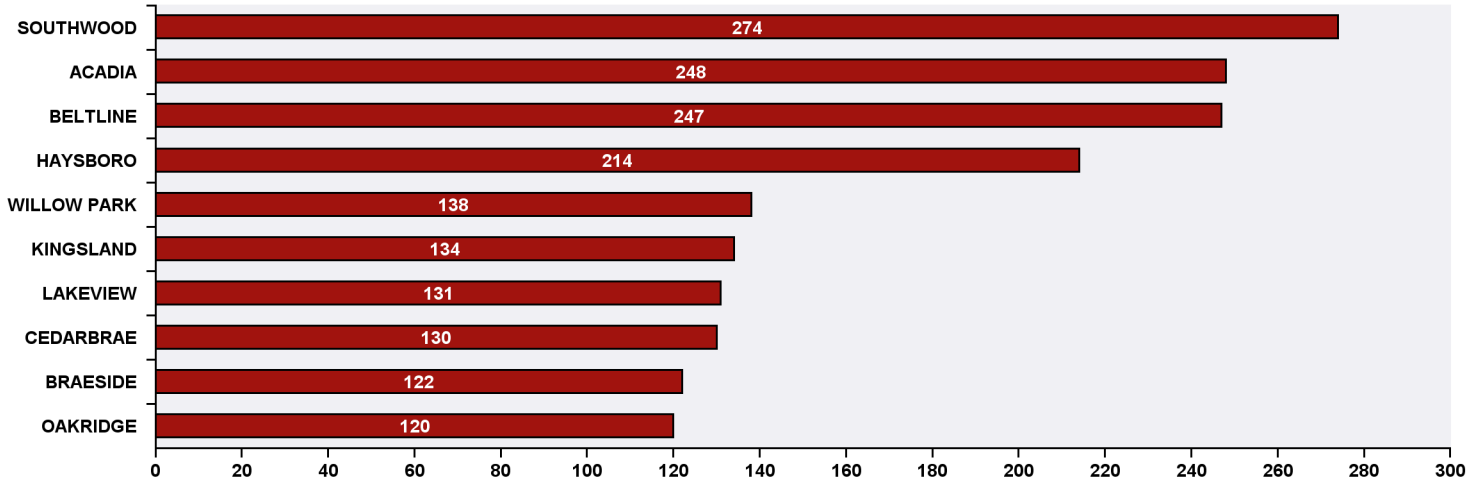


Top 10 Communities in Ward 11 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	232	7.9%
Roads - Snow and Ice Control	209	7.2%
Roads - Streetlight Maintenance	164	5.6%
Finance - Property Tax Account Inquiry	103	3.5%
WRS - Cart Management	97	3.3%
Parks - Snow and Ice Concerns - WAM	88	3.0%
Roads - Traffic or Pedestrian Light Repair	87	3.0%
WATS - Sewage Back-up	71	2.4%
CBS Inspection - Commercial or Multi-Family	65	2.2%
CT - Employee Conduct	63	2.2%
CBS Inspection - Residential Improvement Project - RIP	51	1.7%
Finance - ONLINE TIPP Agreement Request	51	1.7%
WRS - Waste - Residential	48	1.6%
CBS Inspection - Furnace Replacement	43	1.5%
CBS Inspection - Electrical	41	1.4%
Bylaw - Material on Public Property	38	1.3%
WRS - Recycling - Blue Cart	37	1.3%
WATS - Water Outage	36	1.2%
CBS - RIM - Property Research	35	1.2%
Parks - Wildlife Management	33	1.1%
Roads - Signs - Missing - Damaged	33	1.1%
Total Top 20 SR Types	1,625	55.6%
Total Other SRs	1,296	44.4%
Total SRs for Ward	2,921	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.