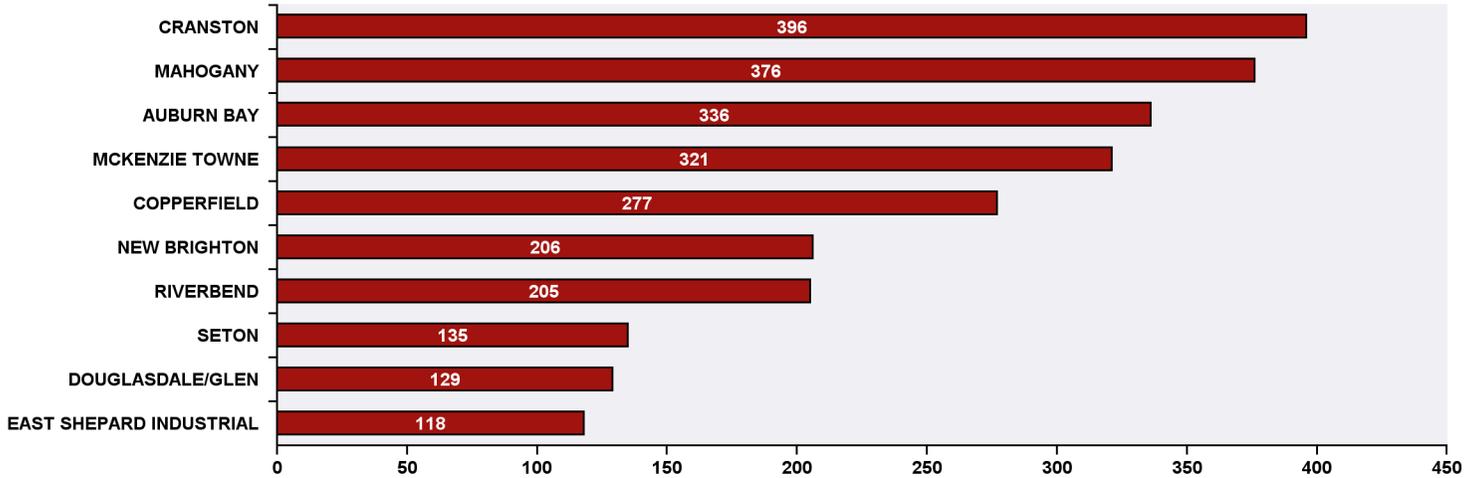




Top 10 Communities in Ward 12 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	216	7.9%
Bylaw - Snow and Ice on Sidewalk	177	6.5%
CBS Inspection - Electrical	119	4.4%
CBS Inspection - Residential Improvement Project - RIP	106	3.9%
Finance - ONLINE TIPP Agreement Request	96	3.5%
CBS Inspection - Commercial or Multi-Family	92	3.4%
WATS - Catch Basin Concerns	88	3.2%
Roads - Snow and Ice Control	81	3.0%
WRS - Waste - Residential	80	2.9%
WRS - Cart Management	67	2.5%
CBS Inspection - Plumbing	60	2.2%
Roads - Streetlight Maintenance	55	2.0%
Finance - TIPP Agreement Request	53	1.9%
WRS - Recycling - Blue Cart	47	1.7%
WRS - New Service - Carts	45	1.7%
Roads - Pothole Maintenance	41	1.5%
Roads - Roadway Maintenance	38	1.4%
Roads - Debris on Street/Sidewalk/Boulevard	34	1.2%
Roads - Sidewalk - Curb and Gutter Repair	34	1.2%
Roads - Dead Animal Pick-Up	33	1.2%
Total Top 20 SR Types	1,562	57.3%
Total Other SRs	1,165	42.7%
Total SRs for Ward	2,727	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.