement	Construction Noise	133
Bylaw Enforcement	Unreasonable and Persistent Noise	71
Investigation Services	Property Standards	639
Investigation Services	Waste	147
Investigation Services	Graffiti	130
Investigation Services	Zoning	125
Investigation Services	Long Grass and Weeds	115
Investigation Services	Adequate Heat	53

# Collections section: Total 8266 Complaints

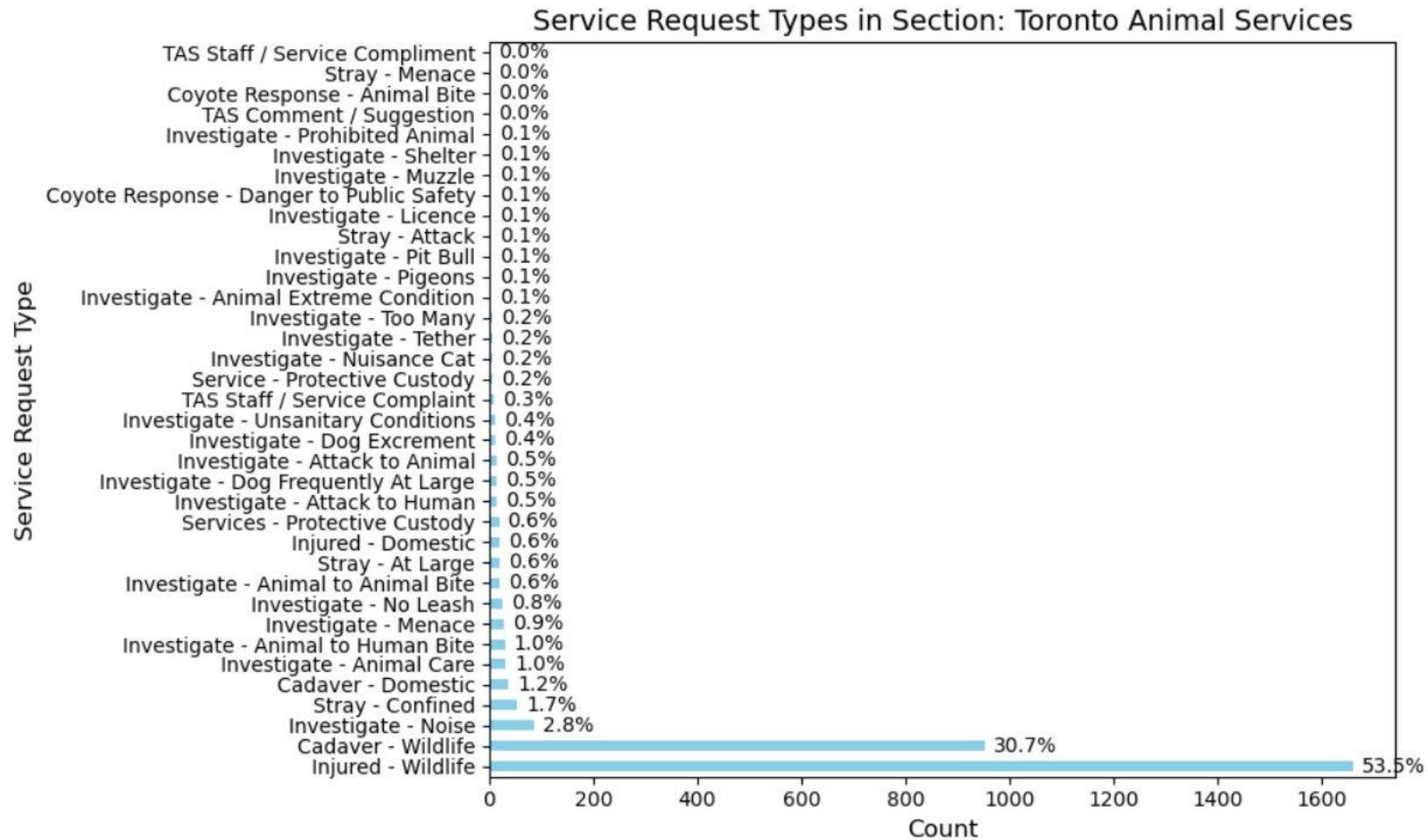


# Waste & Environmental Enforcement

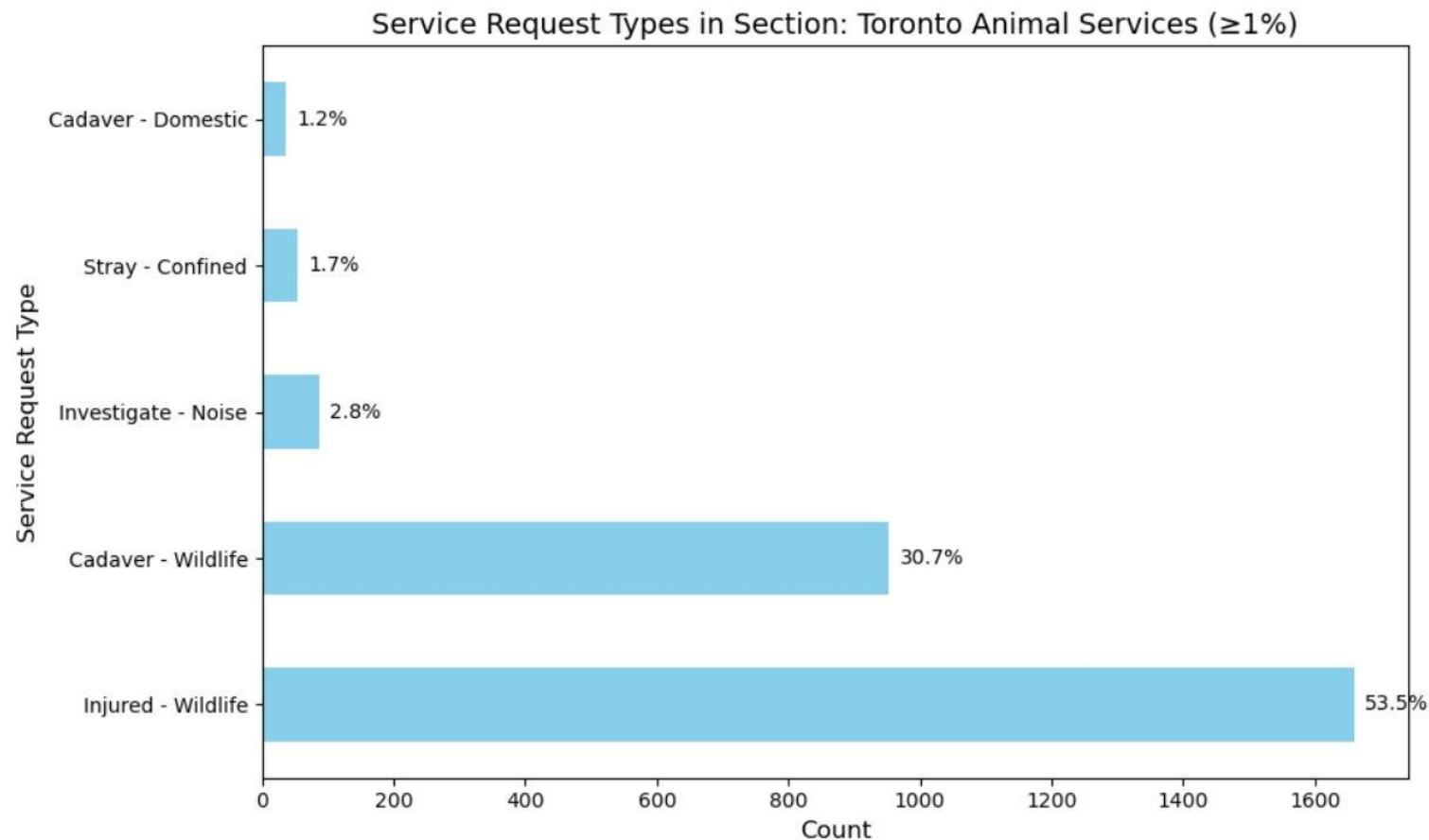
Complaint more than 50 times

Section	Service Request Type	Count
Collections	Not Picked Up	3298
Collections	Missing	785
Collections	Repair or Replace Lid	700
Collections	Handle	481
Collections	Replace Missing	365
Collections	Pick Up Request	325
Collections	Collections Curb Day	301
Collections	Illegal Dumping Cleanup	280
Collections	Exchange to Large	270
Collections	Exchange to Medium	237
Collections	Bin Investigation Request	213
Collections	Wrong Delivery	169
Collections	Exchange to Extra Large	154
Collections	Additional	117
Collections	Exchange to Small	71
Collections	Repair or Replace Metal Bar	61
Collections	Repair or Replace Wheel	57
Collections	Additional Extra Large	54
Waste Enforcement	Wrong Location/Time/Day	71

# Toronto Animal Services section: Total 3103 Complaints



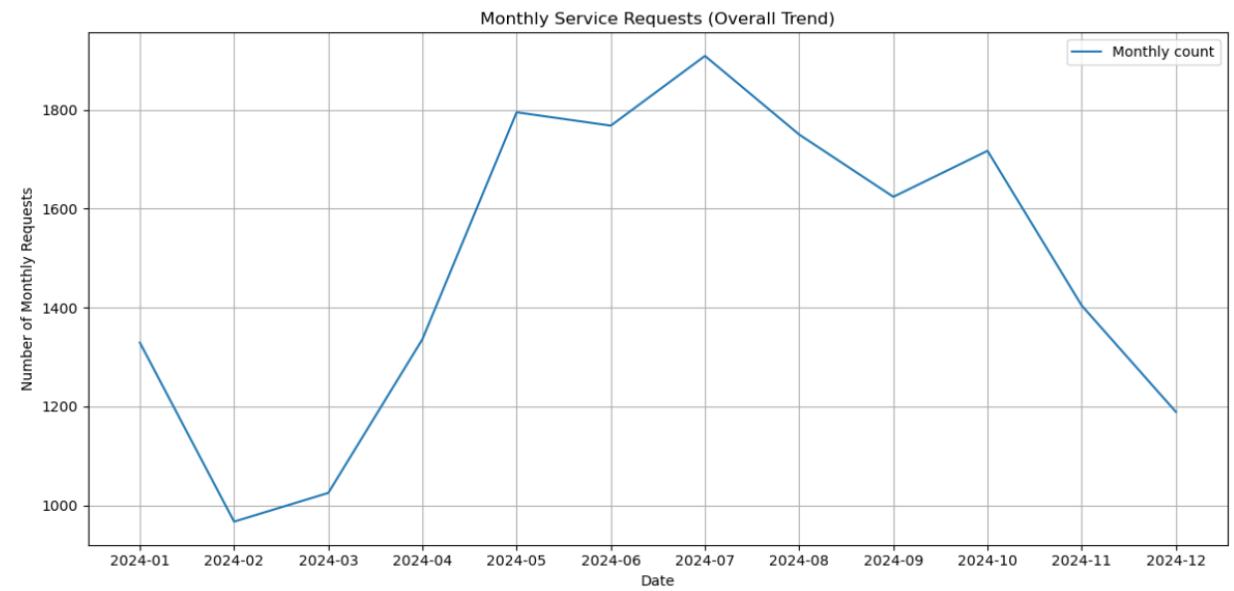
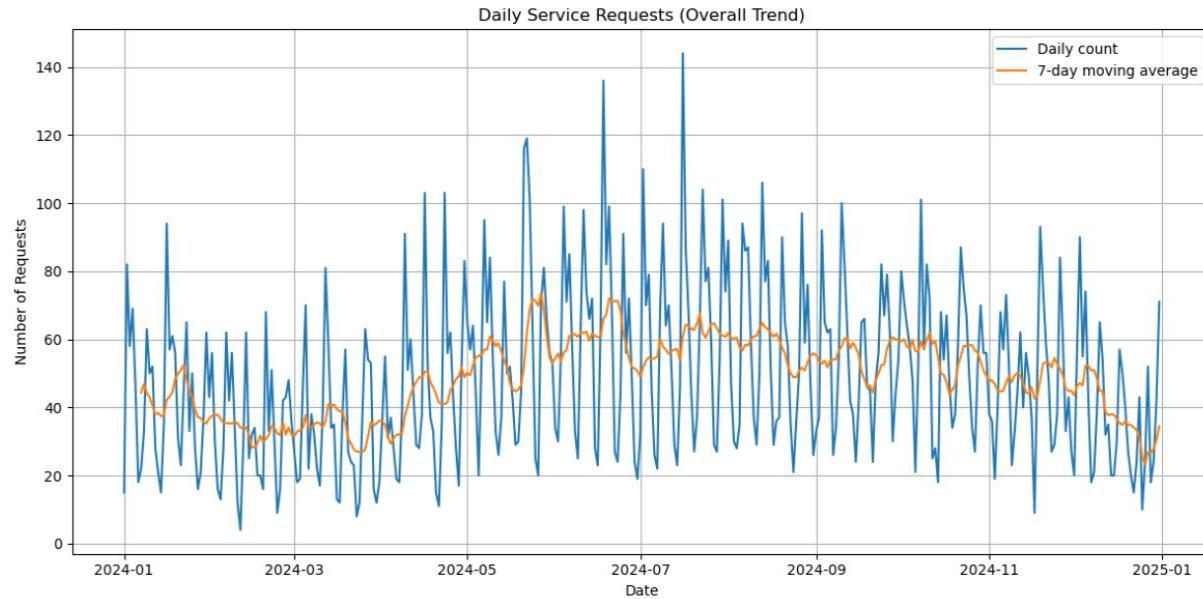
# Toronto Animal Services section: Total 3103 Complaints



# Complaint more than 50 times (6)

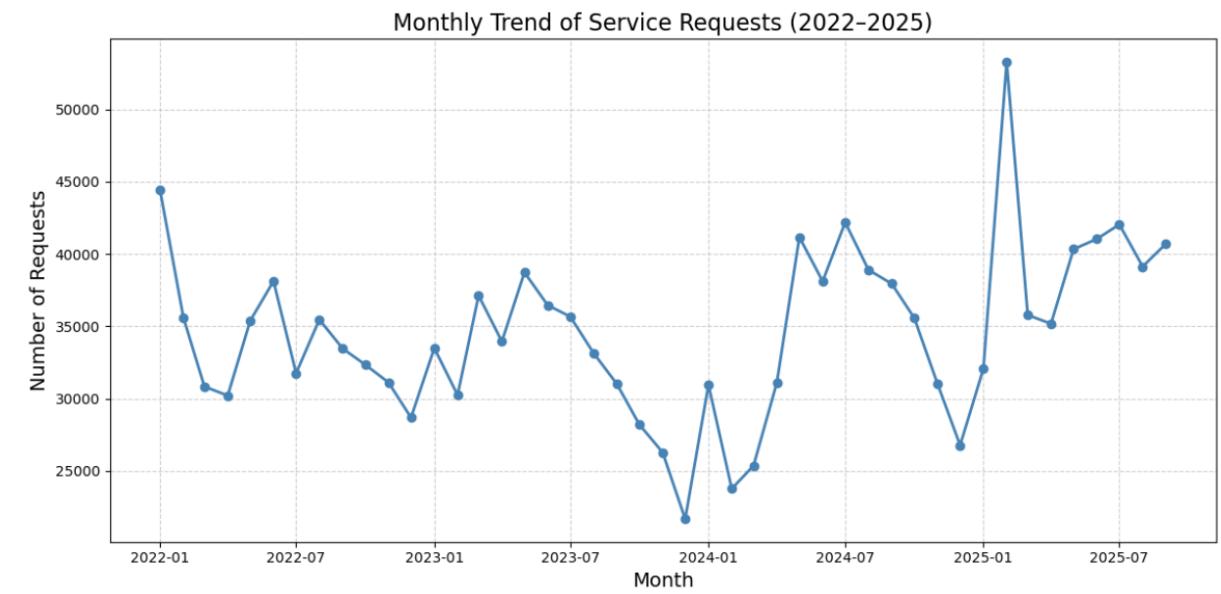
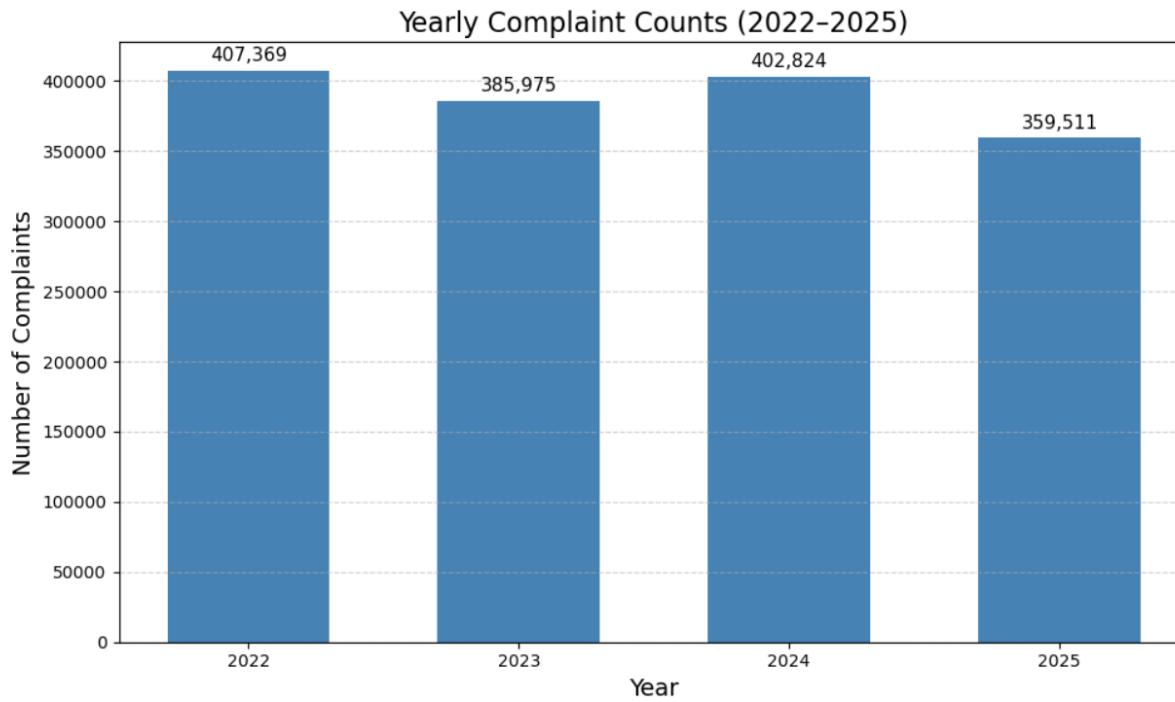
<b>Section</b>	<b>Service Request Type</b>	<b>Count</b>
Parks Enforcement	Dogs off Leash	99
Parks Enforcement	Park Use	74
Toronto Animal Services	Injured - Wildlife	1660
Toronto Animal Services	Cadaver - Wildlife	953
Toronto Animal Services	Investigate - Noise	87
Toronto Animal Services	Stray - Confined	53

# Daily & Monthly complaint volume trend (2024)



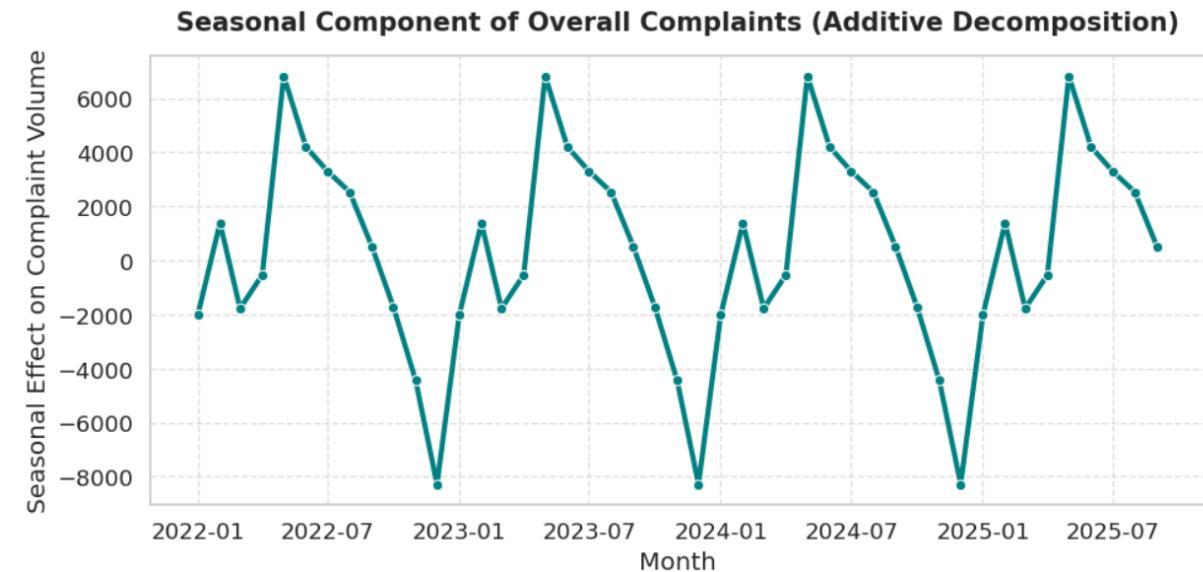
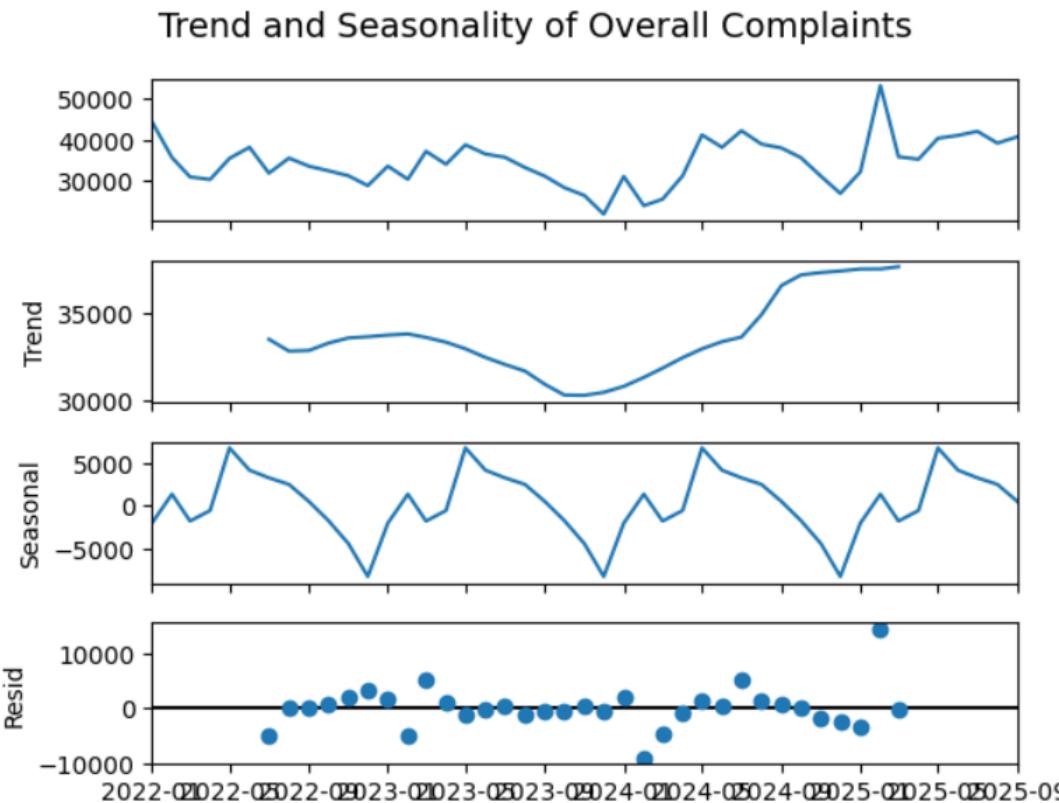
# Yearly & Monthly complaint volume trend

## 2022-2024



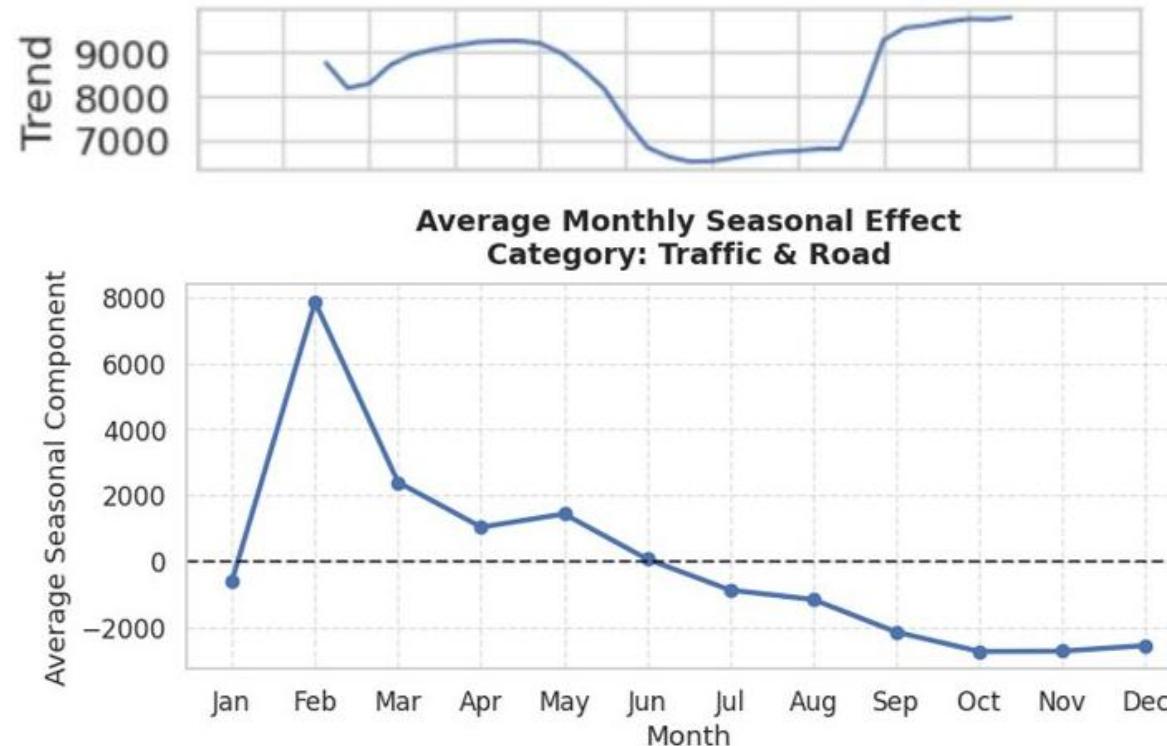
# Overall monthly complaint count

## Trend and Seasonality



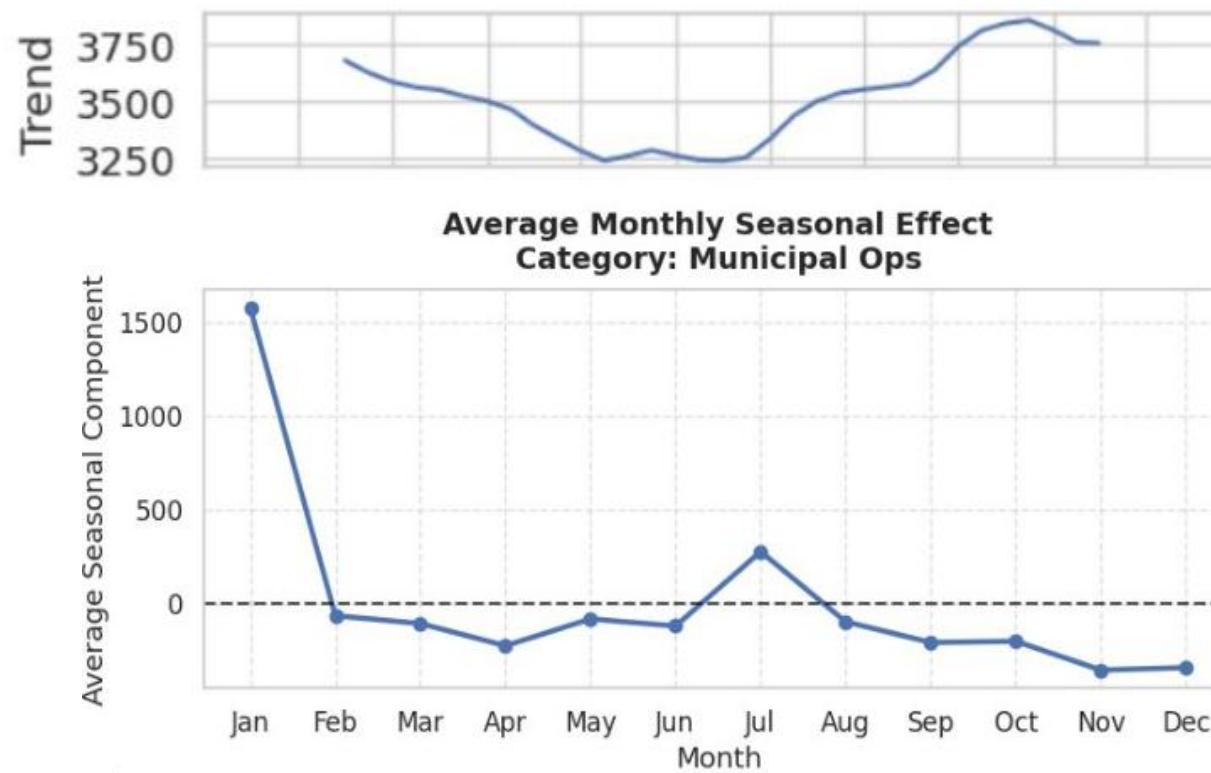
# Traffic & Road Operations Sections

## Trend and Seasonality



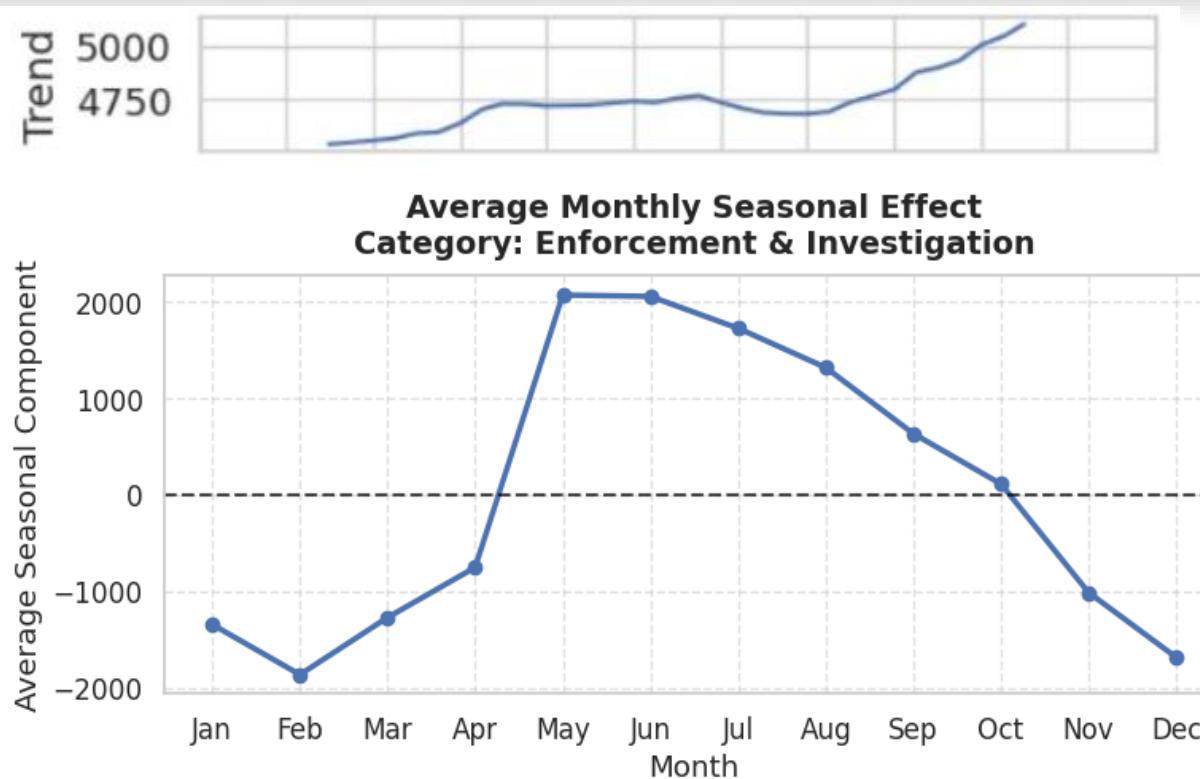
# Municipal Operations Sections

## Trend and Seasonality

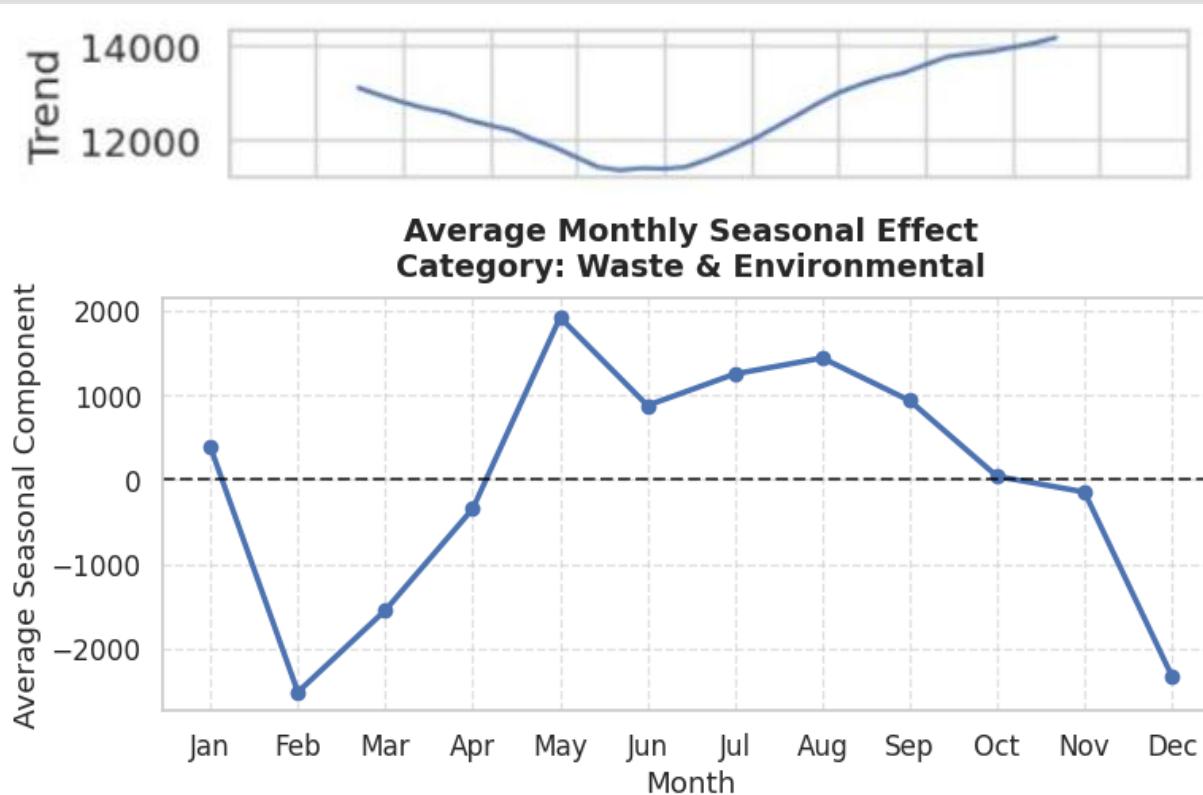


# Enforcement & Investigation Sections

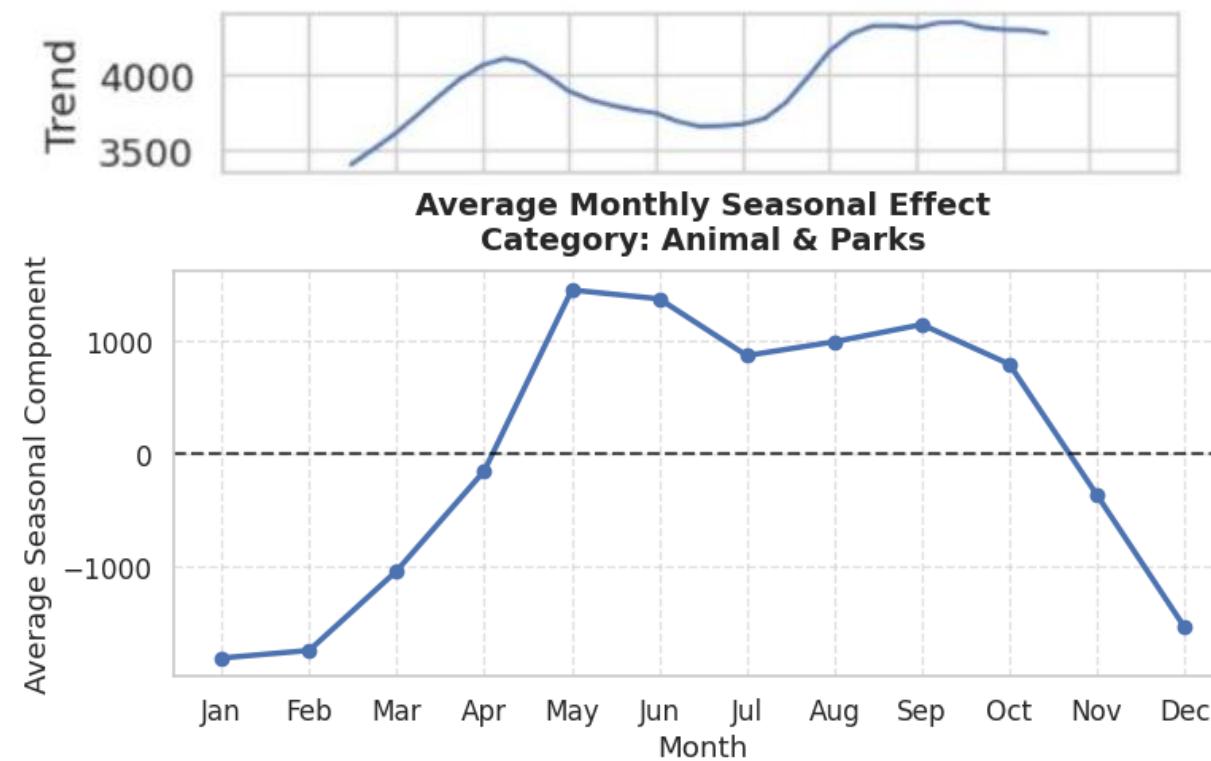
## Trend and Seasonality



# Waste & Environmental Enforcement Sections Trend and Seasonality



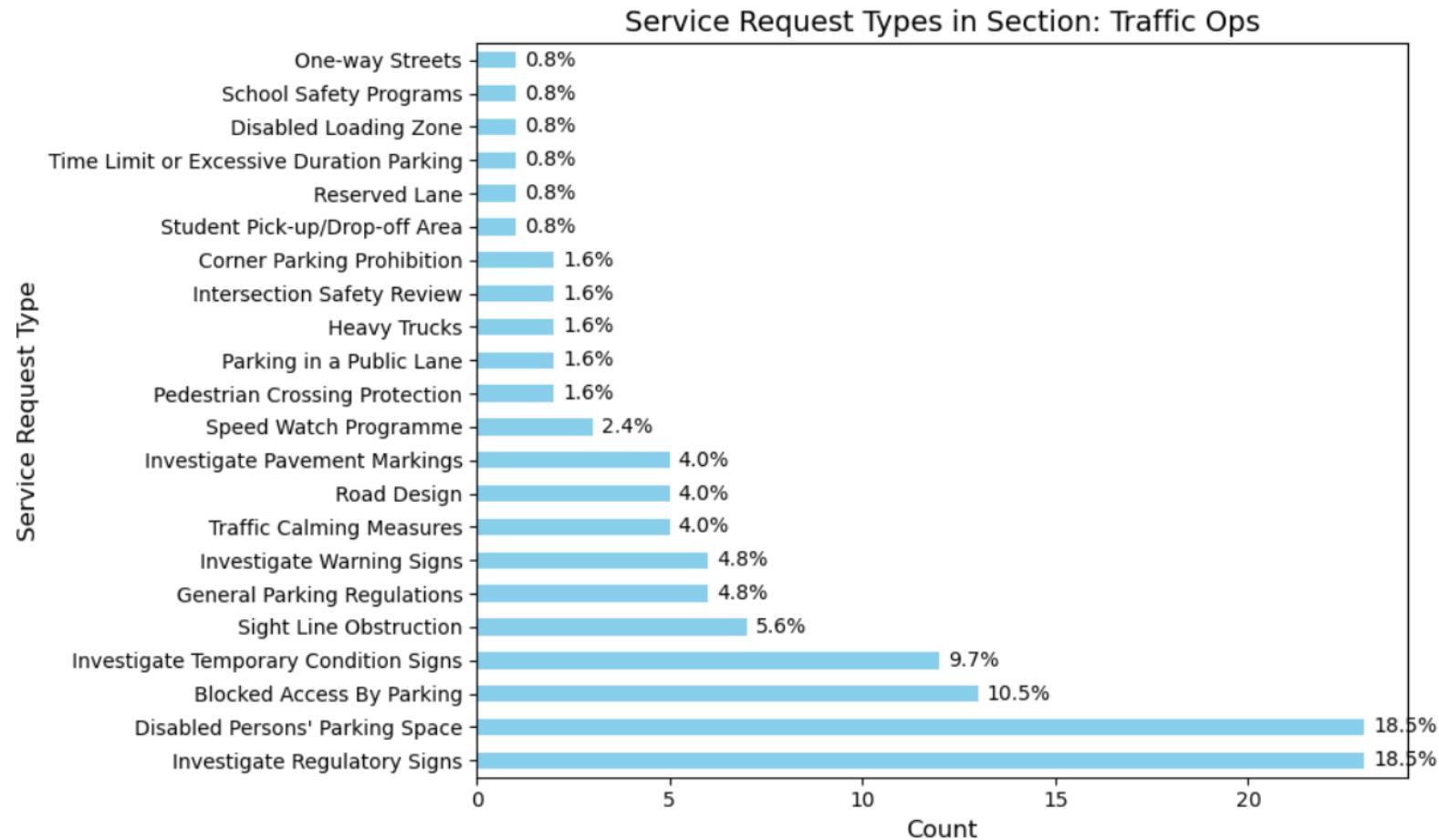
# Waste & Environmental Enforcement Sections Trend and Seasonality



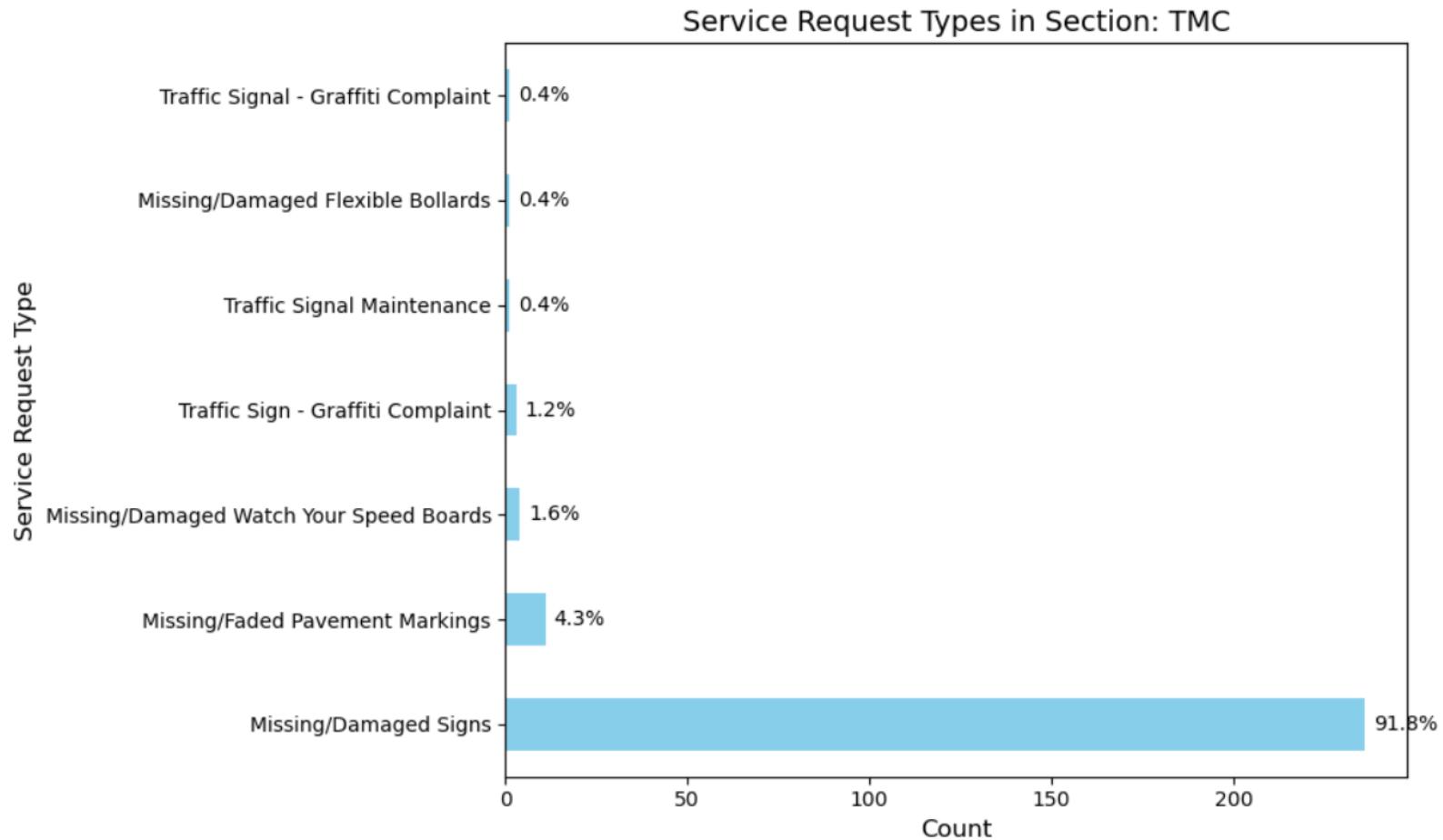
# Right of Way (ROW) section: Total 416 Complaints



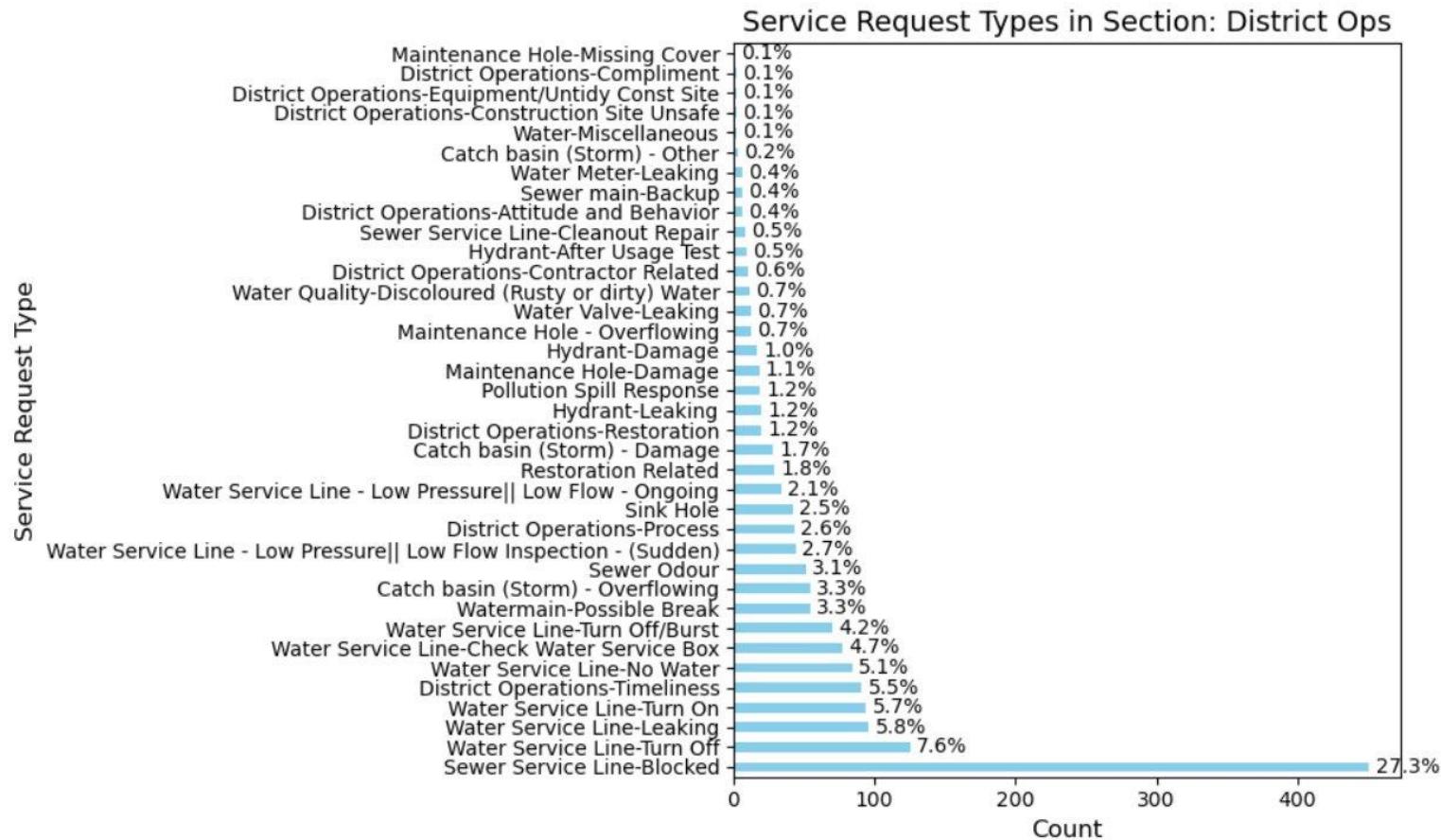
# Traffic Ops section: Total 124 Complaints



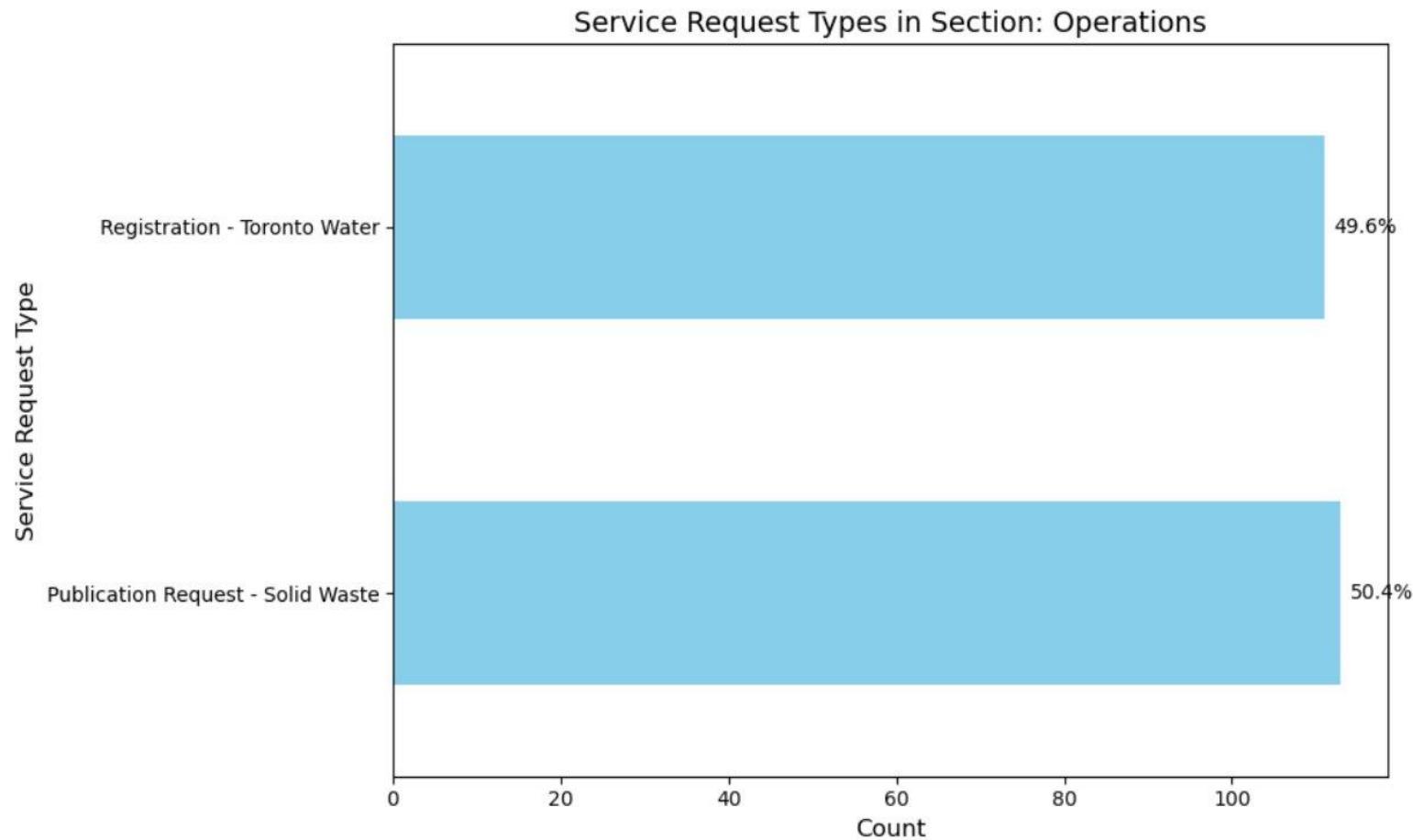
# TMC section: Total 257 Complaints



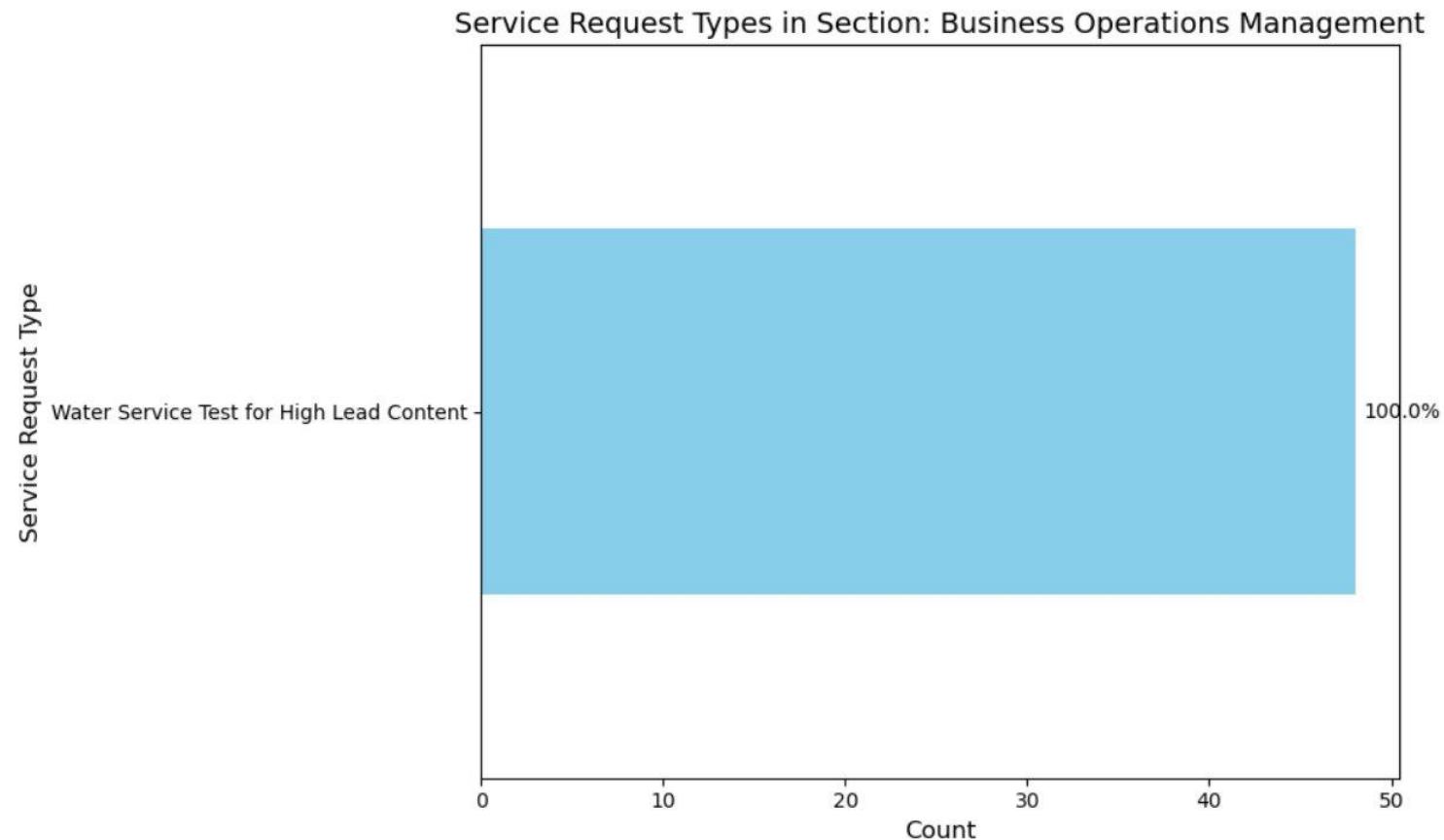
# District Ops section: Total 1652 Complaints



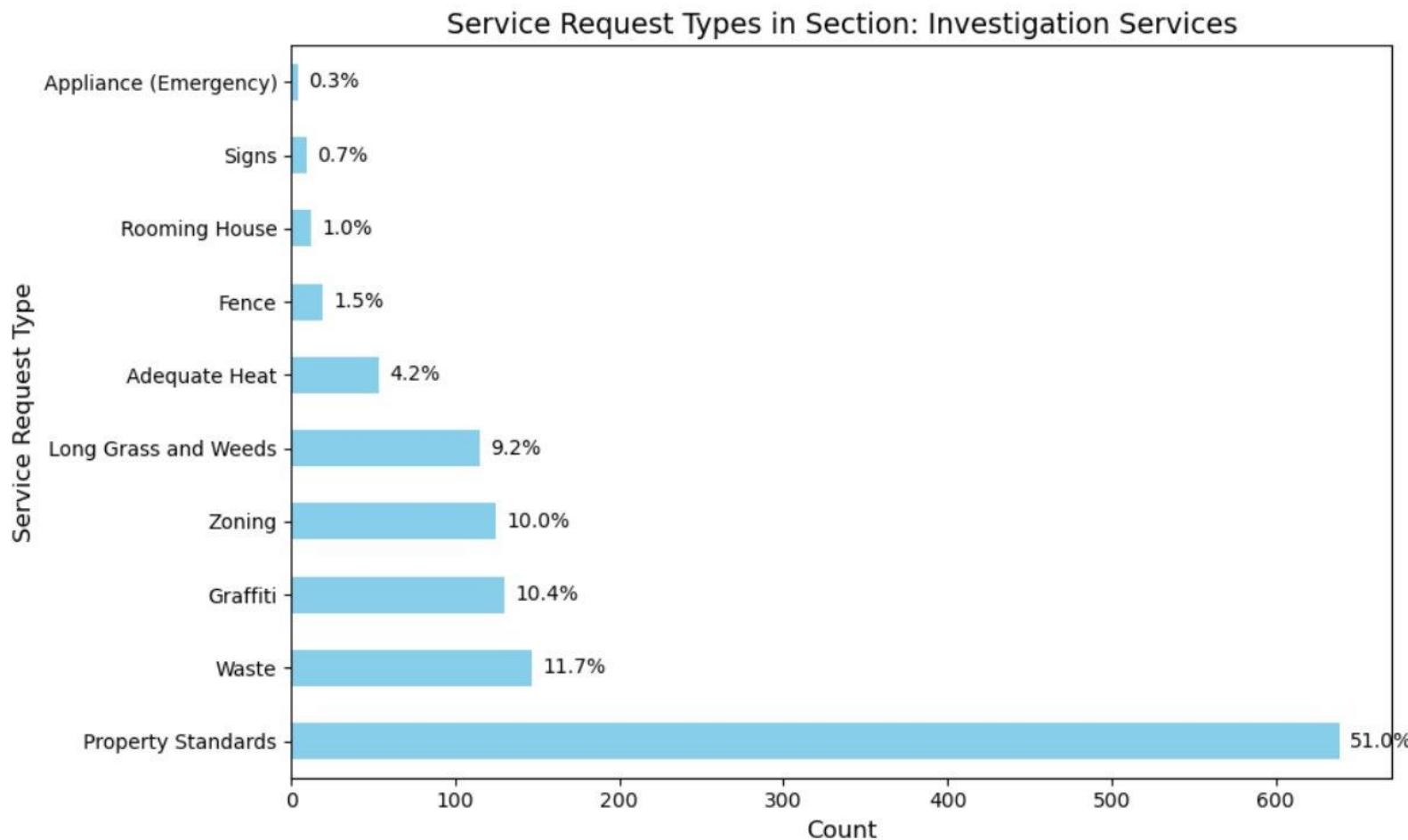
# Operations section: Total 224 Complaints



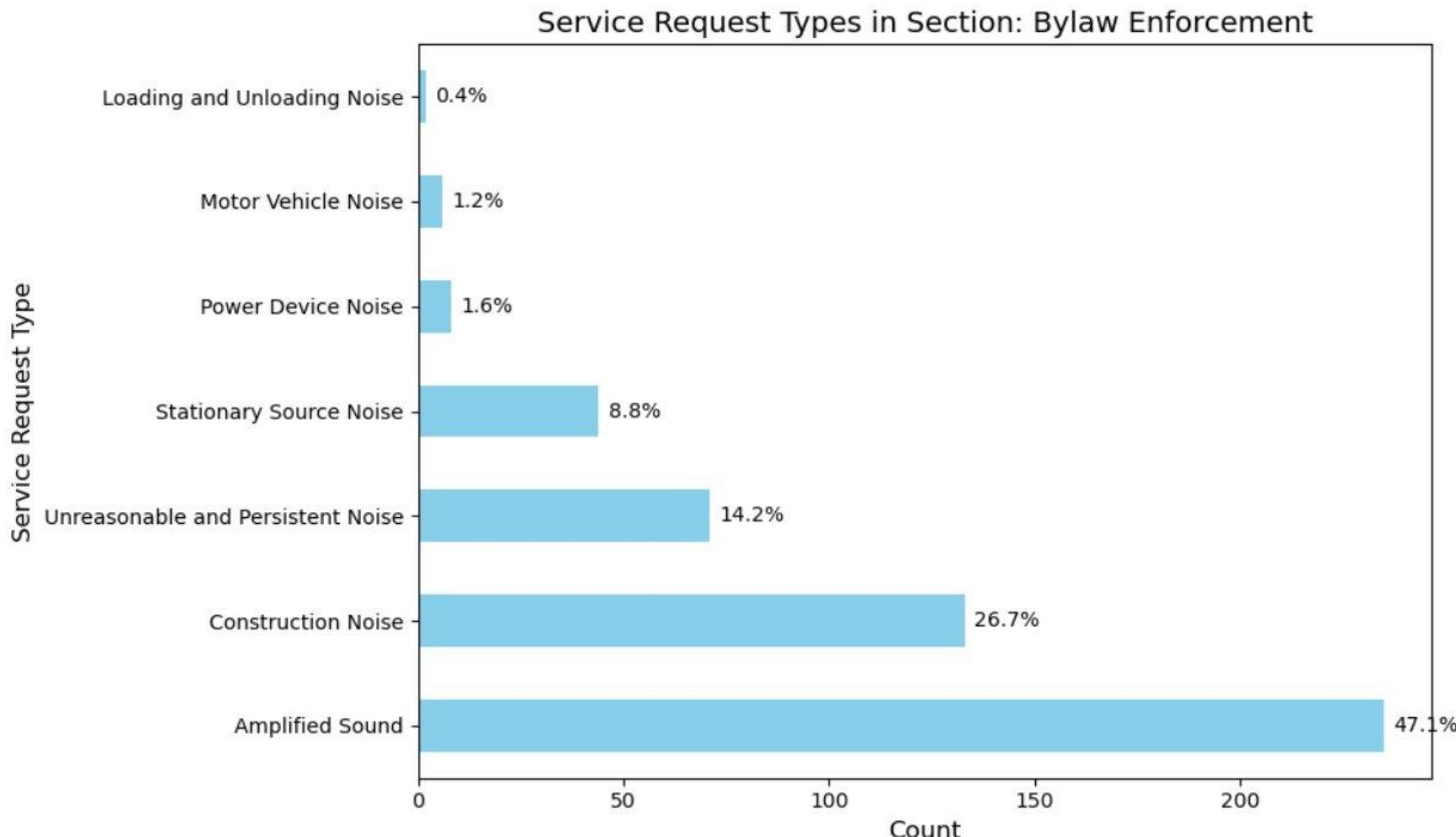
# Business Operations Management section: Total 48 Complaints



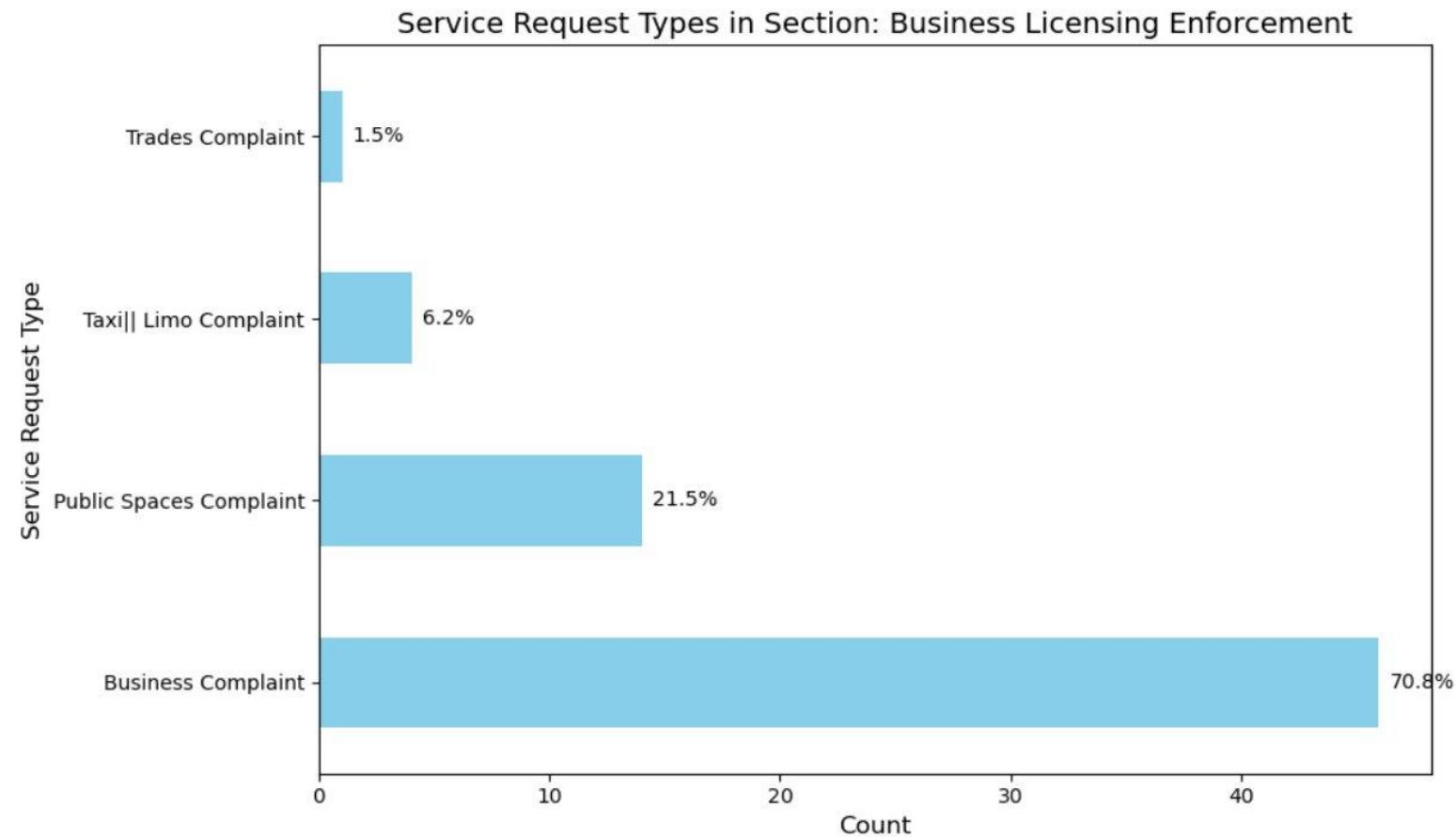
# Investigation Services section: Total 1253 Complaints



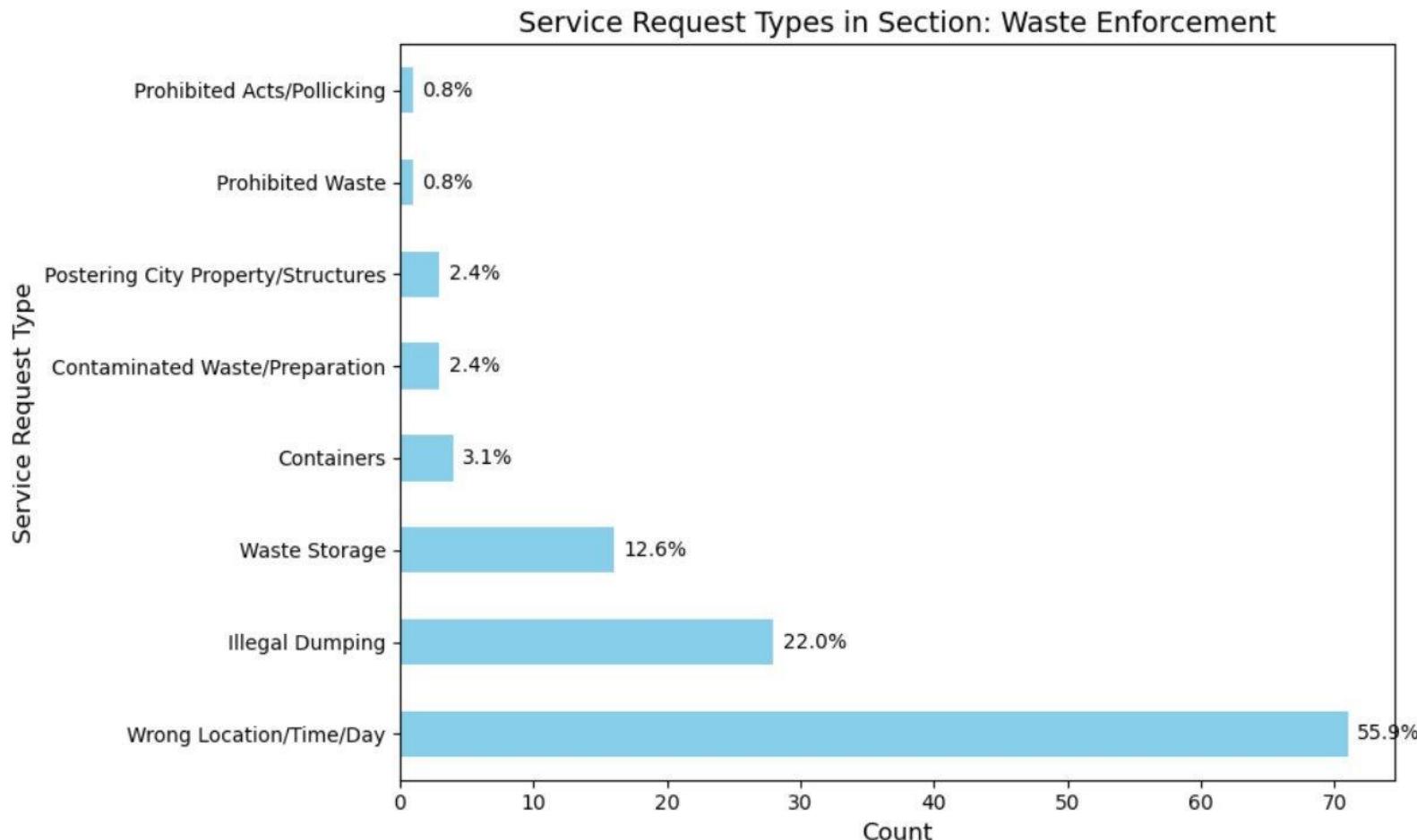
# Bylaw Enforcement section: Total 499 Complaints



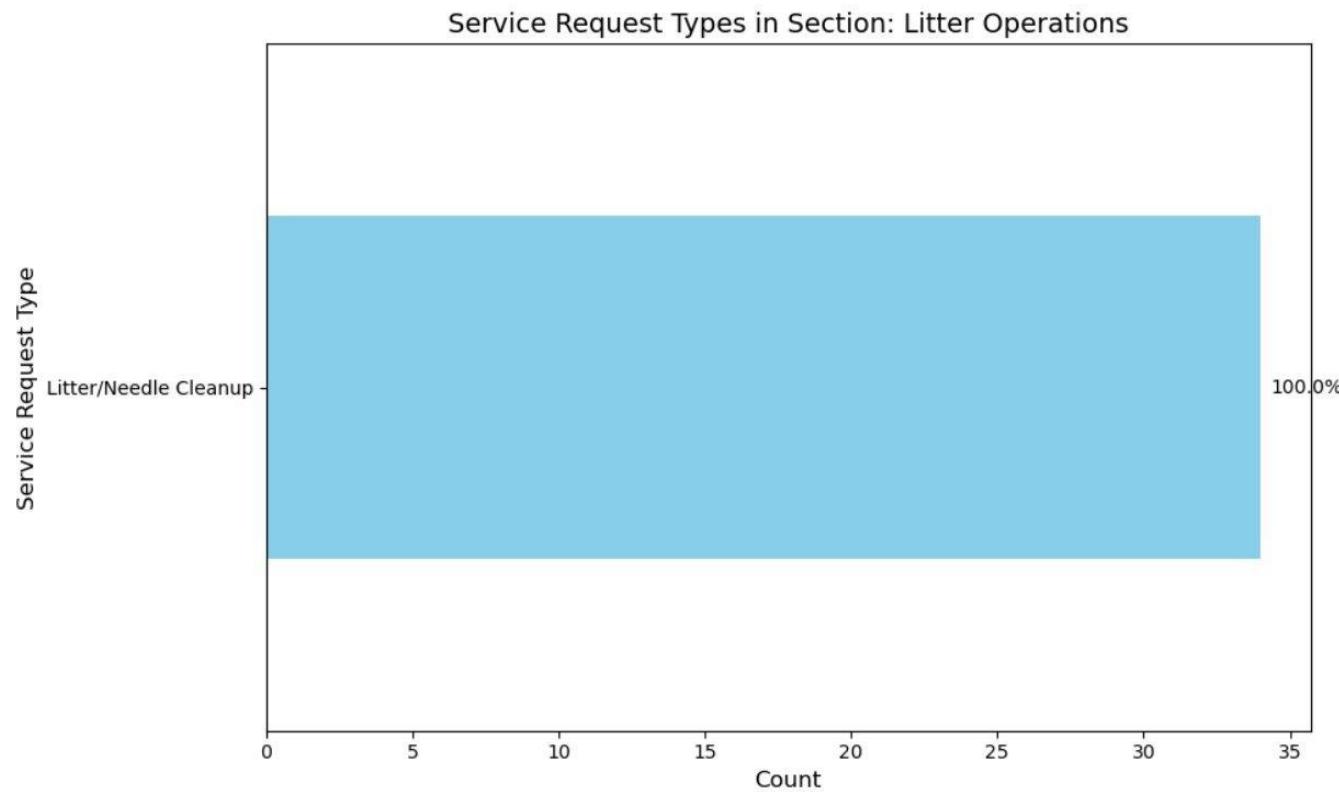
# Business Licensing Enforcement section: Total 499 Complaints



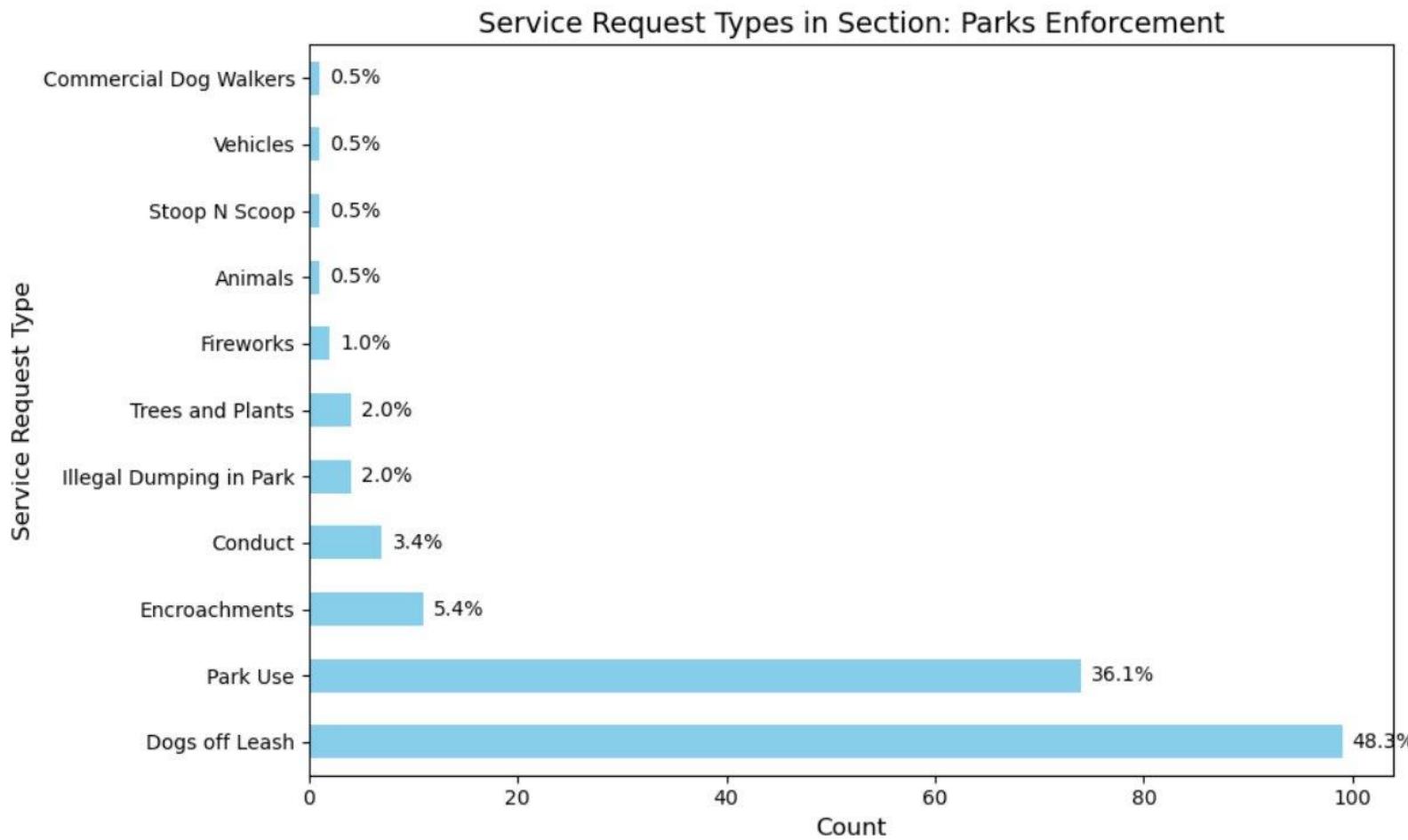
# Waste Enforcement section: Total 127 Complaints



# Litter Operations section: Total 34 Complaints

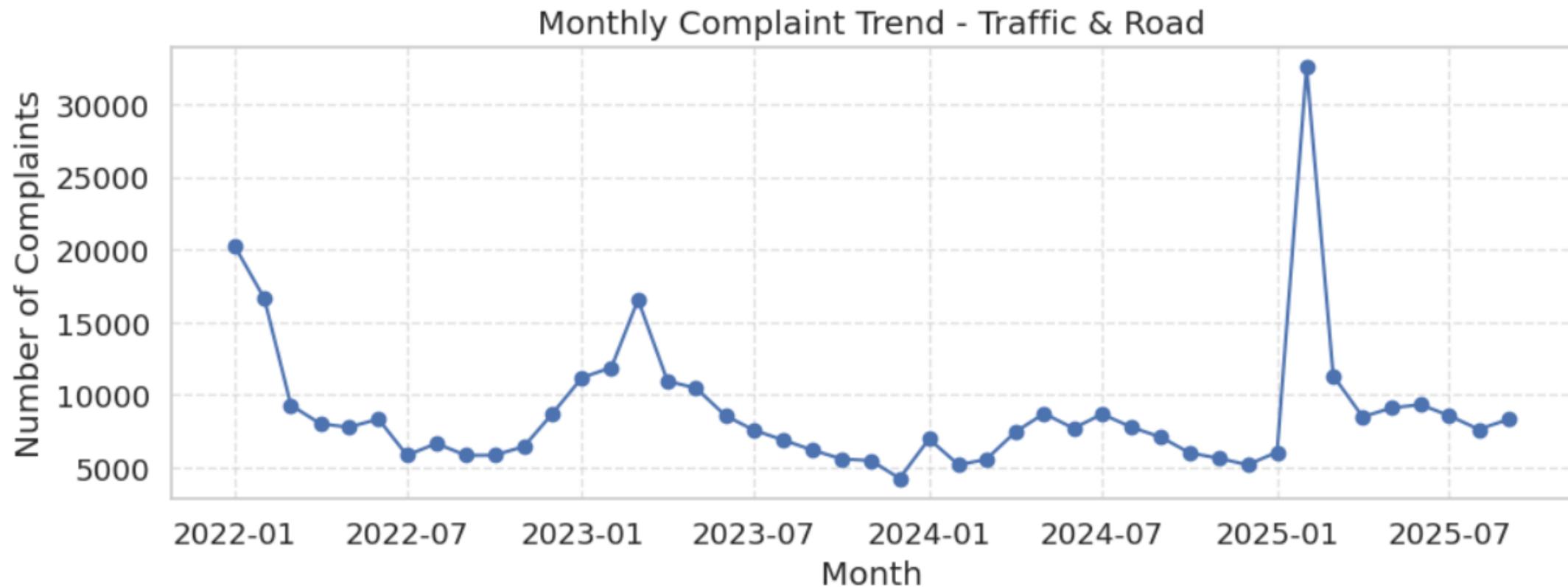


# Parks Enforcement section: Total 205 Complaints



# Traffic & Road Operations Sections

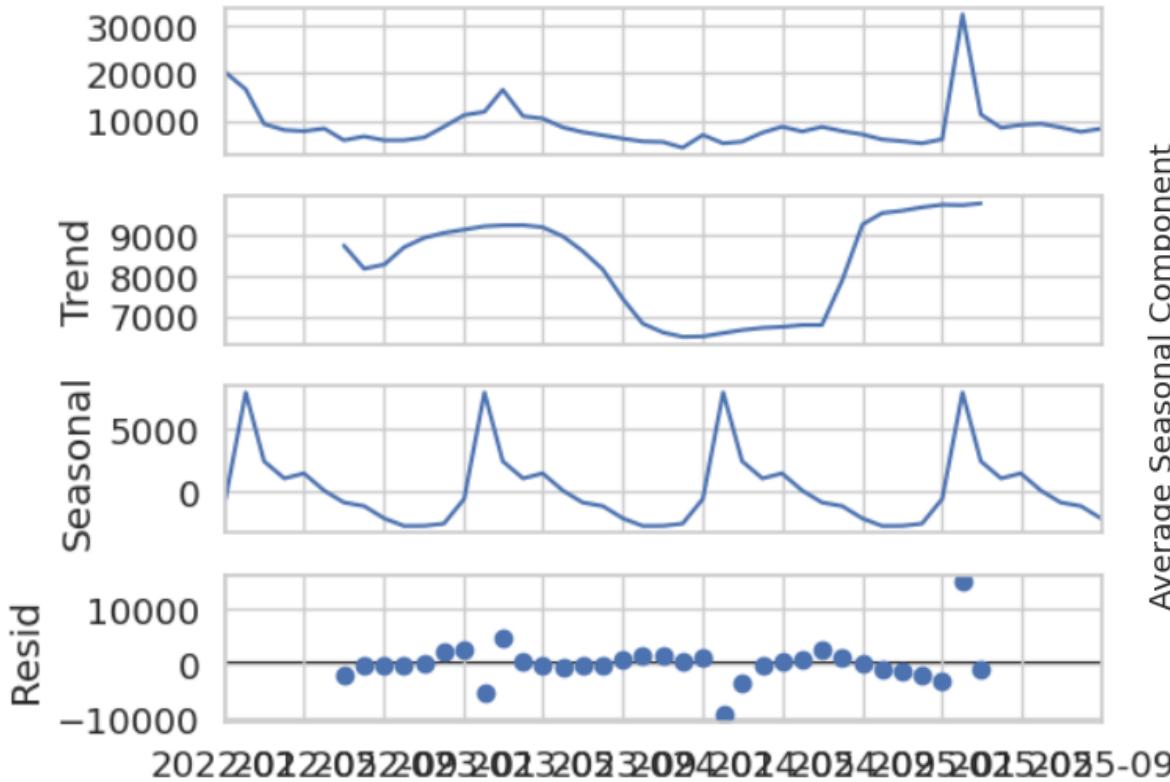
## Monthly trend



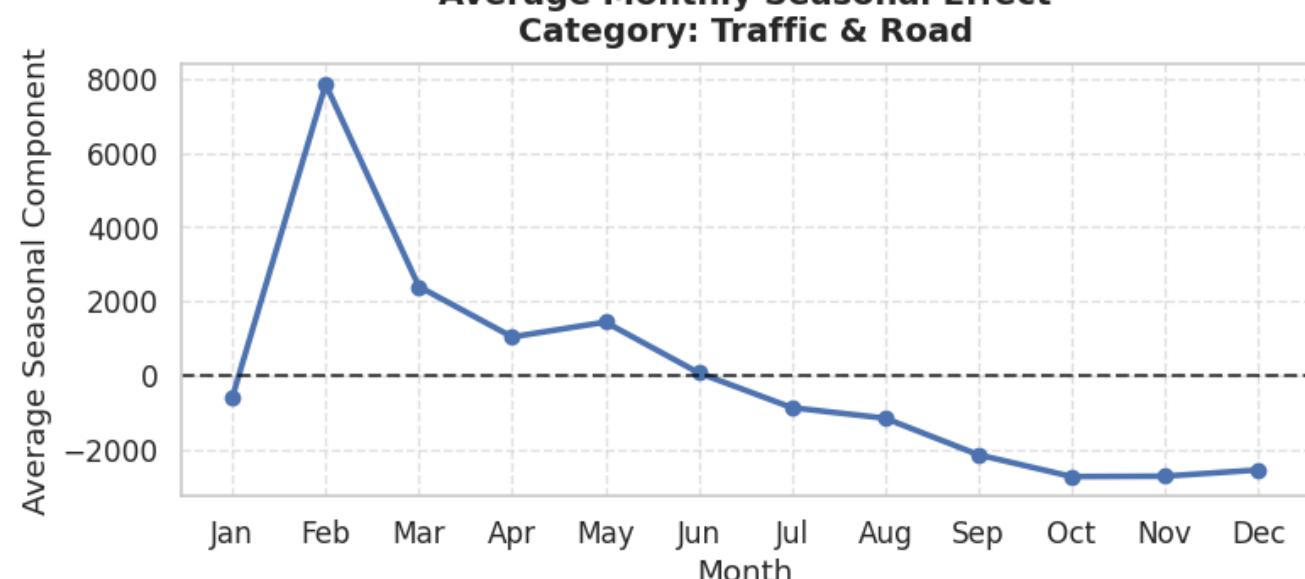
# Traffic & Road Operations Sections

## Monthly Complaints trend and seasonality

Trend and Seasonality - Traffic & Road

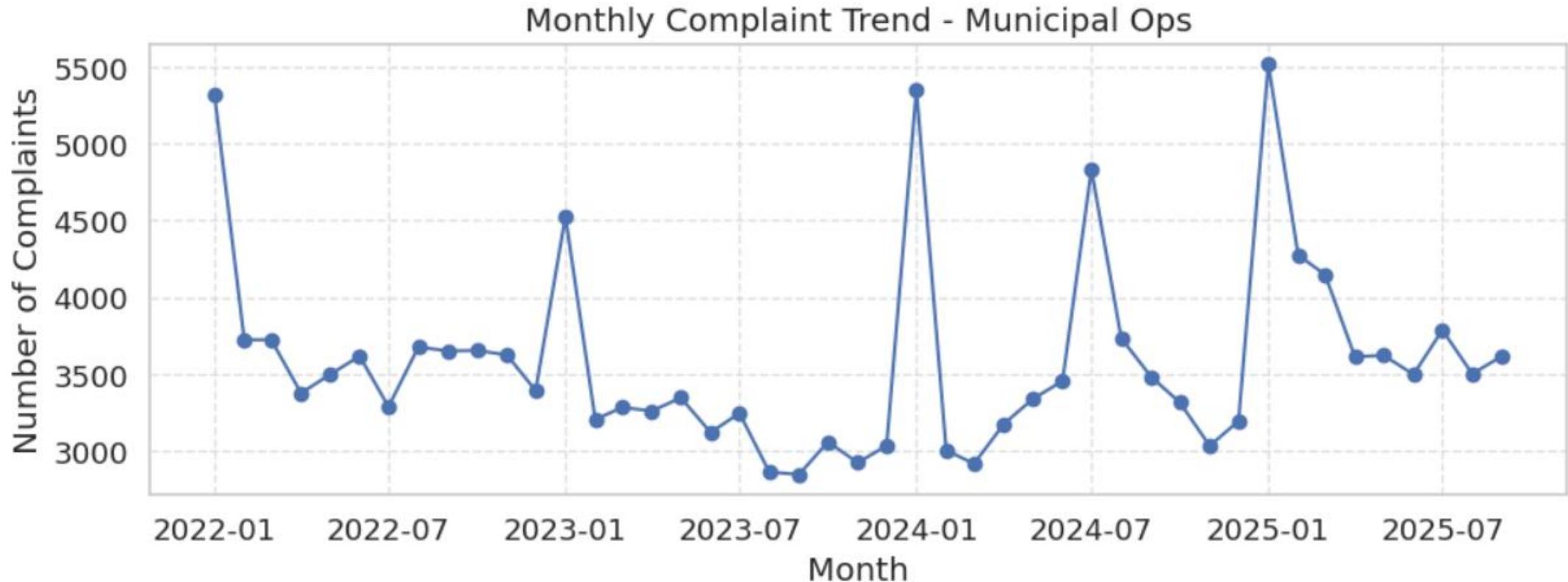


Average Monthly Seasonal Effect  
Category: Traffic & Road



# Municipal Operations Sections

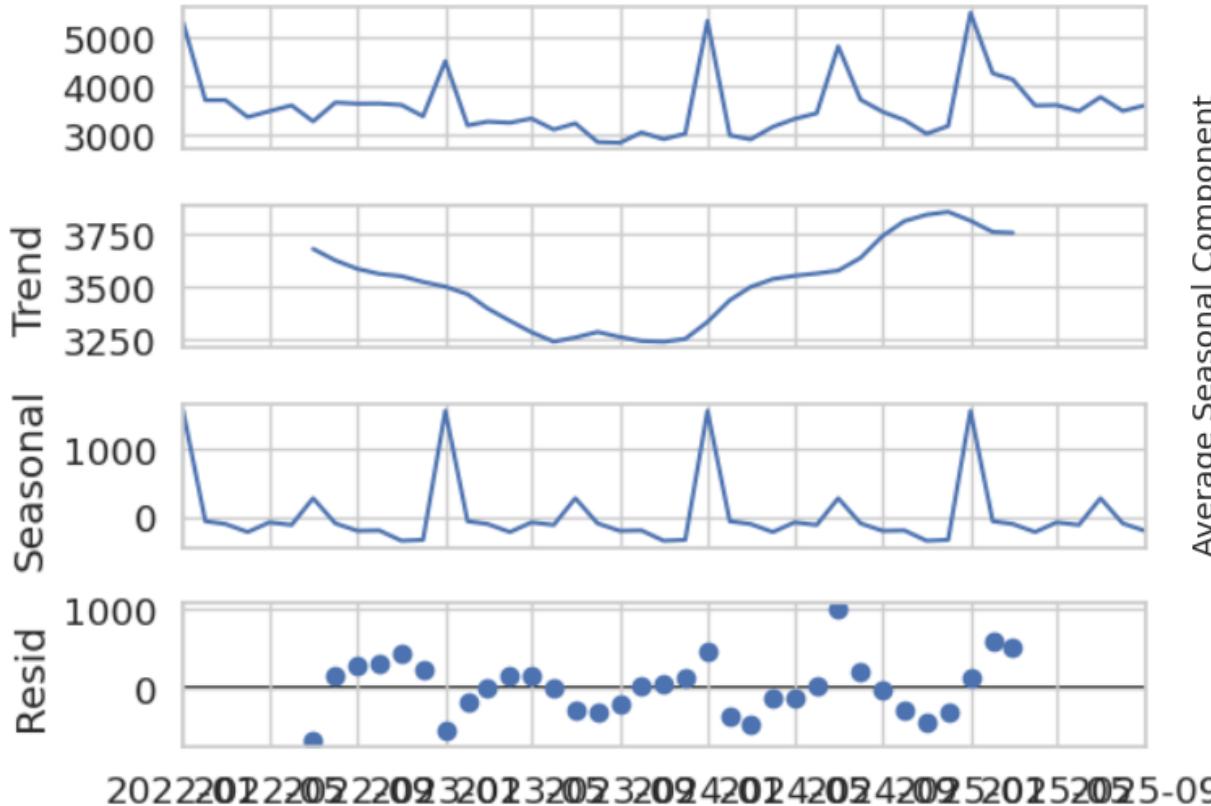
## Monthly trend



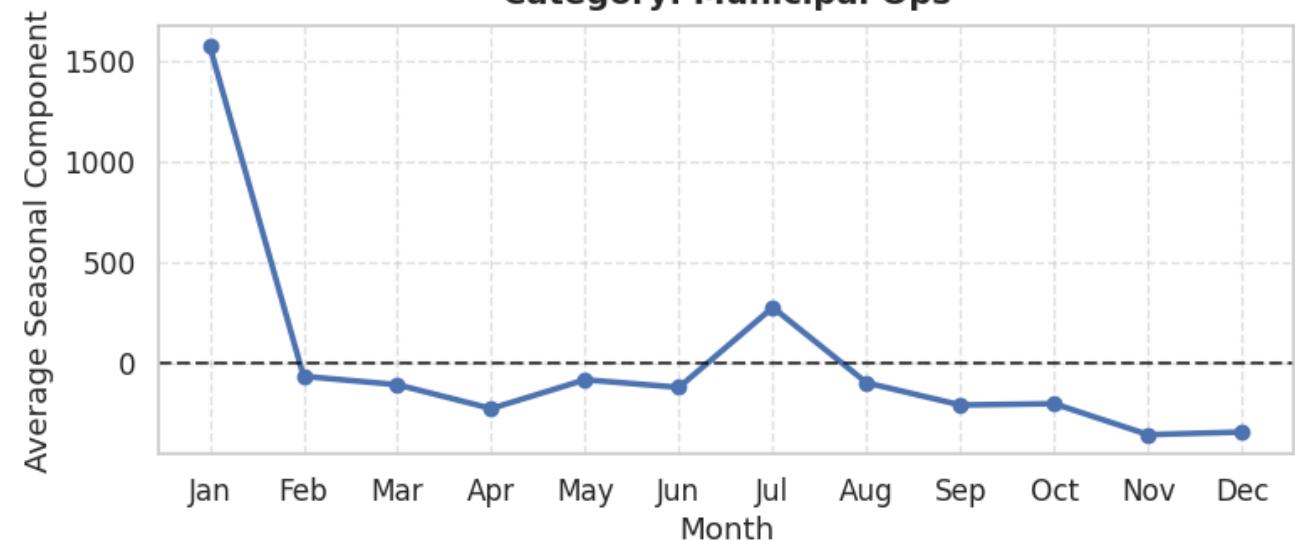
# Municipal Operations Sections

## Monthly Complaints trend and seasonality

Trend and Seasonality - Municipal Ops

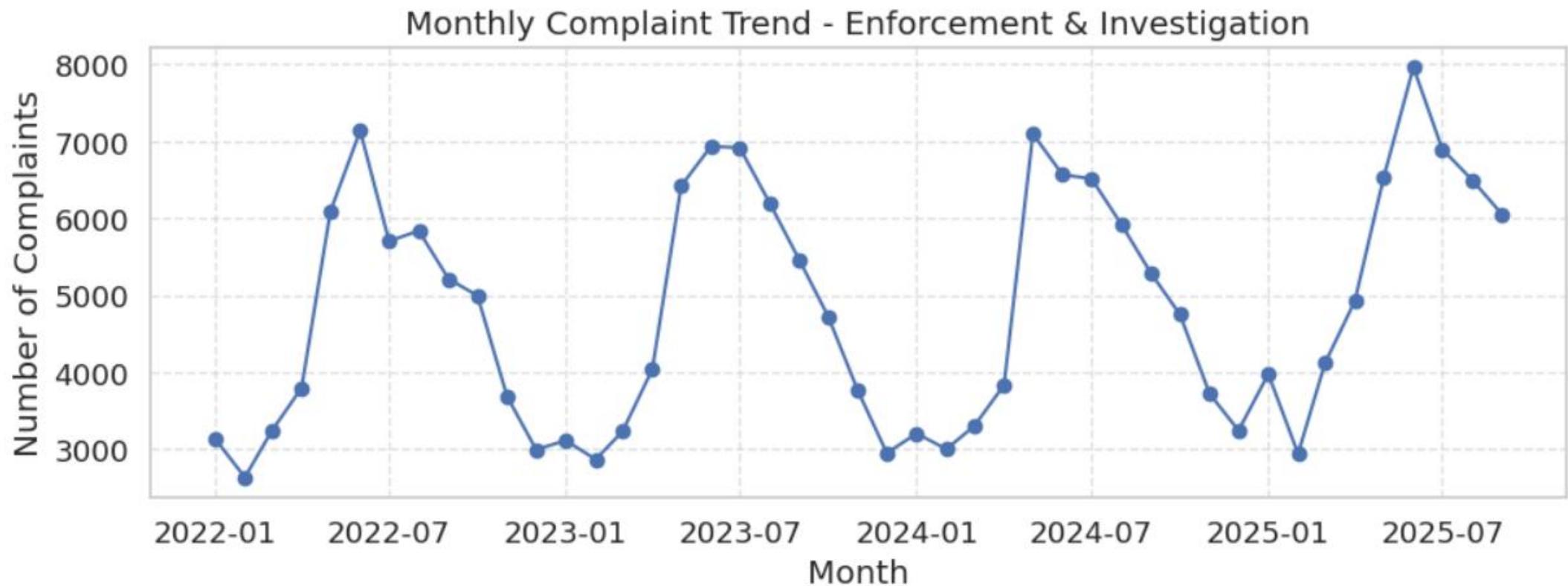


Average Monthly Seasonal Effect  
Category: Municipal Ops



# Enforcement & Investigation Sections

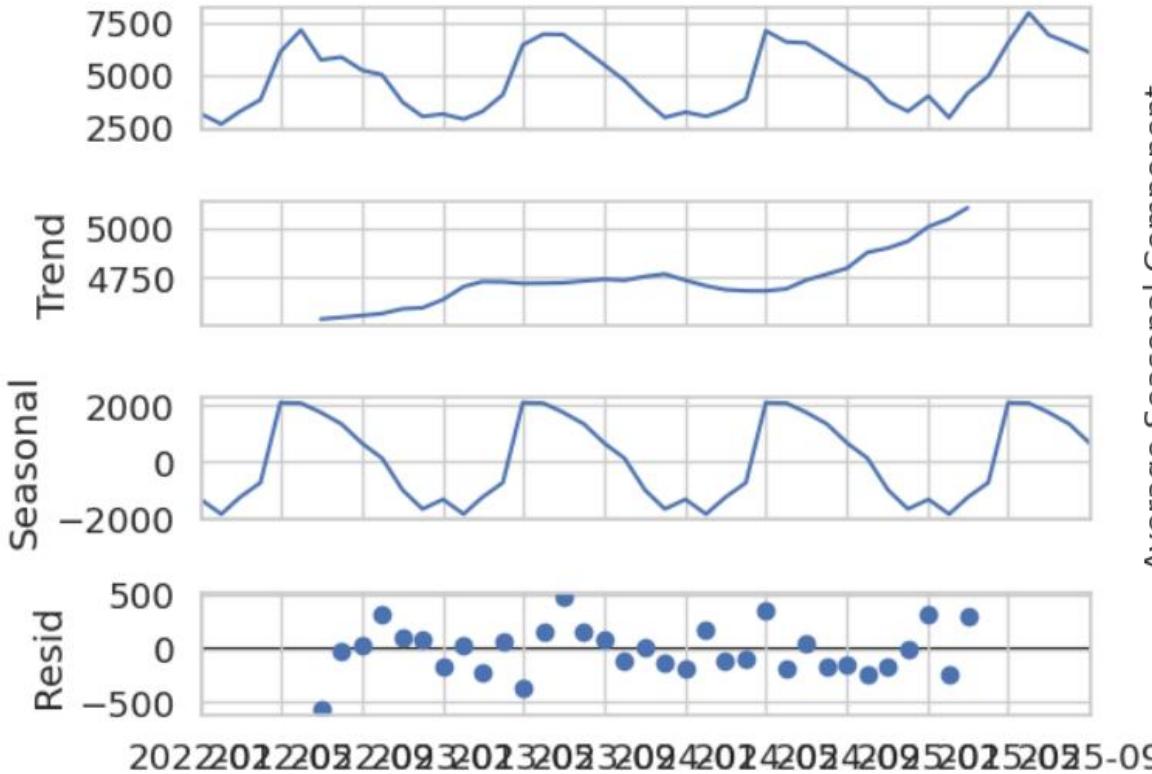
## Monthly Complaints



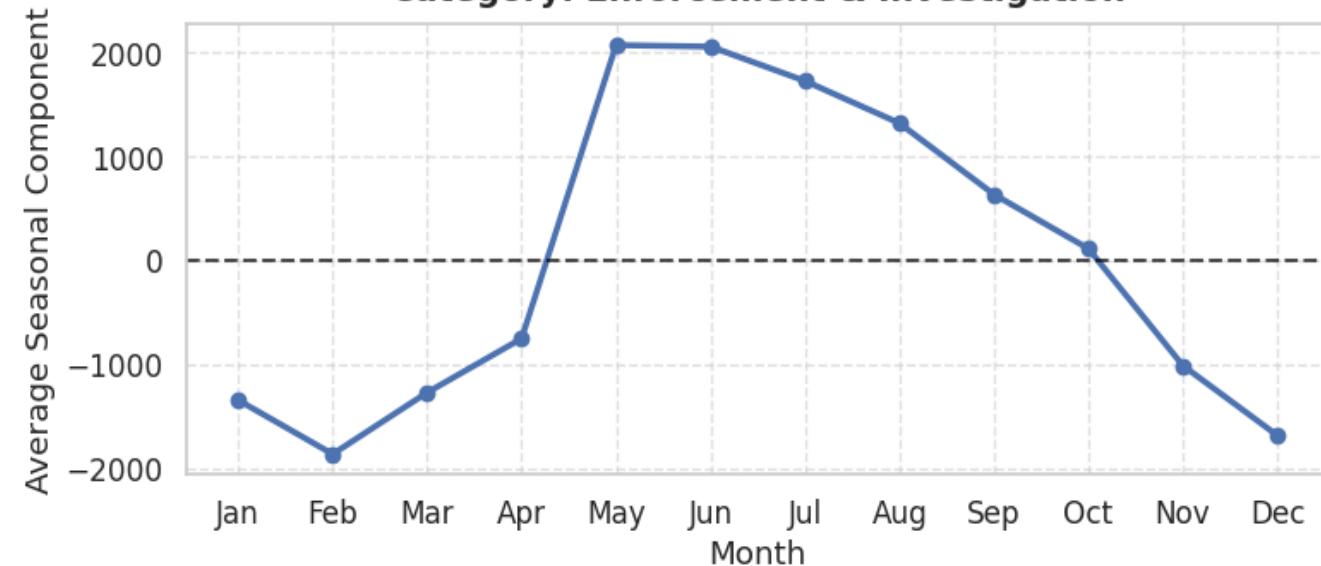
# Enforcement & Investigation Sections

## Monthly Complaints trend and seasonality

Trend and Seasonality - Enforcement & Investigation



Average Monthly Seasonal Effect  
Category: Enforcement & Investigation

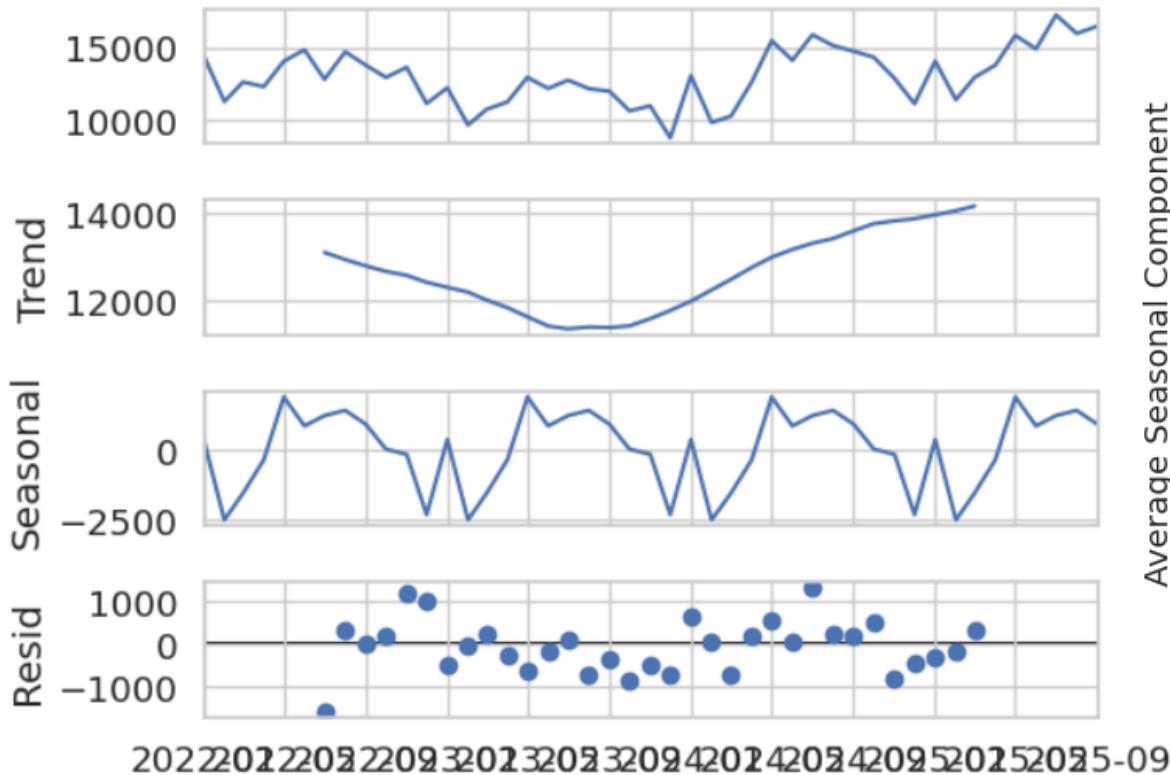


# Waste & Environmental Enforcement Sections Monthly Complaints

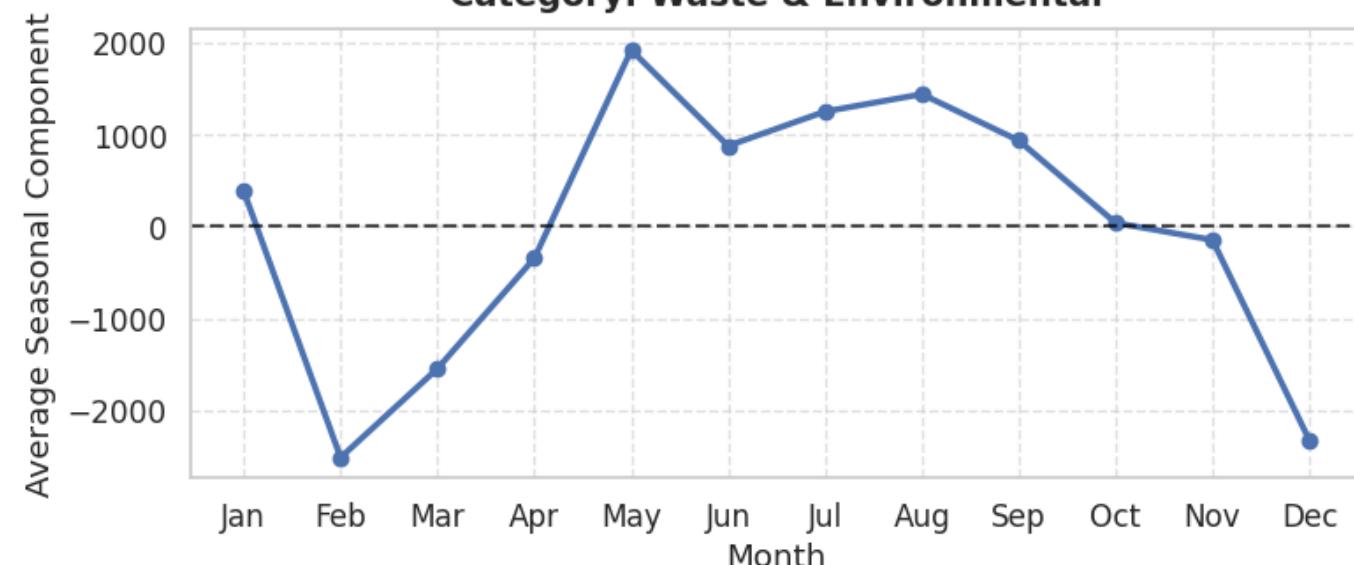


# Waste & Environmental Enforcement Sections Monthly Complaints trend and seasonality

Trend and Seasonality - Waste & Environmental

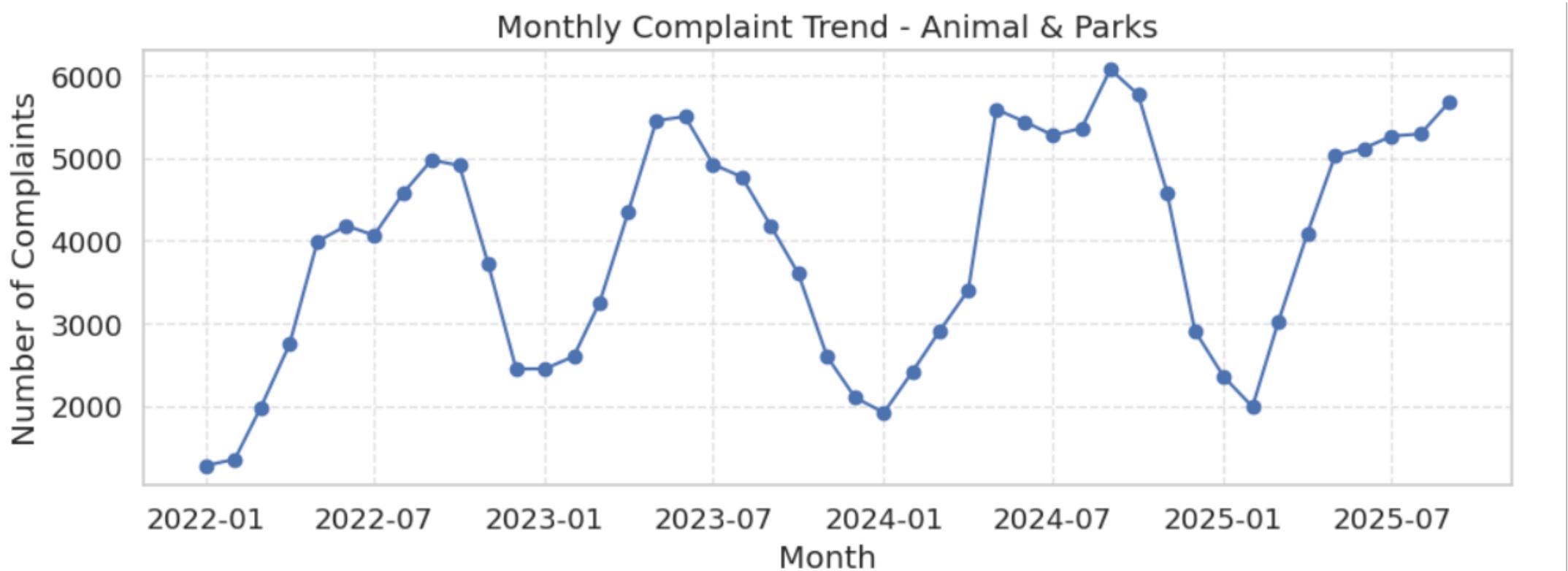


Average Monthly Seasonal Effect  
Category: Waste & Environmental



# Animal & Parks Enforcement Sections

## Monthly Complaints



# Animal & Parks Enforcement Sections

## Monthly Complaints trend and seasonality

