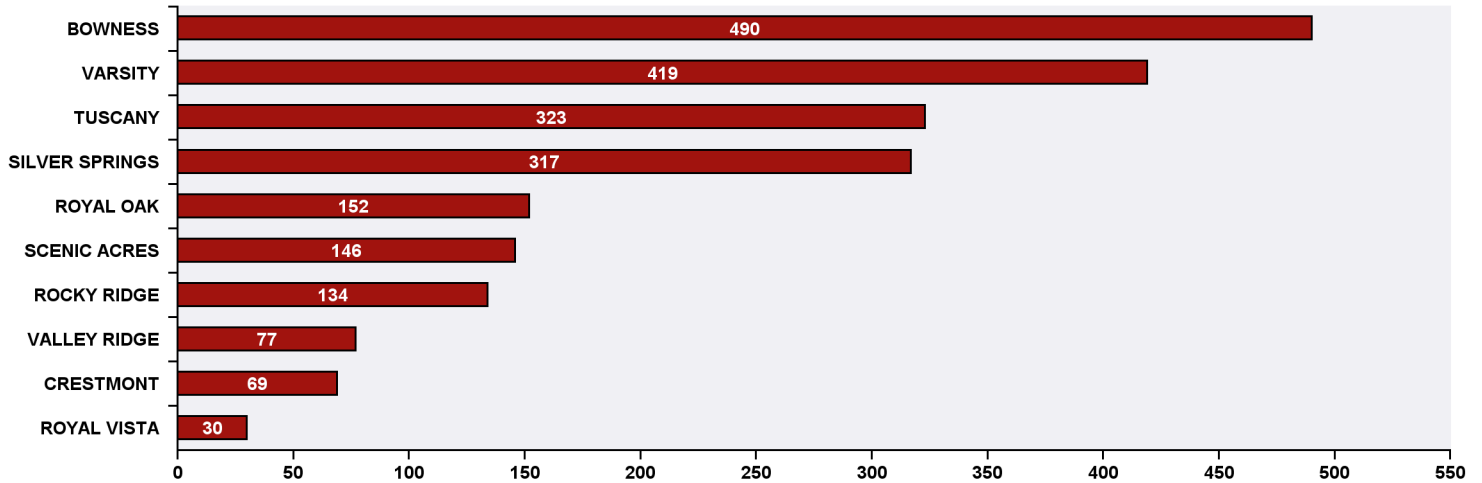




## Top 10 Communities in Ward 1 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Bylaw - Snow and Ice on Sidewalk	116	5.3%
Finance - Property Tax Account Inquiry	101	4.6%
WRS - Cart Management	85	3.9%
WATS - Catch Basin Concerns	78	3.5%
Roads - Snow and Ice Control	66	3.0%
CBS Inspection - Electrical	62	2.8%
Finance - ONLINE TIPP Agreement Request	53	2.4%
Roads - Streetlight Maintenance	47	2.1%
CBS Inspection - Residential Improvement Project - RIP	46	2.1%
311 Contact Us	41	1.9%
Roads - Roadway Maintenance	41	1.9%
WATS - Water Outage	41	1.9%
WRS - Waste - Residential	41	1.9%
CBS Inspection - Furnace Replacement	38	1.7%
CT - Employee Conduct	38	1.7%
WRS - Recycling - Blue Cart	38	1.7%
Roads - Signs - Missing - Damaged	34	1.5%
Roads - Pothole Maintenance	33	1.5%
Bylaw - Material on Public Property	32	1.5%
WATS - Sewage Back-up	32	1.5%
<b>Total Top 20 SR Types</b>	<b>1,063</b>	<b>48.2%</b>
<b>Total Other SRs</b>	<b>1,141</b>	<b>51.8%</b>
<b>Total SRs for Ward</b>	<b>2,204</b>	<b>100.0%</b>

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.