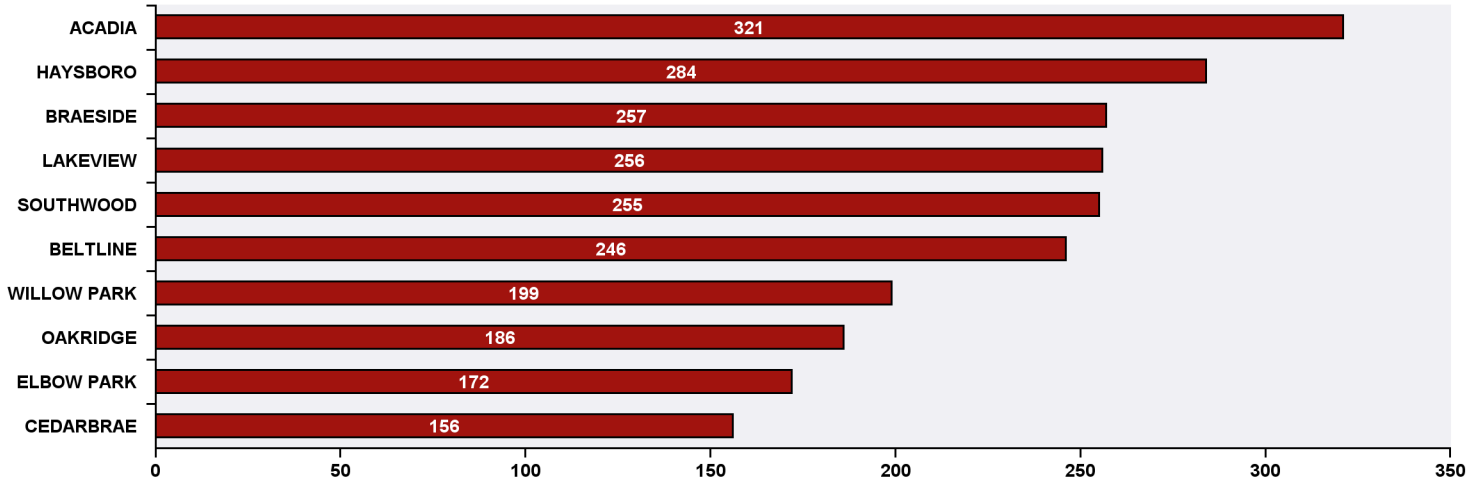




Top 10 Communities in Ward 11 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Parks - Tree Concern - WAM	145	3.6%
Finance - Property Tax Account Inquiry	142	3.5%
WRS - Cart Management	125	3.1%
CBS Inspection - Electrical	113	2.8%
WRS - Compost - Green Cart	108	2.7%
Corporate - Graffiti Concerns	99	2.4%
Finance - ONLINE TIPP Agreement Request	92	2.3%
WRS - Waste - Residential	91	2.2%
Roads - Roadway Maintenance	89	2.2%
CBS Inspection - Commercial or Multi-Family	86	2.1%
WATS - Sewage Back-up	86	2.1%
WRS - Recycling - Blue Cart	86	2.1%
CBS Inspection - Residential Improvement Project - RIP	77	1.9%
Roads - Debris on Street/Sidewalk/Boulevard	77	1.9%
Roads - Traffic or Pedestrian Light Repair	67	1.7%
Bylaw - Long Grass - Weeds Infraction	64	1.6%
Roads - Backlane Maintenance	62	1.5%
CBS Inspection - Plumbing	60	1.5%
Roads - Streetlight Maintenance	59	1.5%
Roads - Sidewalk - Curb and Gutter Repair	57	1.4%
Total Top 20 SR Types	1,785	44.0%
Total Other SRs	2,270	56.0%
Total SRs for Ward	4,055	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.