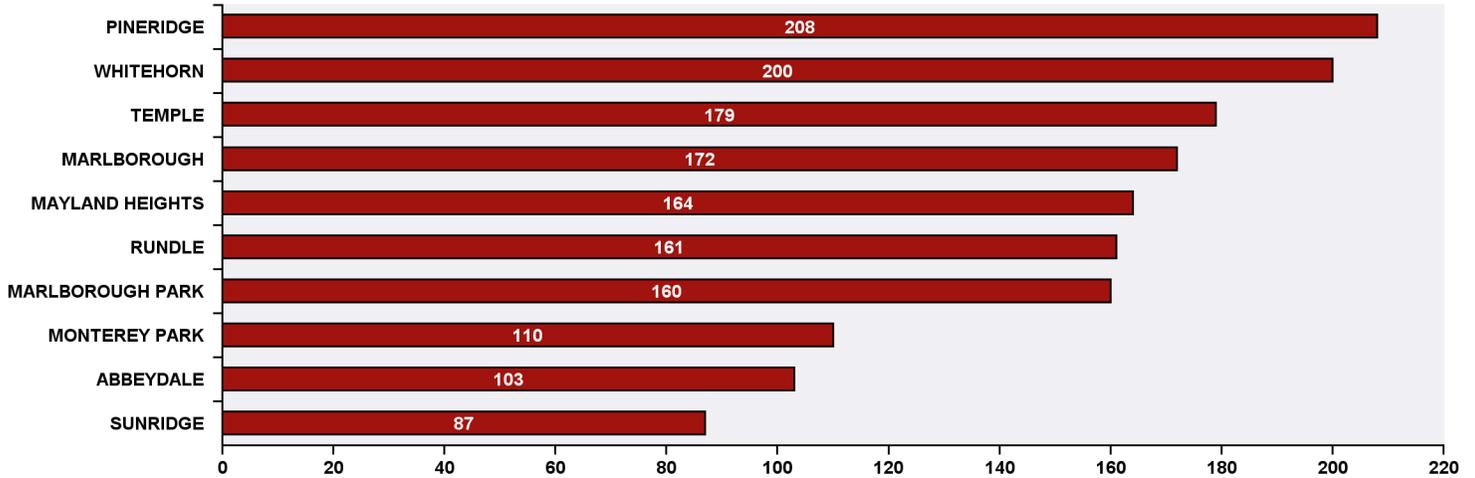




## Top 10 Communities in Ward 10 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	163	8.4%
Roads - Snow and Ice Control	116	6.0%
WRS - Cart Management	87	4.5%
WRS - Waste - Residential	79	4.1%
WRS - Recycling - Blue Cart	61	3.1%
WATS - Sewage Back-up	58	3.0%
CBS Inspection - Commercial or Multi-Family	53	2.7%
Finance - Property Tax Account Inquiry	51	2.6%
CT - Employee Conduct	48	2.5%
Roads - Streetlight Maintenance	43	2.2%
AS - Animal at Large	41	2.1%
CBS Inspection - Furnace Replacement	37	1.9%
Bylaw - Material on Public Property	36	1.9%
CT - Bus Route or Bus Schedule	34	1.7%
Finance - ONLINE TIPP Agreement Request	34	1.7%
Finance - TIPP Agreement Request	33	1.7%
Roads - Traffic or Pedestrian Light Repair	32	1.6%
WRS - Compost - Green Cart	29	1.5%
CT - Snow and Ice Control	26	1.3%
CBS Inspection - Electrical	25	1.3%
WATS - Water Consumption Appointment	25	1.3%
<b>Total Top 20 SR Types</b>	<b>1,111</b>	<b>57.1%</b>
<b>Total Other SRs</b>	<b>834</b>	<b>42.9%</b>
<b>Total SRs for Ward</b>	<b>1,945</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.