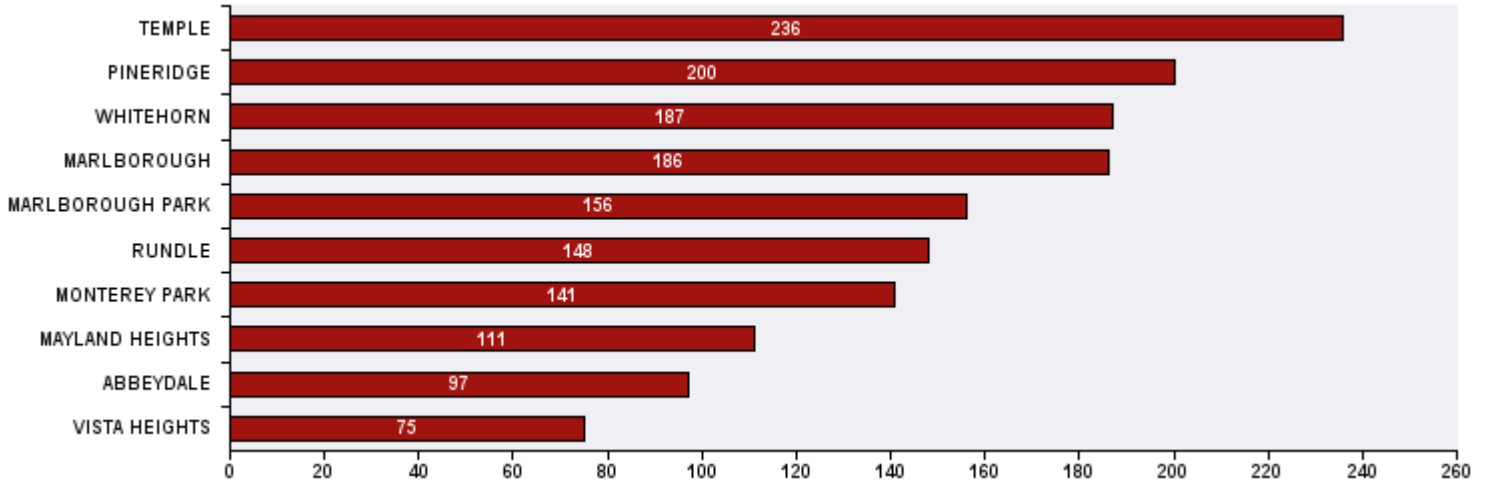


Top 10 Communities in Ward 10 by SR Volume



Top 20 SR Types by Volume	SR Count	% of Total Ward
Finance - Property Tax Account Inquiry	154	7.8%
Bylaw - Snow and Ice on Sidewalk	94	4.8%
WRS - Cart Management	79	4.0%
Roads - Pothole Maintenance	61	3.1%
Roads - Streetlight Maintenance	59	3.0%
Roads - Snow and Ice Control	58	2.9%
Bylaw - Material on Public Property	54	2.7%
WRS - Recycling - Blue Cart	53	2.7%
WRS - Waste - Residential	49	2.5%
WATS - Catch Basin Concerns	48	2.4%
WATS - Sewage Back-up	48	2.4%
Compliance - Business Licence Concern	37	1.9%
CBS Inspection - Residential Improvement Project - RIP	32	1.6%
Roads - Traffic or Pedestrian Light Repair	30	1.5%
AS - Animal at Large	29	1.5%
Roads - Debris on Backlane	29	1.5%
Bylaw - Waste and Recycling Infractions	28	1.4%
WRS - Compost - Green Cart	28	1.4%
CN - Subsidized Programs - Fair Entry	27	1.4%
CT - Employee Conduct	27	1.4%
Total Top 20 SR Types	1,024	51.9%
Total Other SRs	949	48.1%
Total SRs for Ward	1,973	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.