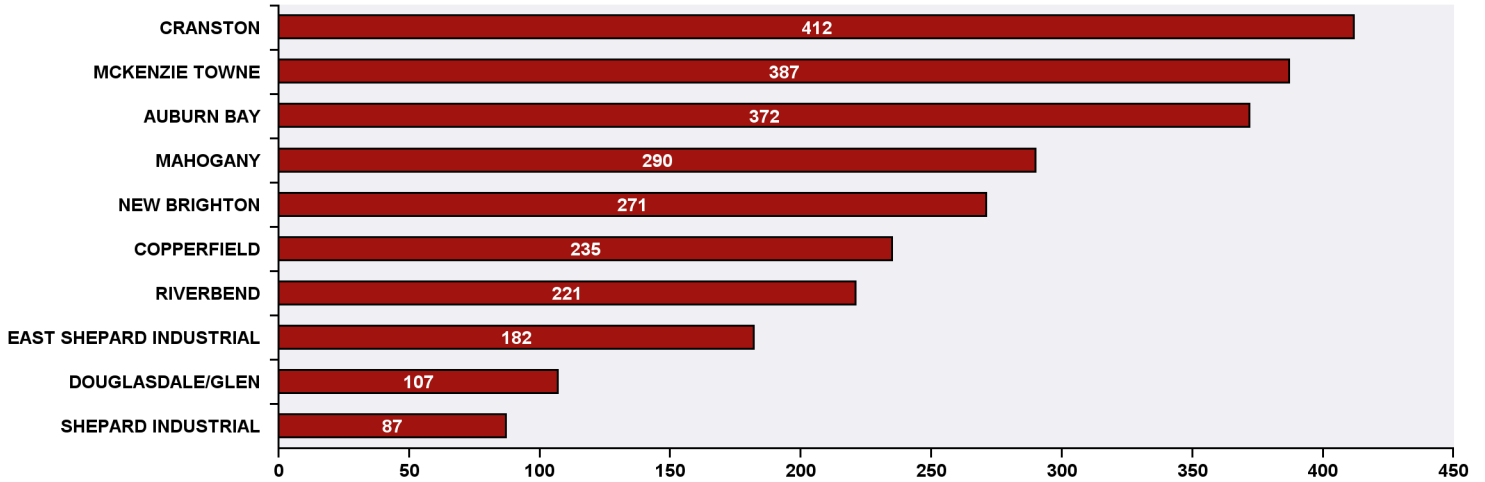


Top 10 Communities in Ward 12 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	408	14.9%
Roads - Snow and Ice Control	345	12.6%
Finance - Property Tax Account Inquiry	130	4.7%
Finance - ONLINE TIPP Agreement Request	116	4.2%
CBS Inspection - Electrical	96	3.5%
CBS Inspection - Commercial or Multi-Family	95	3.5%
WRS - Waste - Residential	90	3.3%
WRS - Cart Management	76	2.8%
Finance - TIPP Agreement Request	60	2.2%
CBS Inspection - Residential Improvement Project - RIP	58	2.1%
CBS Inspection - Plumbing	47	1.7%
WRS - New Service - Carts	47	1.7%
CNS - Snow Angels Campaign	41	1.5%
Parks - Snow and Ice Concerns - WAM	41	1.5%
WRS - Recycling - Blue Cart	40	1.5%
Bylaw - Material on Public Property	37	1.3%
Roads - Traffic or Pedestrian Light Repair	35	1.3%
Roads - Traffic Signal Timing Inquiry	34	1.2%
311 Contact Us	33	1.2%
WATS - Catch Basin Concerns	33	1.2%
Total Top 20 SR Types	1,862	67.8%
Total Other SRs	884	32.2%
Total SRs for Ward	2,746	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.