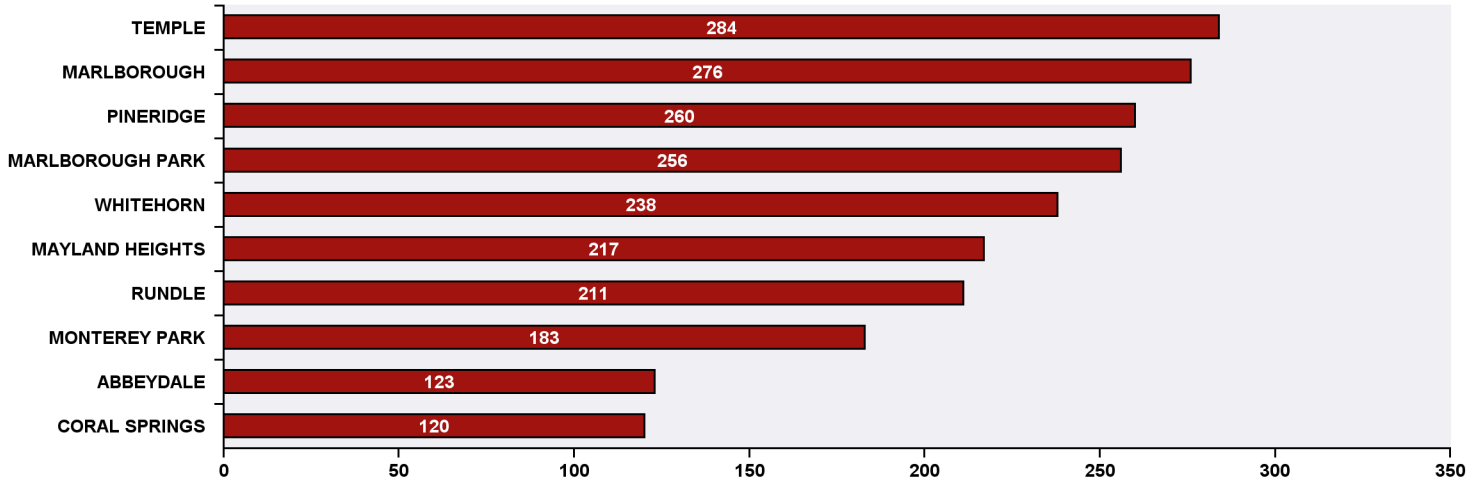




Top 10 Communities in Ward 10 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	320	11.8%
Roads - Snow and Ice Control	295	10.9%
WRS - Waste - Residential	158	5.8%
WRS - Cart Management	121	4.5%
Finance - Property Tax Account Inquiry	119	4.4%
WRS - Recycling - Blue Cart	64	2.4%
CFD - Inspection - Business Licence - FHB	63	2.3%
WATS - Sewage Back-up	59	2.2%
Bylaw - Material on Public Property	56	2.1%
CBS Inspection - Commercial or Multi-Family	54	2.0%
Roads - Streetlight Maintenance	49	1.8%
Finance - ONLINE TIPP Agreement Request	43	1.6%
CT - Employee Conduct	42	1.5%
Parks - Snow and Ice Concerns - WAM	41	1.5%
CNS - Subsidized Programs - Fair Entry	36	1.3%
Finance - TIPP Agreement Request	36	1.3%
Roads - Traffic or Pedestrian Light Repair	36	1.3%
CBS Inspection - Electrical	35	1.3%
Compliance - Business Licence Concern	35	1.3%
Roads - Debris on Backlane	33	1.2%
Roads - Debris on Street/Sidewalk/Boulevard	33	1.2%
Total Top 20 SR Types	1,728	63.7%
Total Other SRs	984	36.3%
Total SRs for Ward	2,712	100.0%

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.