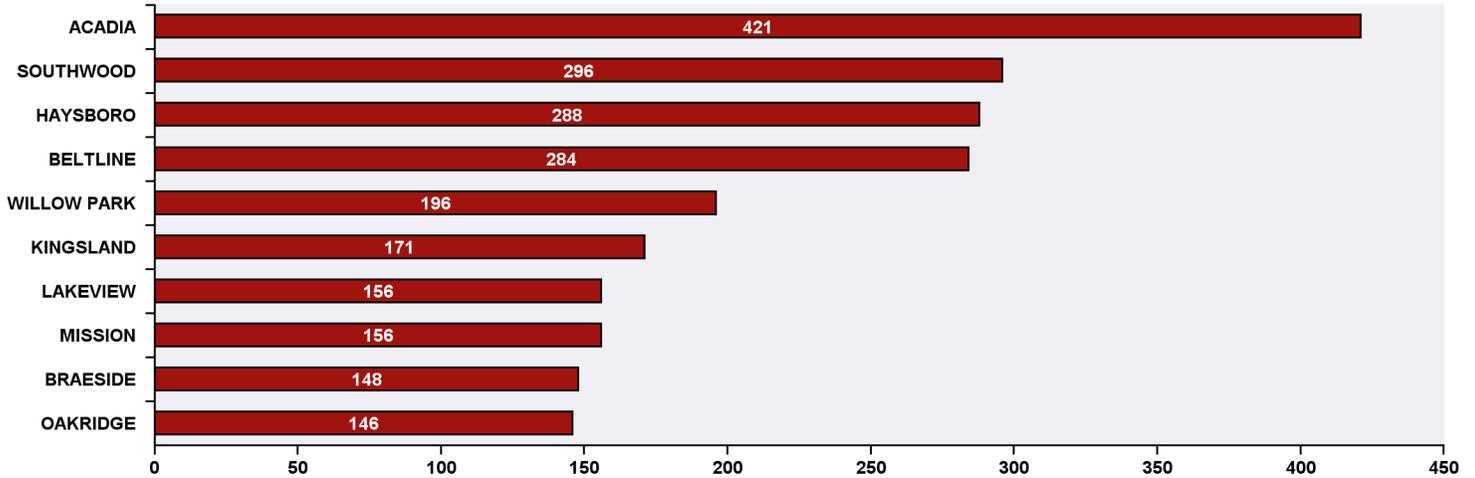




Top 10 Communities in Ward 11 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Roads - Snow and Ice Control	539	14.4%
Bylaw - Snow and Ice on Sidewalk	452	12.1%
Roads - Traffic or Pedestrian Light Repair	94	2.5%
Finance - Property Tax Account Inquiry	91	2.4%
Parks - Snow and Ice Concerns - WAM	88	2.4%
WRS - Waste - Residential	87	2.3%
WATS - Sewage Back-up	78	2.1%
CBS Inspection - Commercial or Multi-Family	76	2.0%
WRS - Cart Management	69	1.8%
Finance - ONLINE TIPP Agreement Request	68	1.8%
CT - Employee Conduct	60	1.6%
Roads - Streetlight Maintenance	60	1.6%
CBS Inspection - Electrical	59	1.6%
WRS - Recycling - Blue Cart	52	1.4%
Bylaw - Material on Public Property	51	1.4%
CNS - Snow Angels Campaign	50	1.3%
Corporate - Graffiti Concerns	50	1.3%
Roads - Signs - Missing - Damaged	44	1.2%
CBS Inspection - Furnace Replacement	43	1.1%
Parks - Wildlife Sightings	41	1.1%
Roads - Roadway Maintenance	41	1.1%
Total Top 20 SR Types	2,193	58.6%
Total Other SRs	1,547	41.4%
Total SRs for Ward	3,740	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.