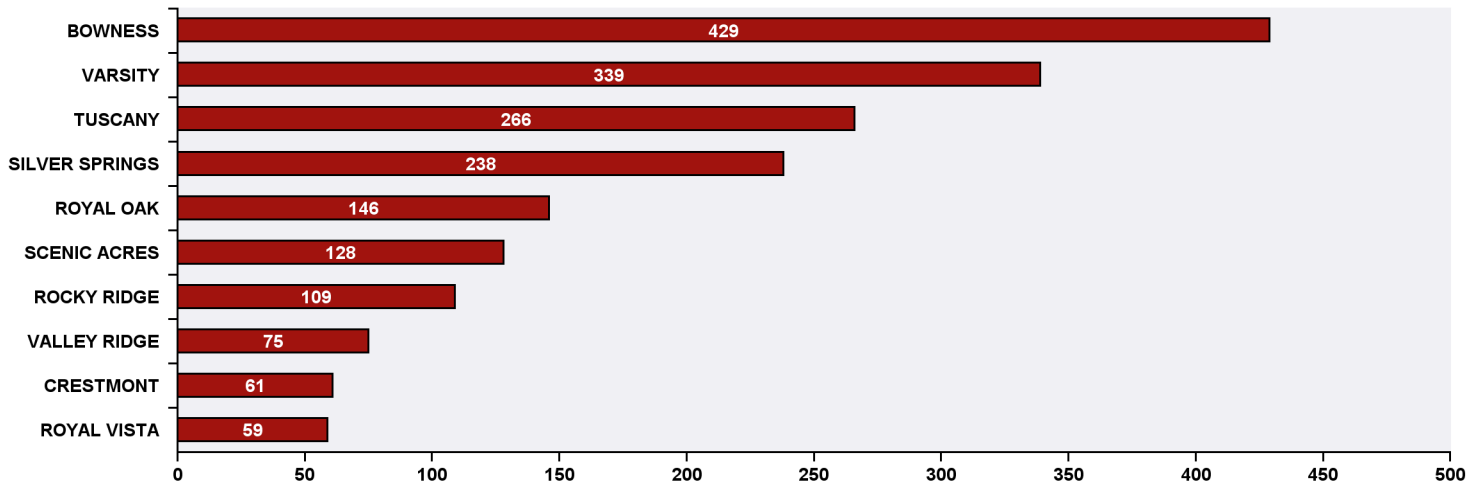




## Top 10 Communities in Ward 1 by SR Volume



| Top 20 SR Types by Volume                              | SR Count     | % of Total Ward |
|--|--------------|-----------------|
| Finance - ONLINE TIPP Agreement Request                | 94           | 4.9%            |
| Finance - Property Tax Account Inquiry                 | 90           | 4.7%            |
| Roads - Streetlight Maintenance                        | 75           | 3.9%            |
| WRS - Cart Management                                  | 70           | 3.7%            |
| Bylaw - Snow and Ice on Sidewalk                       | 59           | 3.1%            |
| WRS - Recycling - Blue Cart                            | 50           | 2.6%            |
| Finance - TIPP Agreement Request                       | 49           | 2.6%            |
| WRS - Waste - Residential                              | 49           | 2.6%            |
| CBS Inspection - Electrical                            | 46           | 2.4%            |
| Roads - Snow and Ice Control                           | 45           | 2.4%            |
| 311 Contact Us   | 44           | 2.3%            |
| CBS Inspection - Furnace Replacement                   | 38           | 2.0%            |
| CT - Employee Conduct                                  | 38           | 2.0%            |
| CBS Inspection - Residential Improvement Project - RIP | 36           | 1.9%            |
| WRS - Compost - Green Cart                             | 34           | 1.8%            |
| Parks - Snow and Ice Concerns - WAM                    | 32           | 1.7%            |
| CBS - RIM - Property Research                          | 27           | 1.4%            |
| CBS Inspection - SCP - New Home                        | 26           | 1.4%            |
| WATS - Sewage Back-up                                  | 26           | 1.4%            |
| CBS Inspection - Commercial or Multi-Family            | 25           | 1.3%            |
| Roads - Debris on Street/Sidewalk/Boulevard            | 25           | 1.3%            |
| Roads - Signs - Traffic and Roadmarking                | 25           | 1.3%            |
| Roads - Traffic or Pedestrian Light Repair             | 25           | 1.3%            |
| WATS - Water Off-On Appointment                        | 25           | 1.3%            |
| <b>Total Top 20 SR Types</b>                           | <b>1,053</b> | <b>55.4%</b>    |
| <b>Total Other SRs</b>                                 | <b>848</b>   | <b>44.6%</b>    |
| <b>Total SRs for Ward</b>                              | <b>1,901</b> | <b>100.0%</b>   |

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.