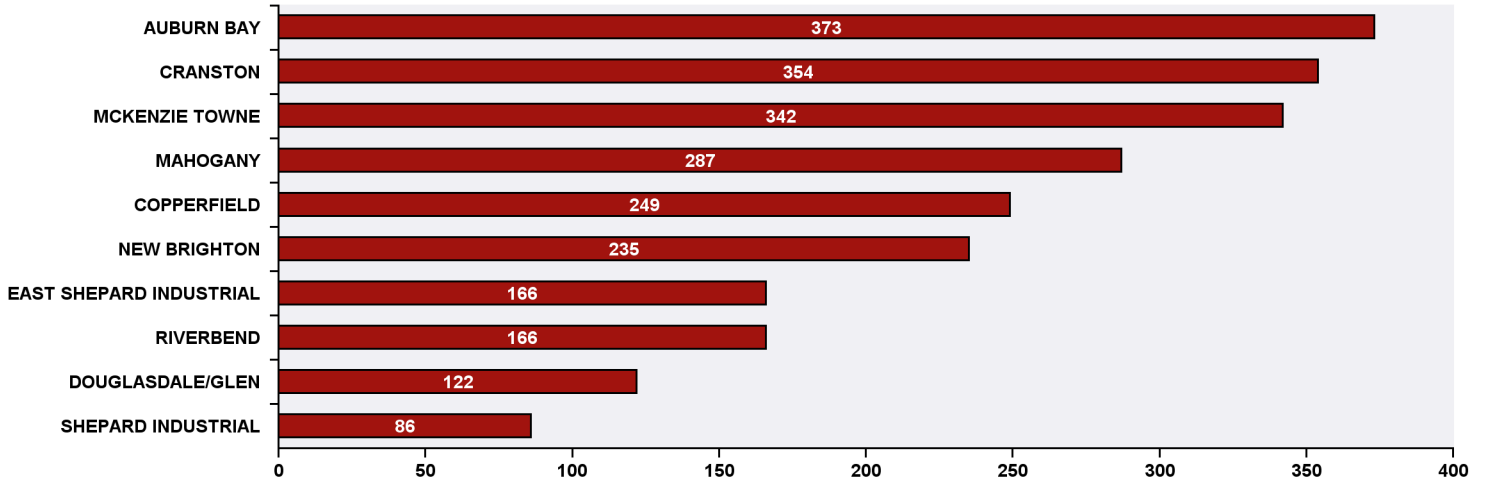


Top 10 Communities in Ward 12 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	205	8.0%
CBS Inspection - Electrical	177	6.9%
Finance - ONLINE TIPP Agreement Request	139	5.4%
WRS - Waste - Residential	130	5.1%
CBS Inspection - Residential Improvement Project - RIP	115	4.5%
Finance - TIPP Agreement Request	108	4.2%
CBS Inspection - Commercial or Multi-Family	95	3.7%
WRS - Recycling - Blue Cart	84	3.3%
WRS - Cart Management	81	3.2%
Bylaw - Snow and Ice on Sidewalk	74	2.9%
CBS Inspection - Plumbing	58	2.3%
WRS - Compost - Green Cart	58	2.3%
WRS - New Service - Carts	51	2.0%
Roads - Traffic or Pedestrian Light Repair	50	1.9%
Roads - Snow and Ice Control	49	1.9%
CBS Inspection - Gas	44	1.7%
Bylaw - Temporary Signs Infraction on City Property	36	1.4%
Roads - Signs - Traffic and Roadmarking	34	1.3%
CT - Employee Conduct	26	1.0%
Parks - Wildlife Sightings	26	1.0%
Roads - Traffic Signal Timing Inquiry	26	1.0%
Total Top 20 SR Types	1,666	65.0%
Total Other SRs	899	35.0%
Total SRs for Ward	2,565	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.