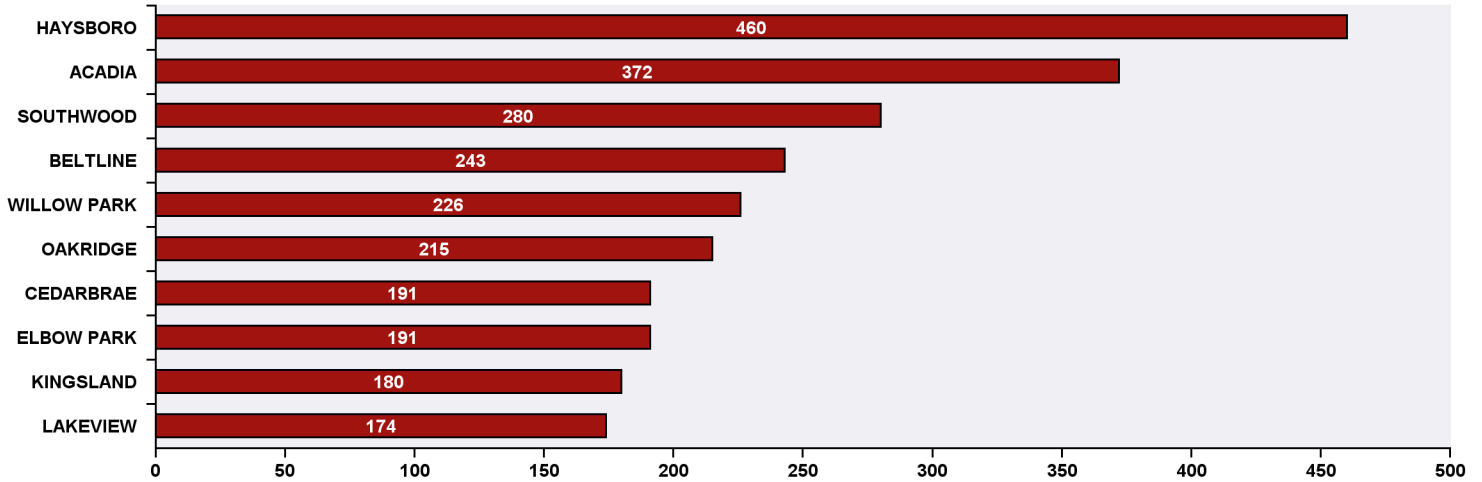




Top 10 Communities in Ward 11 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Roadway Maintenance	276	6.5%
Roads - Snow and Ice Control	181	4.3%
Roads - Streetlight Maintenance	155	3.7%
Roads - Traffic Signal Timing Inquiry	149	3.5%
WRS - Cart Management	142	3.4%
Finance - Property Tax Account Inquiry	128	3.0%
Parks - Tree Concern - WAM	106	2.5%
CBS Inspection - Electrical	85	2.0%
WRS - Waste - Residential	85	2.0%
Finance - ONLINE TIPP Agreement Request	79	1.9%
Roads - Debris on Street/Sidewalk/Boulevard	79	1.9%
CBS Inspection - Commercial or Multi-Family	78	1.8%
Bylaw - Snow and Ice on Sidewalk	73	1.7%
WATS - Catch Basin Concerns	72	1.7%
WATS - Sewage Back-up	70	1.7%
Roads - Backlane Maintenance	67	1.6%
Roads - Traffic or Pedestrian Light Repair	66	1.6%
WRS - Recycling - Blue Cart	61	1.4%
Roads - Street Cleaning	56	1.3%
Corporate - Graffiti Concerns	55	1.3%
Total Top 20 SR Types	2,063	48.7%
Total Other SRs	2,172	51.3%
Total SRs for Ward	4,235	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.